



## General Press Kit

### ***About Monument Health***

Monument Health's high-performing clinical network gives you local access to appropriate, more affordable, whole-person care. An engine that drives transformation in health care delivery for better care, lower costs and a healthier Mesa County, Monument Health offers a comprehensive solution to meet all of an individual's health care needs close to home. Our founding partners inspire innovation by working with providers to positively and fundamentally change clinical practice, payment and patient experience. To learn more, go to [www.MonumentHealth.net](http://www.MonumentHealth.net).

## Leadership



### **Stephanie Motter, CEO, Monument Health**

Stephanie Motter served as vice president, quality & clinical strategy at DaVita Healthcare Partners in Denver from 2010 to 2016. Previously she was a nurse practitioner at Partners in Women's Health, PMG Physician Associates, PC, in Plymouth, MA and at Boston Healthcare for the Homeless in Boston. She received her bachelor of arts in economics from Smith College and her masters of science degree in nursing (nurse practitioner) from Yale University.



### **Michael J. Pramenko, MD, board chair, Monument Health**

Dr. Michael Pramenko is a 1995 graduate of Dartmouth Medical School. He currently works as a family physician and executive director for Primary Care Partners in Grand Junction, Colorado. He has served two terms as president of the Mesa County Medical. In 2007, Dr. Pramenko was named Family Physician of the Year for Colorado by the Colorado Academy of Family Physicians. As an outspoken proponent of Grand Junction's unique health care system, he has appeared on PBS's Newshour, NPR's Science Friday, and was interviewed by Tom Brokaw for NBC News.



## Frequently Asked Questions

### **What is Monument Health?**

Monument Health is a clinically integrated network, which is a team of independent health care providers working with you and with each other to provide better health care at a lower cost.

### **What does having Monument Health mean for me?**

If you have Monument Health insurance, we encourage you to select high-performing providers and facilities, (designated in our network as Tier 1), where you will have accessible, appropriate and more affordable care. You will have guaranteed access to our primary care practices, and efforts will be made to accommodate your urgent needs with same-day or next-day appointments. If you need specialty care, it will be provided right here, close to home. And because our providers work together as a team and confidentially share data, you are less likely to experience repeated or duplicated tests and procedures which saves you frustration and money.

### **Why is Monument Health changing the way things are done?**

Things in health care are ever-changing, access to care is diminishing and costs are on the rise. Monument Health's founding partners and its network providers believe a different approach to health care is necessary--specifically a truly *integrated* approach, which offers better care and lower costs, and eventually a healthier Mesa County. We are committed to this approach now and well into the future.

### **What are Monument Health providers doing differently to improve my care?**

Monument Health providers are doing three things differently to improve your care and lower costs. First, these practices and hospitals have demonstrated, by meeting national standards, the commitment and ability to put patients at the center of care and to deliver care more efficiently and more smartly. Additionally, these practices and hospitals confidentially share data and follow very specific guidelines to work as a team. And last, physicians in our Tier 1 practices and hospitals are paid on how well they take care of you, not how many patients they see each day.

### **What are the reasons for the tiers and what does it mean to be in Tier 1?**


A Tier 1 practice or hospital is where we anticipate your experience to be better and costs to be lower. You may still see providers or use facilities that are in Tier 2 or Tier 3, but Tier 2 and Tier 3 providers and facilities do not have the guidelines, programs and incentives to drive efficiencies that will optimize your patient experience and keep costs down.

### **How do I know who is in Tier 1?**

Tier 1 providers, practices and hospitals may be found in a provider directory. Alternatively, you may request a provider directory from your benefits professional (e.g., your Human Resources Manager) if you obtained your Monument Health insurance through your employer.

### **Why do I need a primary care provider?**

We strongly encourage each Monument Health member to have a primary care provider--a physician (MD or DO), a nurse-practitioner (NP) or a physician assistant (PA). Having a designated primary care provider--whom you know and trust and who knows you--ensures you have a "medical home." In a medical home, *you are at the center of care*. Your care is comprehensive, not just about sick care or urgent care and not just about your physical health but, instead, inclusive of mental health and other important aspects of the whole you.



**Am I required to change my primary care provider to a Monument Health provider?**

No, you are never required to change your primary care provider (or other providers, like specialists, etc.). We do suggest that you consider a Tier 1 provider or facility to optimize your experience and keep costs down.

**What happens if I need to go to the emergency room?**

First, your safety and well-being is the priority. Please seek care at the nearest or otherwise most appropriate facility if you truly have a life-threatening emergency. If, however, you are in a position to select *which* emergency room to seek care, we encourage that of St. Mary's Hospital and Regional Medical Center. At St. Mary's emergency room, we have the teams, processes and technology set up to optimize your experience while best controlling the cost. Please also remember that Monument Health members have guaranteed access to Docs On-Call and the Redlands Afterhours Clinic for your urgent-care needs. And last, we look forward to working with other local hospital partners to improve choice.

**How will I save money, especially with insurance rates on the rise?**

Health care is a rapidly changing area, costs are indeed on the rise, and there is nothing "affordable" about health care right now. By seeing Tier 1 providers or going to a Tier 1 facility, your total out of pocket costs are much lower. Your office or hospital co-pay is lower (i.e., the amount you pay at the time of service), your co-insurance is less (i.e., the amount you "get billed" later) and you have a smaller deductible (i.e., the amount you have to pay before your insurance "kicks in.")