



Medicaid BlackBook

Vendor Review

eviCore Healthcare (Express Scripts)

What they do (self-reported)

eviCore healthcare (eviCore) offers proven, diversified medical benefits management solutions that help clients reduce costs while increasing quality of care for their members.

Year founded	1994	Annual Revenue	\$550M
# of Employees	est @2,500	Category	Care management
Website	https://www.evicore.com/		

OVERALL EVALUATION



4.2

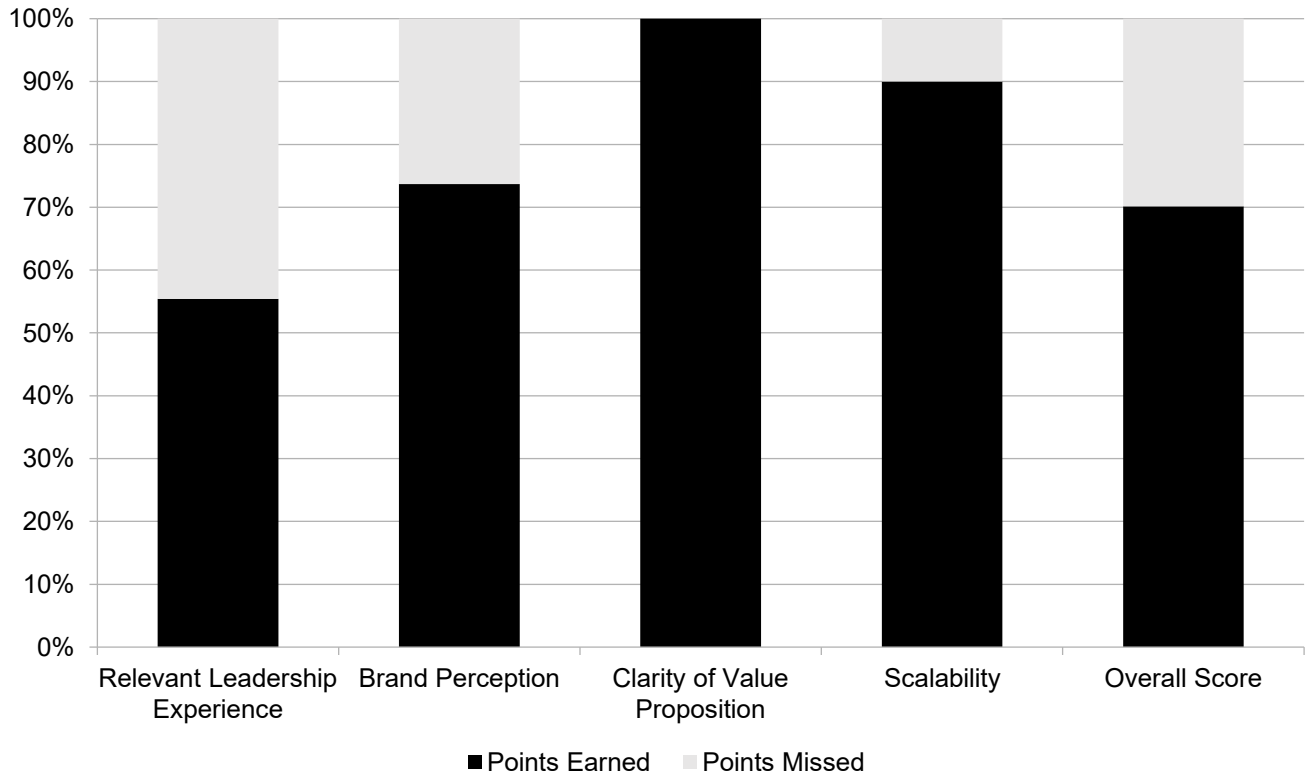
Recommended use of ratings

1 or 2 stars: Request client references before beginning discussions. If no references are available, request follow up in 6 months if there is an expected need for solution / servicesHave junior staff review available collateral

3 or 4 stars: Have small team of mid-level staff conduct limited introductory meeting

