

Boldly Reimagining the Future of Health

Because we believe health can, and should, be better.

Spectrum Health is a not-for-profit health system that provides care and coverage, comprising 31,000+ team members, 14 hospitals (including Helen DeVos Children's Hospital), a robust network of care facilities, teams of nationally recognized doctors and providers, and the nation's third-largest provider-sponsored health plan, Priority Health, currently serving over 1 million members across the state of Michigan.

People are at the heart of everything we do. Locally governed and headquartered in Grand Rapids, Michigan, we are focused on our mission: to improve health, inspire hope and save lives. Spectrum Health has a legacy of strong community partnerships, philanthropy and transparency. Through experience, innovation and collaboration, we are reimagining a better, more equitable model of health and wellness.

Improve health, inspire hope and save lives™



31,000+
Team Members



\$8.3 Billion
Enterprise*



\$542 Million
Community Benefit*



\$30 Million
Philanthropy*



2,400
Volunteers



4,700
Physicians and
Advanced Practice Providers
(Spectrum Health employed and independent)



14
Hospitals



150
Ambulatory Sites



219,000
Virtual Video Visits*



514,000+
Home Health Care Visits*



\$100 Million
Health Equity Funding
(Over next 10 years)



\$100 Million
Venture Capital Fund



1 Million+
Members Served by our
Health Plan



7,000+
Employers Contracted by
Priority Health



97%
Michigan Primary Care
Doctors in Network**




78,000+
Lives touched through
108,000+ Healthier
Communities encounters*

*Jan. 1–Dec. 31, 2020

**According to the Michigan Department of Insurance and Financial Services 2019 Individual and Small Group and network filings, excluding out-of-state and Upper Peninsula providers. Network varies by plan.

Priority Health At-A-Glance

 **1,200** EMPLOYEES

 **6** OFFICES located throughout Michigan

 Network includes more than
97% OF MICHIGAN PRIMARY
CARE DOCTORS STATEWIDE

 **115** ACUTE CARE HOSPITALS

Priority Health offers
Employer Group,
Medicare Advantage,
Medigap, Medicaid,
Healthy Michigan Plan
and Individual products.

Priority Health is a nationally recognized not-for-profit health benefits company that focuses on improving the health and lives of its members across the state of Michigan. It is an organization with a 30-year history of offering Michigan companies and individuals progressive products and smart programs that keep costs down and members healthy.

Workforce: 1,200 employees

Locations: Priority Health has six offices located throughout Michigan including Detroit, Grand Rapids, Holland, Kalamazoo, Southfield and Traverse City.

Membership: 1 million members served in fiscal year 2019

Employer Groups: More than 7,000 employers throughout Michigan offer Priority Health to their employees.

Products: Employer Group, Medicare Advantage, Medigap, Medicaid, Healthy Michigan Plan and Individual

Providers: 97 percent of Michigan primary care doctors statewide have chosen to participate in the Priority Health network. Our network includes more than 115 acute care hospitals.

Accomplishments and Recognition:

- Priority Health is rated A and stable by A.M. Best, which reports on the financial stability of insurers and the insurance industry.
- Priority Health is the first health insurance company in Michigan to offer a free health and well-being experience tailored to each member, called "The Wellbeing Hub."
- Priority Health is one of the only health plans in Michigan to offer a diabetes prevention program as a benefit for commercial and Medicare members.
- Priority Health received the Michigan Association of Health Plans 2019 Pinnacle Award in the Community Outreach category for its Medically Complex Children Information Sharing Program launched by the Medicaid Care Management team. The program is focused on fostering collaboration and improving health outcomes.
- The Michigan Medicaid program, Priority Health Choice, is one of the top-rated Medicaid plans in Michigan, with a rating of 4 out of 5 in NCQA's Medicaid Health Insurance Plan Ratings 2019-2020.
- Priority Health Medicare Advantage HMO-POS plans are the highest-rated HMO-POS plans in Michigan, with a rating of 4.5 out of 5 in NCQA's Private Health Insurance Plan Ratings 2019-2020.



