



ChenMed : InFocus

Q3 • 2021

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ChenMed : InFocus

a company *snapshot*



Nearly 3,300 team members



Serving the neediest
populations



Delivering better health
in 80 medical centers



Honoring seniors
throughout 12 states

We're the largest family-owned, physician-led primary care provider serving the neediest and most underserved populations. With passion. With love. Every day.

Carefully curating our team — **nearly 3,300 and growing** – we've assembled an incredible family full of intelligent, talented, passionate, empathetic, loving and simply likeable human beings all working together with one common purpose: **improving people's lives through better health.**



EVERYONE WINS

When We Achieve Our Vision

To be America's leading primary care provider,
transforming care of the neediest populations.

We **honor Seniors** with affordable **VIP care** that **delivers better health.**



*“We’ve built
a successful
model by putting
physicians in
charge of patient
outcomes.”*

- CHRIS CHEN, MD
CHIEF EXECUTIVE OFFICER

ChenMed Model

America's healthcare system has been built on volume-based incentives. In this system, primary care doctors have been pushed to the bottom. They serve a glorified triage role pushing care to specialists and hospitals where fee-for-service profits are generated. Too often systems are built to work around primary care providers - hoping that technology or extra personnel can fill the void of great primary care. We believe this leaves many PCPs feeling drained of their purpose, and unmotivated to do what it takes to get great patient outcomes. **WE WORK DIFFERENTLY.**

ChenMed is light-years ahead of the slow shift in healthcare from volume to value. We have built a replicable, successful model by putting primary care physicians in charge of outcomes and patient experience. We are a primary care practice with our own employed physicians. We work only in Medicare Advantage, taking a global capitation. **We bear all the risk and accountability for service, quality, and financial outcomes.**

Everyone knows the minority of patients drive the majority of costs. These patients often live in neighborhoods with little access to care and face social determinants of health that drive a large disparity in outcomes. These are the neighborhoods our Mission compels us to commit to.

With roughly 80 percent fewer patients on their panel than a typical doctor in America, our PCPs can truly be a doctor, coach, and health “quarterback” for each of our patients.

Smaller panels don't just mean time for more frequent visits to prevent advancement of disease. We tackle the social factors that undermine total health - from loneliness to transportation and beyond. Our medical centers are a welcoming place for seniors. Standard is door-to-doctor transportation, on-site prescriptions, on-site health and lifestyle education classes, and more.

We are committed to training doctors to be leaders in ways they were not taught in medical training. By learning how to drive better health outcomes, our doctors are leading the physician revolution. They are reclaiming their purpose - and delivering patients longer, healthier, happier lives.

“We can bring social justice by offering a solution tailor-made to those who need it most. Our patients get personal physicians who care for only 450 or fewer patients.”

Source: “80% fewer patients on their panel than a typical doctor in America” based on ChenMed Internal data compared to CMS (year 2019).
“Our patients get personal physicians who care for only 450 or few patients” based on ChenMed internal data.

ChenMed has been **transforming healthcare** for the neediest populations for more than **30 YEARS**

Value-Based **Care**

A PHYSICIAN **LED** REVOLUTION



America's
**SCALABLE
HEALTHCARE
SOLUTION**



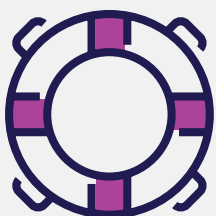
Giving Physicians
A PURPOSE

ACCOUNTABILITY
FOR OUTCOMES



Affordable

LEADERS
in Physician
TRAINING &
Development

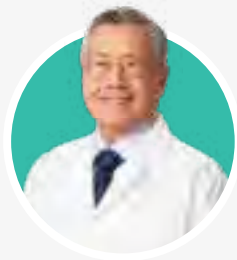


**COMMITTED TO OWNING
FULL RISK**

Proven
RESULTS



We support social justice and racial equity both internally and externally with the mission to foster an environment that promotes equity and inclusion.



Our Patients

Founder Dr. James Chen's personal experiences with poverty, homelessness and substandard healthcare, continues to guide us as we transform care for the neediest populations.

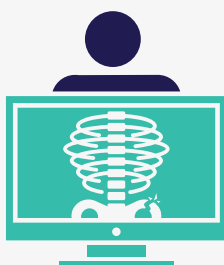
Average Age:

71



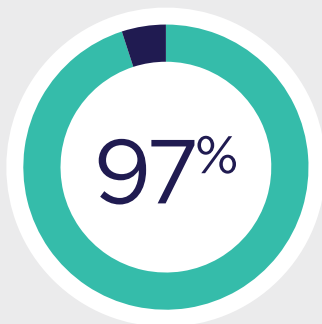
Average Chronic Conditions:

5



Income:

Low-to-moderate

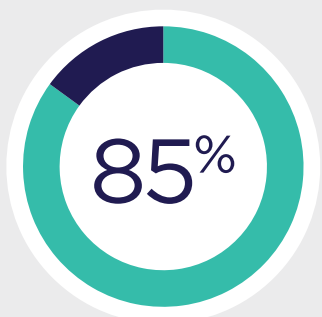


of respondents feel that their provider **always showed respect** for what they had to say.



