Executive summary

Key activities

- Exceeded vision exam utilization goal of 27%
- Attendance at City wellness events grew by 10% in 2018
- Participated with Service Provider Outreach/Engagement Summit
- Delivered 5 weeks of Popup Clinics – 96% Member satisfaction
- Attended Summer Lunch & Learn series – focus on eye exam and link to overall health

Vision plan assessment

- Met or exceeded wellness objectives in 2018
- 3% increase in exam utilization vs 2017
- 31% increase in high-risk condition capture vs 2017
- 18.9% response rate to High-risk mailers

Summary

Wellness and engagement strategies resulted in an increase in eye exams over prior year. EyeMed saved City of Los Angeles members $5.2MM over retail in 2018; this represents a 7% savings increase over the prior year. On average members saved 71% ($241) on routine vision services and materials in 2018.
Utilization review
# Performance to vision exam goal

City of Los Angeles target exam utilization: 27%

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Members</th>
<th>Exams</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2015 - June 2016</td>
<td>56,012</td>
<td>13,972</td>
<td>24.9%</td>
</tr>
<tr>
<td>Blue Shield and Kaiser</td>
<td></td>
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<tr>
<td>July 2017 - June 2018</td>
<td>57,243</td>
<td>18,133</td>
<td>31.7%</td>
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<tr>
<td>EyeMed and Kaiser</td>
<td></td>
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<tr>
<td>July 2018 – June 2019</td>
<td>57,038</td>
<td>18,060</td>
<td>31.7%</td>
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<td>EyeMed and Kaiser</td>
<td></td>
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</tbody>
</table>

Key initiatives to attribute to success:
- Focus on wellness
- Popup clinics increased visibility of the vision program
- Member education lunch & learn to reinforce eye health

Exceeded overall exam utilization goal by 4.7% during fiscal 2017/18
Utilization

Exams

- 3% increase in exams in 2018 vs 2017
- City of Los Angeles exam utilization exceeds that of peers and EyeMed* book of business
- EyeMed exam utilization increased by 2.6% in 2018

Materials

- Wellness emphasis on eye exams also resulted in 31% increase in high-risk capture
  - 219 members identified/referred with markers for Diabetes
  - 320 members identified/referred with markers for High Blood Pressure

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A network with convenience and choice

COMPOSITION

EyeMed Insight network choices
- Retail: 24%
- Independent: 76%

EXAM & MATERIALS UTILIZATION

Your in-network utilization
- 96%

Where your employees are going
- Independent: 57%
- LensCrafters: 21%
- Other retail: 11%
- Target: 8%
- Out-of-network: 4%

Based on your 2018 calendar year data

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How choice connects with savings

Your average frame price by location

![Chart showing average frame prices by location]

Value of integrated system:

- $150 annual frame allowance
- **40%** purchase frames within their allowance
- EyeMed providers are contracted to maintain and display a minimum of 100 frames at a $130 or less
- $150 allowance provides access to over 500 frames covered in full, on average, across the network

Based on your 2018 calendar year data; frame only, does not include lenses

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Maximizing your vision experience
Results from your Pop-Up Clinic

- 5 clinic weeks
  - City Hall (2)
  - Public Works
  - Figueroa Plaza
  - Garland Building
- 324 exams performed
- 73% utilization of appointments
- 96% member satisfaction

13% of patients were overdue for an eye exam before the Pop-Up Clinic.

2019 Popup schedule
- Figueroa Plaza
- Central Library
- Public Works
- City Hall East

1) Based on survey results for 2018
Continued support of wellness initiatives

Engagement
- Continued participation with Service Provider summits
- Support of wellness workshops
- Participation during wellness fairs
- Working group with Summit on Diabetic communication

Retinal Imaging
- Covered with $10 copay
- Maps inside of the eye in detail, assists with early detection of high-risk conditions
- Received by 21% of City of Los Angeles members in 2018

Diabetic Benefits
- NEW! For 2020
- Office visits and diagnostic testing once every 6 months
  - Gonioscopy
  - Extended ophthalmology
  - Fundus photography
  - Scanning laser

Less than 10% of EyeMed book of business includes coverage for Retinal Imaging
Met or exceeded key performance metrics

- 100% of ID cards mailed in 10 days
- 100% of eligibility files updated in 2 days
- 100% claims financial accuracy
- 100% claims processing accuracy
- 99% of claims paid in 10 days
- 10 seconds average speed of answer
- 0.8% call abandonment
- 100% complaint acknowledgment in writing within 3 business days
- 100% complaint resolution within 30 days
- 100% utilization reporting delivered within 30 days of end of reporting period
- 96% member satisfaction

Direct impact on member satisfaction
In closing ... 

- We appreciate your business 
- We invest in innovation to make the plan better for your members 
- How can we improve?

NOW LET’S JUST TALK