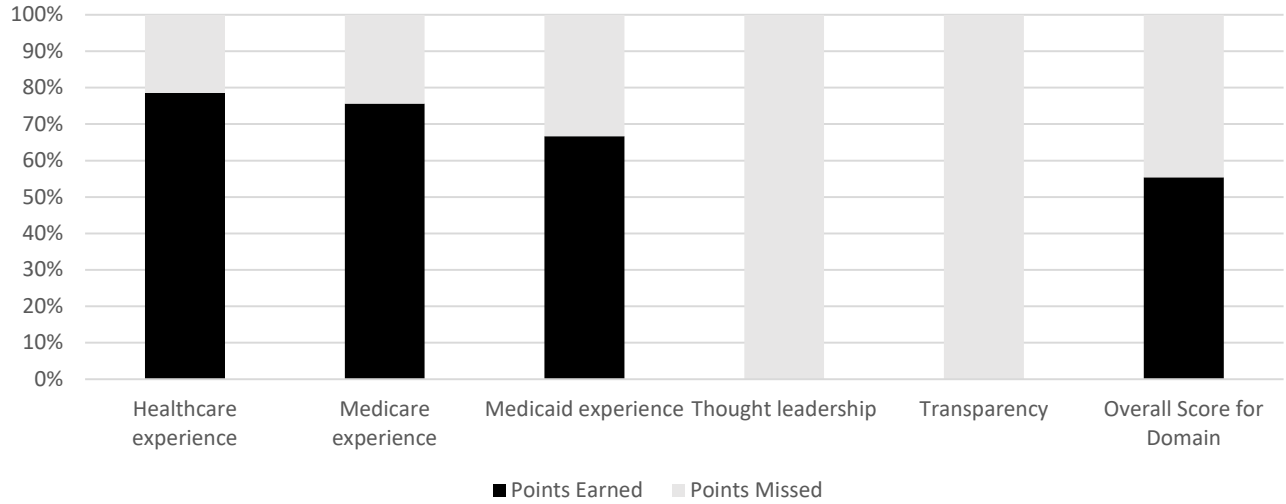
4 or 5 stars: Have mid-level staff conduct additional vettingInvite vendor for in depth discussion series, including senior staff

Overall Scoring



High evaluation scores for most domains, including leadership Medicaid experience. Litigation identified. Extensive MCO client base.

Relevant Leadership Experience



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

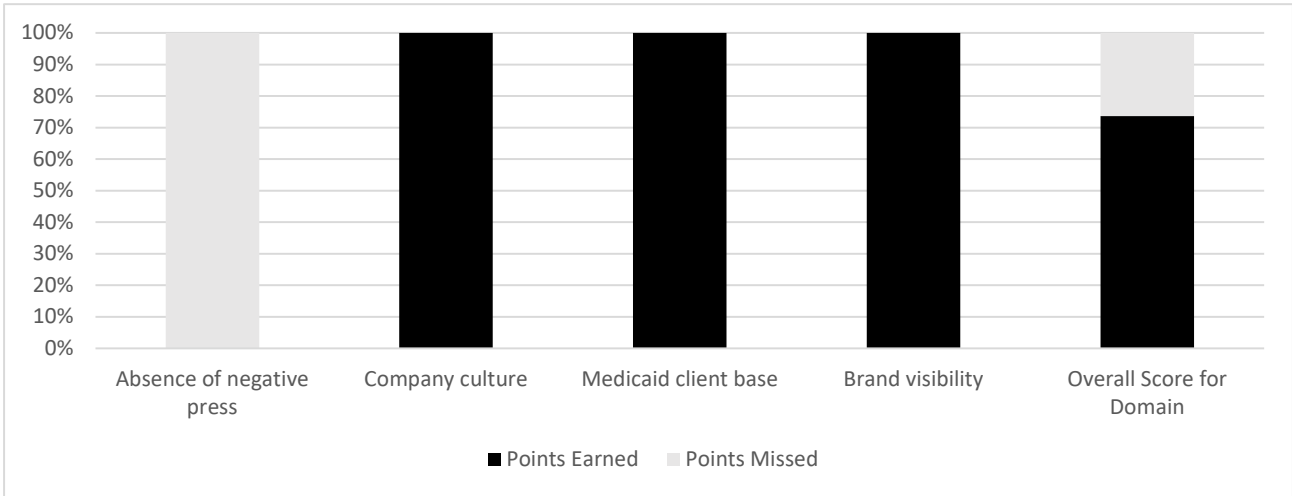
Analyst Notes

Most of C-Suite rated as moderate to extensive for Medicaid experience
 No Medicaid thought leadership (writing or speaking) identified in past 3 years