3 to 4 Hours

"Face Time"
Per Patient/Year



of respondents feel that they **always got answers to medical questions the same day** he/she called the provider's office.

Patients on average

345

(maximum of 450)



Source: ChenMed internal data compared to CMS; year 2019.



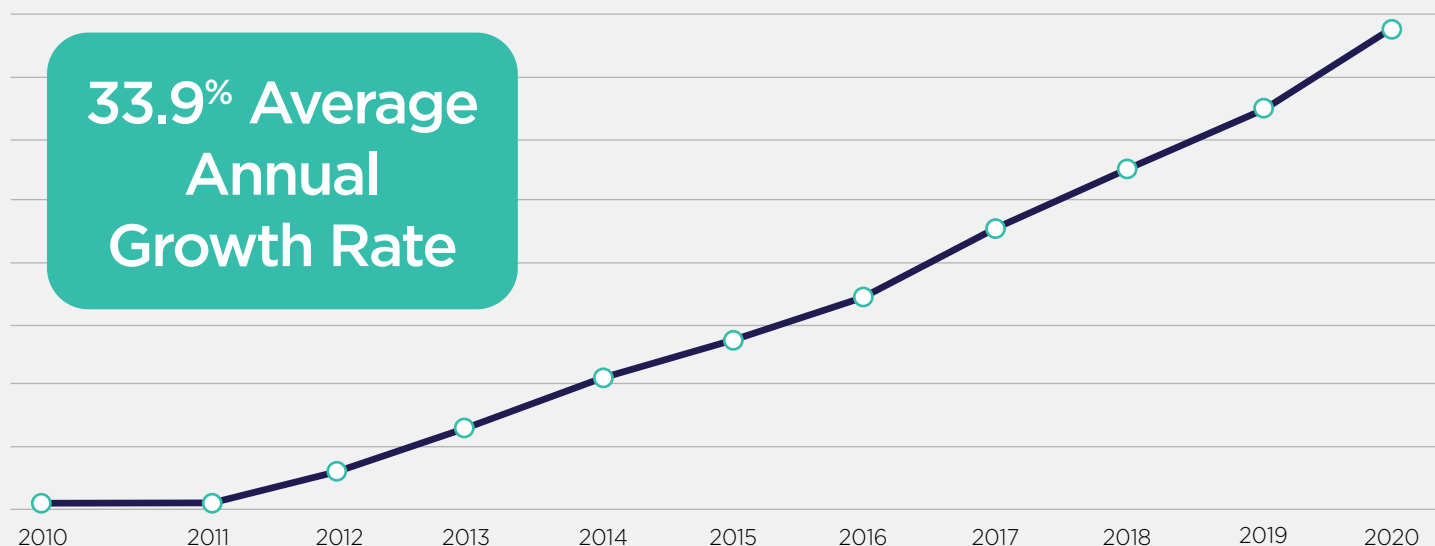
“Love... it’s the number one thing you get here.”

- INGA • PATIENT

Our Growth

We’re expanding rapidly as we grow to meet the need for healthcare that delivers better health. Our year-over-year membership has grown for 10 consecutive years.

ChenMed Membership Growth



Source: ChenMed internal data compared to CMS; year 2019.



Over 90% of our team members volunteer in their local communities.



Improving *the lives* Of Our Team Members

2020 Was Marked By Profound Changes In The Way We Worked.

We chose to be intentional about creating a great company culture so we partnered with Quantum to better understand our culture and ways to improve upon it through culture activities, rewards and recognition programs. Despite the pandemic, Quantum awarded ChenMed the Quantum Employee Voice Award as having the biggest improvement in team member engagement.

This year, amidst the global health emergency, we increased our efforts to keep our team healthy, happy, energized and connected by adding new benefits, programs, online educational and training opportunities, team member recognition awards and more.



Serving more and more seniors, we expanded our reach as we moved into new communities in 2020, opening

18 new centers in the 3rd and 4th quarters of 2020 alone.

WE CREATED

233 new positions

HIRED

180 new physicians

AND ADDED MORE THAN

1,700 new team members

In fact, we're **averaging 80 attendees at our virtual New Hire Orientations** held several times a month.

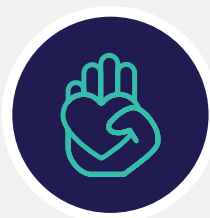
Source: ChenMed internal data.

A few of the ways our people help build up our communities.

Serving and **Giving Day.**



This year, with our annual nationwide day of giving back and serving those around us, we mobilized over **3,300 people** who donated over **12,000 hours of service** and **\$26,000 to feed the poor**, teach children to read, sheltering the homeless and more. Our team members also donated thousands of pounds of food to replenish local food banks.



OVER

90%

of our team members volunteer in their local communities.