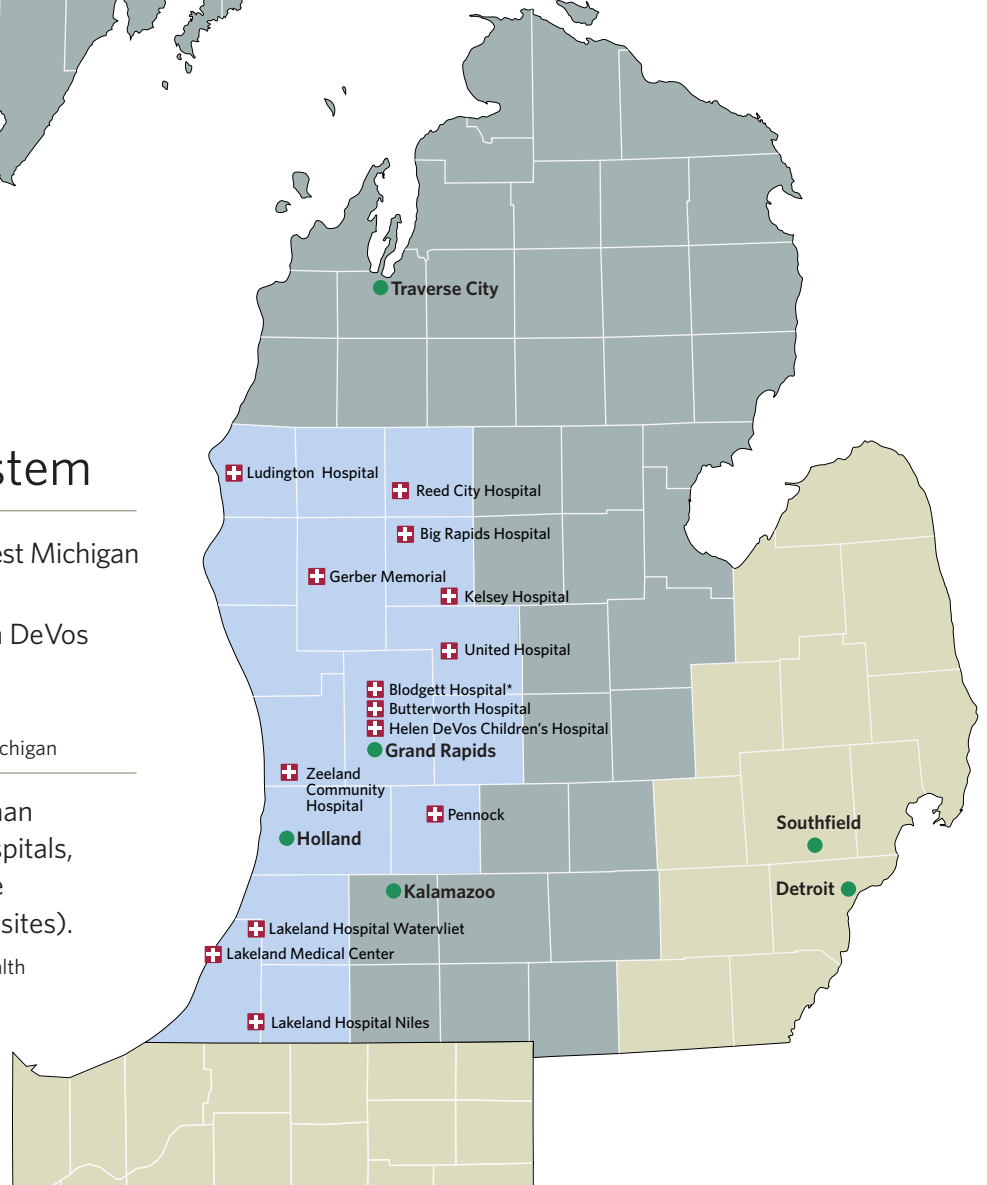
**Spectrum
Health**

Spectrum Health System

-  Service Area (Spectrum Health West Michigan and Spectrum Health Lakeland)
-  Additional Spectrum Health Helen DeVos Children's Hospital Service Area
-  Priority Health Locations
Priority Health service area extends across Michigan

Spectrum Health System has more than 150 outpatient facilities (including hospitals, integrated care campuses, urgent care centers, walk-in clinics and other care sites).

*Includes Select Specialty Hospital - Spectrum Health
(A joint venture with Select Medical Corporation).



Spectrum Health Information Services

Nationally recognized.

Performance Excellence Award

Recognized as a certified level 9 (of 10) in acute, long term and ambulatory categories.



Best Places to Work in IT

Ranked in the Top 50 of large sized organizations in the United States by Insider Pro and ComputerWorld.



Epic Connect Accredited

Maintains a high level of system adoption and of best practices in Epic's Community Connect program.



Industry-leading clinical and revenue cycle technologies.