Why this domain matters

- 1) All our clients tell us the number one failure point for new vendor partners is misunderstanding fundamentals of the Medicaid space.
- 2) Many firms misrepresent their understanding of the Medicaid space, usually due to an error of assuming a higher level of similarity to commercial and Medicare than is merited.

Brand Perception



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

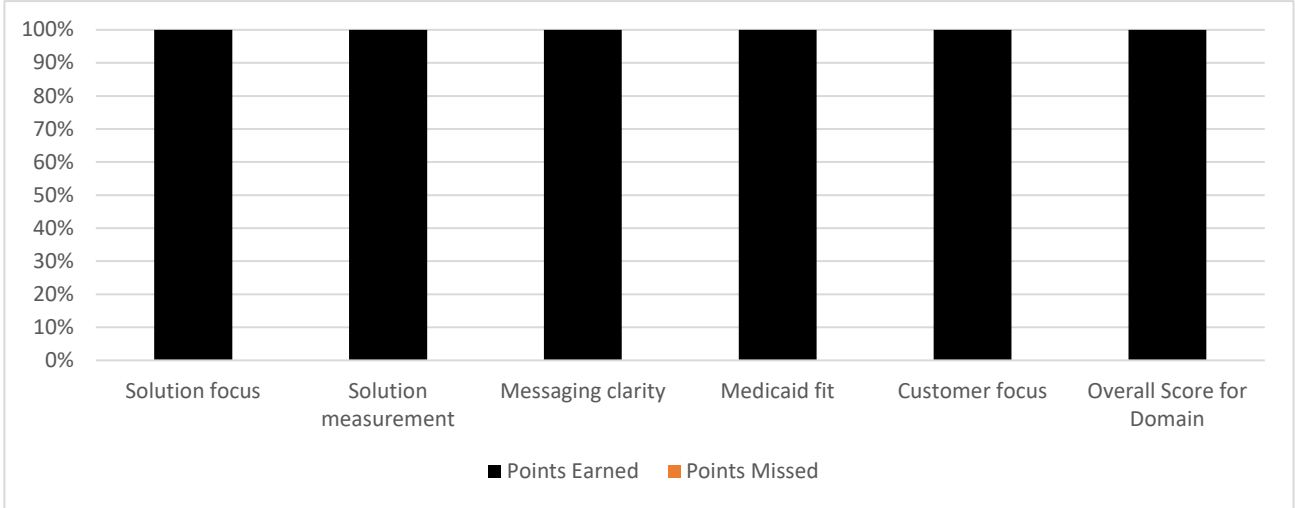
Analyst Notes

Litigation identified: \$54M whistleblower settlement against CareCore (prev version of eviCore) for issuing prior auths for testing against their own policies (and training their nurses to do so)
 Internal culture rated as healthy/stable
 Has multiple contracts with MCOs and states
 Very high brand visibility, especially after Express Scripts acquisition

Why this domain matters

- 1) Vendors must work to create a perception of their value. You need an independent assessment of what the marketplace thinks of the organization and its solutions/ services.
- 2) Many large partnering mistakes could have been avoided by simple screens for things like lawsuits and negative press.

