

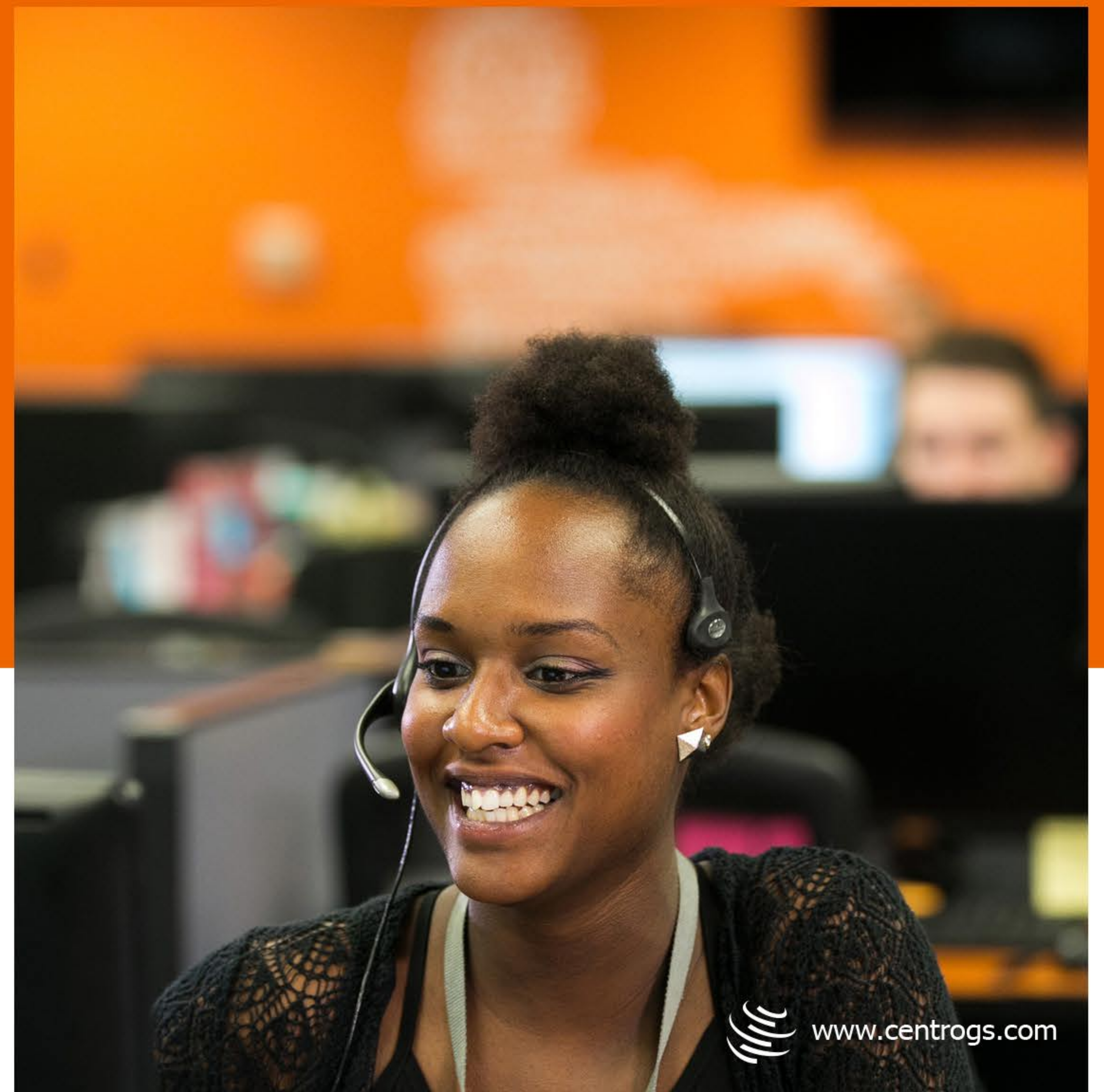
Centro provides outsourced call center and related support services for Medicare patients that can help physician practices to:

- › Increase revenue, without adding additional staff
- › Create more efficient workflows
- › Improve staff workload balance, and reduce time spent on non-clinical activities
- › Optimize physician time spent per visit

Using Certified Medical Assistants, Nurses, Pharmacists, and other non-clinical personnel, Centro can deliver and/or facilitate the following billable services on behalf of your practice.