Top-tier Epic platform - all hospitals, clinics, imaging, lab, ambulatory centers, home health and revenue cycle are integrated

First-class management of medical technology, including imaging (single PACS), laboratory, physiological monitoring, and clinical support

Digital clinical communications platform - iPhone-based device for clinicians manages voice, messaging, alerts, workflow, and other functions as a digital mobile capability. Centralized telemetry and monitoring capabilities, including cardiovascular, neuro and sitter capability



Epic Gold Stars Level 9



HIMSS Stage 7, with enterprise certification planned in 2021

Robust analytics platform and teams, supporting a high degree of analytical maturity



Highly effective and efficient revenue cycle



Large user base of Epic provider portal (EpicCare Link) and interoperability/connectivity solutions with provider and partner organizations



Modernized enterprise and employee technologies.

Workday for integrated human capital management, financials, and supply chain



Microsoft 365 Digital Workspace as a fully cloud-enabled toolset for a highly collaborative workforce



ServiceNow for seamless automation in IS service desk and new HR service center for employees



Salesforce for personalized experience with the Customer 360 view and relationship management



Transformational digital capabilities.

Digitally-enabled pre-patient journey - Giving expectant consumers cost, quality and availability information to help them discover and schedule with nearby providers and services, using virtual triage, online reservations and directional way-finding.



Clinically integrated patient experience - Leveraging Epic's MyChart patient portal to provide on-demand primary and specialty care video visits, appointment reminders and online bill pay. Enhanced connectivity and support for securely sharing patient medical information between health systems and enabling at-home monitoring for patients with chronic conditions and virtual I.C.U.

310,000+
virtual visits in 2020

517,000+
activated app users

Industry leading operations and digital member engagement - Improvements in our member portal provide more than one million Priority Health members a simplified experience and put them center in their medical care management.



Highly protected environment through cybersecure technologies and culture.

Highly effective security program - Industry leading talent and training practices ensure we are protected, adapting, and responsive to the ever-evolving cyber-threat landscape.

Advanced infrastructure and engaged workforce.

Integrated technology services span provider and payer organizations, enabling competitive advantage

We manage **51,000+**
client devices

47,000+
users

6,000+
servers

25PB
of storage

Industry-competitive cost structure with state-of-the-art technology such as AWS and Azure

Superior IS culture and engagement - IS teams have high levels of engagement and satisfaction, comparable with top-tier global organization benchmarks

Inclusion Resource Groups at Spectrum Health

IRGs (inclusion resource groups) are employee-led and formed around common demographics, characteristics or shared interests. IRGs are successful when they leverage the strength of their diversity to help the organization grow and are most effective when they focus on culture, commerce, career and community.



Asian Americans for Community Engagement (AACE)

The purpose of AACE is to improve the health of the communities we serve with a focus on inclusion, diversity and equity related to Asian communities and to collaborate with other strategic groups to promote innovation and cultural intelligence within Spectrum Health. | [Visit AACE on InSite](#)



AdaptAbilities

The purpose of AdaptAbilities is to draw forth the participation of persons with disabilities within Spectrum Health environments so that our peers, patients, and business can benefit from a common inclusive experience. | [Visit AdaptAbilities on InSite](#)



Fusion

The purpose of Fusion is to improve the health of the diverse Latinx community we serve while increasing their sense of belonging at Spectrum Health. | [Visit Fusion on InSite](#)



Healthy Pride

The purpose of Healthy Pride is to improve health care, coverage, patient engagement, and employee inclusion for all who identify as lesbian, gay, bisexual, transgender, queer/questioning, intersex, or other orientations and identities, and their allies. | [Visit Healthy Pride on InSite](#)



Spectrum Health African Americans for Resources & Engagement (SHAARE)

The purpose of SHAARE is to be a platform and resource for African American/ Black employees and allies through internal and external engagement with the community, to fulfill Spectrum Health's mission. | [Visit SHAARE on InSite](#)



NEXT Professional Network

The purpose of NEXT is to be a voice and champion for the next generation of leaders. By bridging generational gaps and human connection, members achieve personal and professional learning, discovery and growth within the Spectrum Health System. | [Visit NEXT on InSite](#)



Veterans Inclusion Resource Group

The purpose of Veterans is to encourage a strong veteran community through camaraderie, advocacy and opportunities for all. | [Visit Veterans IRG on InSite](#)



Women Impacting Spectrum Health (WISH)

The purpose of WISH is to provide a platform and connection for all women at Spectrum Health, aimed at improving the overall health and wellbeing of women, in our organization and community. | [Visit WISH on InSite](#)

At Spectrum Health we grant equal employment opportunity to all qualified persons without regard to race, color, national origin, sex, disability, age, religion, genetic information, marital status, height, weight, gender, pregnancy, sexual orientation, gender identity or expression, veteran status, or any other legally protected category.