OVER

12,000

volunteer hours - valued at well over \$500,000 - spent serving others.

Source: ChenMed internal data.

Be More **Aware.**

All Working to Achieve Racial Equity and Equality

AWARE2 is a team member resource group that was created in response to the national tragedies that occurred across the U.S. in the summer concerning issues of race.

Our team supports social justice and racial equity both internally and externally with the mission to foster an environment that promotes equity and inclusion while maintaining our core values of Love, Accountability and Passion.



*The **AWARE** volunteers implemented two national initiatives this past year: **ChenMed's Voter Engagement project** and our **Lighter Loads events**.*

The Chen Family Foundation

ChenMed founders Dr. James and Mary Chen have always lived lives of service.

The family's annual mission trips to Nicaraguan villages to provide essential healthcare, food and medicine have greatly improved the health and quality of life of so many people.

The non-profit Chen Family Foundation offers its support to a variety of charitable causes and initiatives throughout the year. Their generous support of these outstanding community organizations continues to help feed the poor, shelter the homeless and lift others up in countless ways.



Fighting the pandemic. Fighting vaccine inequity.

Serving low-income and minority communities – the hardest hit by COVID-19 – we took immediate action at the beginning of the pandemic by instituting a variety of safety and sanitizing protocols to protect our patients and frontline care teams. Our committed efforts to help keep our patients healthy, happy, and at home during this time no doubt saved lives and prevented countless infections.

Our fight against the pandemic continues into 2021 as we work tirelessly to inform, educate, promote and facilitate the vaccination of everyone we can.

We believe in fair and equitable availability of the vaccine throughout our communities and the world at large. We believe in our responsibility to provide the latest, most accurate information and to decrease vaccine hesitancy among our minority populations.

VaxTheNation. It's our best shot™.







From the humblest of beginnings, a family-run enterprise has flourished.

When Dr. James Chen came to America to study, his family fell on hard times and, while he eventually got his MD, they were homeless for almost a year, living on welfare and food stamps. That experience left an indelible mark on Dr. Chen as he began his own primary care practice.

Dr. James and Mary Chen never forgot the social injustice they witnessed – experienced – in America’s fee-for-service healthcare system. Left behind lacking access to good healthcare, the neediest populations – seniors, minorities, low-income – were in great need. The Chen’s two sons, Chris and Gordon, are both doctors and eventually joined the family business becoming the CEO and Chief Medical Officer, respectively.

The Chen Family’s focus on serving the underserved – still guides the company it has become today.

Dr. Chen’s own battle with cancer – that included a misdiagnosis, fragmented care, and a complete lack of VIP service – left the family convinced that more Americans needed the ChenMed style of care.

From these humble beginnings, the company has grown to nearly 3,300 employees serving seniors in nearly 80 medical centers throughout 12 states – and growing. Our mission remains the same today as it did in the beginning: honor seniors with affordable, VIP care that delivers better health.

Centers & Markets



Chen Senior Medical Center A CHENMED COMPANY

- Ft. Lauderdale, FL
- Miami, FL

Dedicated Senior Medical Center A CHENMED COMPANY

- Bradenton, FL
- Cincinnati, OH
- Cleveland, OH
- Columbus, OH
- Detroit, MI
- Houston, TX
- Jacksonville, FL
- Lakeland, FL
- Memphis, TN
- Orlando, FL
- Palm Beach, FL
- Philadelphia, PA
- St. Louis, MO
- Tampa, FL

JenCare Senior Medical Center A CHENMED COMPANY

- Atlanta, GA
- Chicago, IL
- Louisville, KY
- New Orleans, LA
- Richmond, VA
- Tidewater, VA

80 CENTERS & GROWING

20+ CITIES

12 STATES

ChenMed named to Fortune's "Change the World" list.

The only healthcare delivery company to make the grade.

We were both honored and humbled by our inclusion in Fortune magazine's 2020 "Change The World" list, which highlights companies around the globe that are impacting lives and tackling society's toughest challenges and collective problems.

As the only healthcare delivery company named to this year's list, we feel especially responsible to our mission and pledge to build upon the ways in which we are transforming medicine and serving those around us, improving communities and changing lives.



Improving the lives of our team members and patients and making a difference in our world.

The Economist

*The Economist-Private health care:
The problem-solvers*

Medical Economics

Medical Economics-How one primary care practice innovated to improve outcomes for high-risk Medicare patients

Forbes

Forbes-Concierge Medicine for The Poorest

THE WALL STREET JOURNAL.

Wall Street Journal-Medical Quarterbacking

SUBSCRIPTION REQUIRED



The Guardian

The Guardian-What a US company could teach

Daily Memphian

New medical practice encourages fresh ideas for senior care

For the latest on ChenMed, visit us

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KHN KAISER HEALTH NEWS

Readers and Tweepers Give Tips on Treating Diabetes and Long Covid



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Medical Center

Dedicated Senior
Medical Center

JenCare Senior
Medical Center

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