New Member Portal and Mobile App
Implemented dynamic platforms to make members' healthcare information as accessible as possible.

New AultCare Website
Focused on improving our customer experience, a new website was launched with enhancements including a simplified design, easy navigation, and user-friendly features.

AultSaveRx

AultSaveRx Platform
Introduced a state-of-the-art pharmacy transparency tool allowing members to search for the most cost-effective price on any generic prescription.

AULTCARE Premier Select Network

Premier Select Network
Rolled out a specific network for Marketplace plans to those living in Stark County. Through a narrow network, AultCare continued to offer quality care at an affordable cost to the local community.

Online Chat

Improved Customer Service
An online chat platform made it easier than ever for customers to interact with a representative to receive efficient and knowledgeable customer service.

FEHB Plan Performance
Scored in the 90th percentile or higher nationally for FEHB plan performance for the 6th consecutive year.

Artificial Intelligence (AI)
Introduced over **25 AI systems**, which included claims automation, to increase accuracy and improve member experience.

ACCREDITED NCQA HEALTH PLAN ACCREDITED COMMERCIAL PPO

NCQA Rating
AultCare Corporation Health Plans (Commercial PPO) received a score of **4 out of 5** for **Patient Experience** and was rated **4 out of 5 overall** in NCQA's Commercial Health Plan Ratings 2021. AultCare is **1 of only 4** commercial plans in Ohio to receive a **4 out of 5 overall star rating**.

IBM© Cost Calculator
To empower members to take control of their healthcare costs, this tool was remodeled for members to access accurate, personalized cost estimates for a wide variety of in-network healthcare services.

COVID-19 Pandemic
Processed over **$39.5 million** in claims towards COVID-19 testing, treatment, and vaccination at an average cost of **$35.30** per insured member per month and **$31.56** per self-funded member per month.

Scholarships
Awarded **40 scholarships of $500** to deserving students from high schools within our five-county market who embody the importance of initiative, advocacy, merit, and quality.

AULTPLAN

AultPlan
Strategically implemented to leverage the vertical integration of AultCare and Aultman and provide a unique advantage for stakeholders.

5 OUT OF 5 STAR RATING
by Centers for Medicare & Medicaid Services
2022

5-Star Recognition
The Centers for Medicare and Medicaid Services (CMS) awarded PrimeTime Health Plan with a **2022 Star Rating of 5 out of 5**. This is a direct result of the organization's dedication to quality of care and quality of service.

On a rating scale of 1-5 stars, a 5-star rating is considered excellent by CMS. The rating includes how well PrimeTime Health Plan serves its members through access to healthcare and an outstanding customer service experience.

Medicare

Medicare Education & Annual Enrollment Period Outreach
Hosted **186 webinars** in addition to one-on-one meetings to educate the community about their Medicare decisions.

PrimeTime Health Plan is an HMO-POS plan with a Medicare contract. Enrollment in PrimeTime Health Plan depends on contract renewal. Every year, Medicare evaluates plans based on a 5-star rating system.

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Bernie Kosar
As a Northeastern Ohio icon, the former Cleveland Browns quarterback promoted the 5-star experience of our Medicare Advantage Plan, PrimeTime Health Plan.

BEST INSURANCE COMPANIES
U.S. News & World Report
MEDICARE ADVANTAGE OHIO 2022

One of the Best Plans in Ohio
U.S. News and World Report recognized PrimeTime Health Plan as one of the Best Medicare Advantage Plans in Ohio. This is the **fifth time in six years** they received the recognition.

COVID-19 Pandemic
Processed over **$10 million** in claims towards COVID-19 testing, treatment, and vaccination at an average cost of **$50.28** per member per month.**

Insulin and Generic Medication
Insulin and generic medication were made more affordable with the **insulin savings program** and over **170 generic medications for $0**.

**This includes PrimeTime Health Plan and PrimeTime Choices members. All 2021 statistics are provided by AultCare Data Reporting.