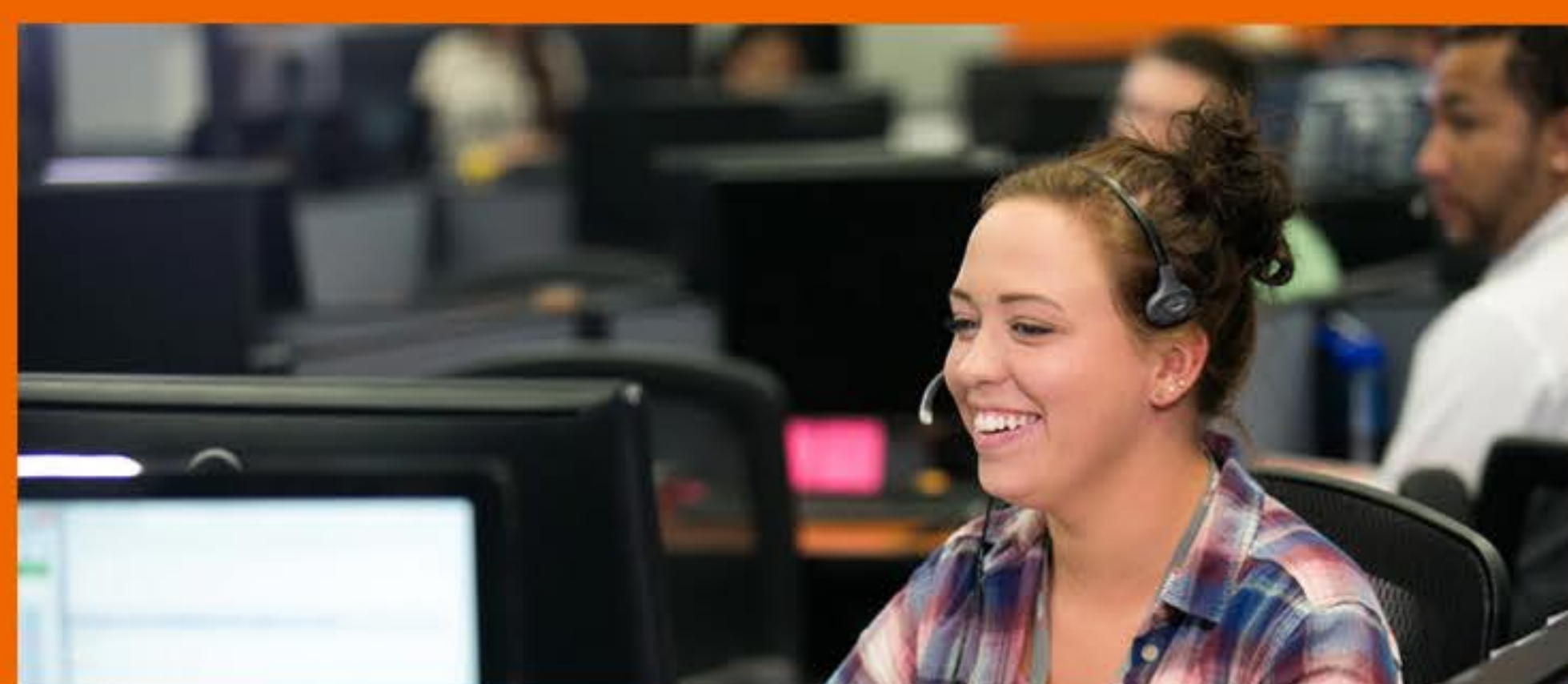
Chronic Care Management (CCM)

Centro can provide the necessary technology and make the monthly calls to your enrolled patients, and even enroll new patients. In addition to the revenue opportunity associated with each 20-minute encounter, CCM will also enable a practice to retire multiple MACRA - MIPS measurements for 2017 and beyond.



Annual Wellness Visit (AWV) and Advanced Care Planning (ACP)

While AWVs may already be an integral part of your practice, Centro can help optimize the process by ensuring that each eligible AWV gets scheduled, and take care of a large portion of the HRA prior to the visit. When appropriate, we could also include an ACP session in the appointment, and perform any needed ACP follow up (which is billable) to complete the process.



Transition Care Management (TCM) & Readmission Reduction

Centro can make the contacts that are required within 2 days of discharge to schedule face-to-face visits (within 7 or 14 days), and perform the non-face-to-face follow up.

Medication Therapy Management (MTM)

Centro can provide the necessary technology and perform the annual MTM encounters, and related MTM Star Rating calls, as well as other medication adherence/reconciliation services.

Behavioral Health

Starting in 2017, there is a new provision for a Behavioral Health Integration model: the psychiatric Collaborative Care Model (CoCM). Three new codes have been established for initial and subsequent collaborative care management involving a behavioral healthcare manager working in consultation with a psychiatric consultant under the direction of the patient's treating physician. Centro could provide the clinical resources to support this program.