History of CDPHP:
- CDPHP® was founded by Capital District physicians in 1984 as a not-for-profit health maintenance organization (HMO) in Albany, NY.
- More than 30 years later, CDPHP has grown to be the leading health benefits provider in the region, with a full suite of commercial, self-funded, and government program offerings.

Membership and Service Area:
- CDPHP and its affiliates provide service to 24 counties in New York.
- 430,000 members
- More than 825,000 providers

Products:
The CDPHP family of products includes three business lines:
- **Capital District Physicians’ Health Plan, Inc.**
  - HMO, Healthy New York, Medicare Choices (HMO), Medicaid, and Child Health Plus.
- **CDPHP Universal Benefits,® Inc.**
  - Preferred provider organization (PPO) and high deductible PPO (HDPO) plans, exclusive provider organization (EPO) and high deductible EPO (HDEPO) plans, transitional plans (EPO and PPO), CDPHP Shared Health plans (EPO and PPO), CDPHP Embrace Health plans (EPO and PPO), Healthy Direction plans (EPO and PPO), Medicare Choices (PPO), CDPHP student health plans, and Medicare Choices Medicare supplemental insurance.
- **Capital District Physicians’ Healthcare Network, Inc.**
  - Administrative services only (ASO), self-insured plans and funding accounts.

Awards:
- NCQA Health Insurance Plan Ratings 2015-2016*
  - NCQA’s Health Insurance Plan Ratings 2015-2016 – Private
    - CDPHN (HMO/POS): 5 out of 5 *(Top-rated in New York)*
    - CDPHP (HMO): 5 out of 5 *(Top-rated in New York)*
    - CDPHN (PPO): 4.5 out of 5
    - CDPHP UBI (PPO): 4.5 out of 5
- NCQA’s Health Insurance Plan Ratings 2015-2016 – Medicaid
  - CDPHP (HMO): 4.5 out of 5 *(Top-rated in New York)*
- NCQA’s Health Insurance Plan Ratings 2015-2016 – Medicare
  - CDPHP (HMO): 4.5 out of 5
  - CDPHP UBI (PPO): 4 out of 5
- The Centers for Medicare & Medicaid Services (CMS) rated CDPHP Medicare Choices HMO plans 4.5 out of 5 stars for 2016.**
- For eight consecutive years, CDPHP has been named one of the Best Companies to Work for in New York by the New York State Society for Human Resources Management and the Best Companies Group.

CDPHP Customer Connect™
- CDPHP understands that health care is personal. That’s why we’re making it easier for members and non-members alike to get the information they need at a time and place that’s convenient for them.
- CDPHP has opened three retail locations, where individuals can meet face-to-face with a CDPHP representative to ask questions about their benefits, enroll in health care coverage, order new ID cards, find a doctor, or navigate the NY State of Health™ website.

  » CDPHP Customer Connect locations include:
    The Healthy Living Center, Capital Region Health Park, and the Rudy A. Ciccotti Family Recreation Center.

*NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care.

**Medicare evaluates plans based on a 5-star rating system. Star ratings are calculated each year and may change from one year to the next.
Community Support:
- CDPHP takes seriously its responsibility to support and promote the health, vibrancy, and quality of life in the communities we serve. We have a strong corporate giving program that supports hundreds of charitable and community-based organizations throughout our extensive service area.
- Each year, the CDPHP family selects a charity of choice to benefit from a year's worth of grassroots fundraising efforts. Since 2010, the CDPHP Charity of Choice campaign has raised more than $245,000 for local not-for-profits.

CDPHP® Charity of Choice

SINCE 2010, CDPHP EMPLOYEES HAVE RAISED $245,283

2010
AMERICAN HEART ASSOCIATION

2011
RONALD MCDONALD HOUSE CHARITIES OF THE CAPITAL REGION

2012
BIG BROTHERS BIG SISTERS OF THE CAPITAL REGION

2013
HABITAT FOR HUMANITY CAPITAL DISTRICT & CAPITAL REGION SPONSOR-A-SCHOLAR

2014
AMERICAN RED CROSS OF NORTHEASTERN NEW YORK

2015
NORTHERN RIVERS FAMILY OF SERVICES

Medical Home:
- In 2008, after noting a decline in the number of local medical students who were choosing to become primary care physicians, CDPHP set out on a mission to save the field of primary care medicine. The result was the creation of the EPC program, a patient-centered medical home model that rewards doctors for spending more time with their sickest patients.
- A cornerstone of the EPC program is a unique payment model that rewards primary care physicians (PCPs) for their efforts to keep patients healthy. The program departs from the traditional fee-for-service model, which incentivizes doctors for providing more, not better care. Instead, EPC moves PCPs to value-based payments with the opportunity for enhanced bonus payments.
- In 2014, CDPHP realized a cost-savings of $20.7 million directly related to the EPC program. Approximately 60 percent of this savings was experienced by members within the commercial market, while approximately 20 percent was experienced by the sickest 10 percent of members in the Medicaid and Medicare markets.

Value-Added Program Options:
- CDPHP® InMotion™, a powerful tool to track health and fitness activities
- CaféWell®, a social networking site devoted entirely to health and wellness
- Free wellness classes on a variety of topics, including nutrition, fitness, and stress management
- Life Points®, an incentive program that rewards members for healthy living
- CONTACT Lifeline, an after-hours crisis hotline for CDPHP members
- My CDPHP Mobile, a smartphone app to view your benefits on-the-go
- Health e-Updates, a monthly e-newsletter featuring a variety of wellness resources
- The Daily Dose, our blog dedicated to fitness, community events, medical conditions, and health insurance matters
- Health Care Decoded website, provides the true meaning behind important health insurance topics
- Dedicated health resource websites that pertain to weight management, diabetes, and pregnancy
- Health Coach Connection™, speak one-on-one with a health coach, any time, day or night

Health Information Technology:
- Since 2005, CDPHP has invested more than $5 million in electronic medical record (EMR) adoption, interoperability, and education within its physician network.
- CDPHP continues to serve as an active member of the Health Information Exchange of New York (Hixny), a regional health information organization (RHIO) in upstate New York.