Clarity of Value Proposition



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

Analyst Notes

Clear focus and fit with prior authorization services for Medicaid benefits
 Performance metrics around utilization management, quality and program integrity
 Extensive MCO client base

Why this domain matters

- 1) There are many non-unique solutions in the Medicaid space. It is important to quickly understand uniqueness so you can accurately evaluate your options.
- 2) The ability to tie solutions to specific outcome metrics is increasingly important in Medicaid payment systems. General calculations of "ROI" are insufficient.
- 3) Medicaid markets require solutions that are specific to the Medicaid space. Attempting to use a solution that was developed in another payer space without appropriate customization for Medicaid will create

Scalability



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

Analyst Notes

201/306 mid level managers have 10+years experience
Significant increase in job openings for engineering and sales past 12 months
Even without counting ESI revenues, Annual Revenue rated as large

Why this domain matters

1) Most of the vendors we review are in earlier stages of their journey. They may or may not be equipped to take on a much larger project or client.

Funding Model

Note: This domain is not scored and is provided for context only.

Model / Stage

Acquired by Express Scripts in 2017

Why this domain matters

- 1) Many of our subscribers tell us that the type of funding model for the vendor plays a significant role in their strategy and the way they manage client accounts.
- 2) Our investor subscribers prefer a quick view of how the vendor is financed so that they can understand how this vendor compares to other portfolio companies.

Leadership Profiles

John Arlotta
President



As President of eviCore Mr. Arlotta brings more than 45 years of experience developing innovative solutions to reduce costs and improve healthcare services. He has led start-ups, turnarounds, and growth organizations. Prior to joining eviCore, Mr. Arlotta was Special Advisor to General Atlantic, LLC, a leading global growth equity firm. He served as Chairman, President, and CEO of Denver-based Coram Inc., a privately held provider of home infusion and specialty pharmacy services with \$500 million in revenues. Prior to that, Mr. Arlotta was Chairman and CEO of NeighborCare Inc., a Baltimore-based public company with annual revenues of \$1.6 billion. Mr. Arlotta also served as President and Chief Operating Officer of Caremark Rx from 1995 to 2000, and as Chairman, President, and CEO of HealthCall Corporation. He has been a Director on numerous company boards. Mr. Arlotta is graduate of the University of Notre Dame and a retired U.S. Army Reserve Captain.

Leadership Profiles

David Smith
President- Medical Benefit Management



LinkedIn Profile/Bio
<https://www.linkedin.com/in/david-smith-1580286/>



eviCore healthcare
20 yrs 7 mos



President - Radiology, Cardiology & Musculoskeletal
Dec 2014 – Present · 5 yrs 2 mos

Chief Customer Officer
Aug 2013 – Present · 6 yrs 6 mos

Chief Customer Officer
Jul 1999 – Present · 20 yrs 7 mos
franklin, tn



Vice President, Network Management
CIGNA Healthcare
Feb 1996 – Jun 1999 · 3 yrs 5 mos

Leadership Profiles

Elias Wahesh
EVP, Operations



LinkedIn Profile/Bio
<https://www.linkedin.com/in/ewahesh/>

Experience



Executive Vice President, Corporate Operations
eviCore healthcare
Dec 2014 – Present · 5 yrs 2 mos



CareCore National
4 yrs 9 mos



Senior Vice President, Operations
Jun 2013 – Dec 2014 · 1 yr 7 mos

Vice President of Program Operations
Apr 2010 – Jul 2013 · 3 yrs 4 mos



Management Consultant
Accenture
May 2009 – Apr 2010 · 1 yr



Summer Intern
Booz Allen Hamilton
May 2008 – Jul 2008 · 3 mos



Major
US Army
May 1996 – Jan 2007 · 10 yrs 9 mos

Leadership Profiles

Andy Eilert
Chief Growth Officer



LinkedIn Profile/ Bio
<https://www.linkedin.com/in/andy-eilert-9042335/>



OptumInsight
11 yrs 11 mos

- **General Manager (SVP) - Risk Optimization & Growth (Payer Solutions)**
Jan 2012 – Apr 2014 · 2 yrs 4 mos
Overland Park, KS
- **SVP, Client Engagement & Sales**
Jun 2002 – Dec 2011 · 9 yrs 7 mos
Overland Park, KS
Previously Ingenix



STERIS Corporation
2 yrs

- **Product Marketing Director**
1997 – 1999 · 2 yrs
- **Product Marketing Director**
1997 – 1999 · 2 yrs