Advancing Health Together: Progress Report

2025 Executive Summary

Healthcare depends on care providers, yet delivering care is more complex than ever. This report highlights how Elevance Health is working to simplify processes, strengthen clinical insights, and support whole-person care so providers can focus on what matters most: their patients.

Four strategic pillars guide this work. Data and technology power deeper insights, creating a more comprehensive view of each person's health needs to enable earlier, more proactive care. Guiding patients to the right services more efficiently reduces avoidable utilization and eases administrative complexity. Advancing whole health through the integration of physical, behavioral, and social drivers supports better outcomes across the continuum of care. Tailored care provider support aligns tools, resources, and incentives to help practices deliver high-quality, value-driven care.

Together, these pillars translate into real-world support and better outcomes. By improving coordination and clarity and aligning technology and resources to patient needs, this approach helps care providers operate more efficiently and deliver connected, human-centered care. The result is measurable progress and stronger long-term health for patients and communities we serve.

> " Elevance Health's commitment to open dialogue and real-time problem solving has empowered our care teams to address social drivers of health, reduce hospitalizations, and close critical care gaps. Working together, we're not just advancing health — we're building healthier communities. "
>
> — Bachar Malak, MD
>   Indiana Exceptional Medical Care, Evansville, Indiana

Powering Insights ⧉

Early, accurate insight changes what's possible in care delivery. Data and technology that connects information across systems help care providers better understand each patient's health needs.

Connected data enables better care. Through the Health OS interoperability platform, we securely link data and integrate it into care provider workflows. This connectivity supports:

- Faster, more informed clinical decisions.
- Reduced administrative burden.

Efficient claims and prior authorization processes keep the focus on patients. We're making steady improvements through better data and more efficient workflows. By pairing AI-driven insight with clinical expertise, we're working to:

- Ensure we don't delay appropriate and necessary care.
- Streamline claims workflows.

When data, technology, and clinical expertise work together, care teams gain the insight they need to act earlier and make clear decisions.

19.5% fewer care provider calls

Simplified claims systems mean fewer questions and more time for patient care.

68% fewer data-related pending claims

Smarter workflow collaborations cleared claims faster and more accurately.

As little as 24 hours to payment

With our data platform and Epic Payer Platform, clinical document retrieval timeframes dropped from 5–7 days to as little as 24 hours.

Guiding Consumers ⬈

When patients have access to guidance during their healthcare experience, both patients and care teams see better outcomes. Patients navigate care with confidence and moments of care evolve into integrated, whole-health improvement.

We bring this approach to life in several ways:

- **Case management:** Patients receive hands-on support that builds confidence and strengthens engagement, improving adherence to treatment plans.

- **Care at home:** Carelon and CareBridge teams extend guidance beyond the exam room walls, delivering support where members live. Care plans remain intact through more continuous care.

- **Community pharmacy partnerships:** Through Community Pharmacy Total Care, local pharmacists help manage medications and daily health needs, keeping patients on their care plan between care provider visits.

Meeting patients where they are keeps care on track and improves health outcomes through a whole-health approach.

64% of care providers report improvements

Patients experience better quality of life when engaged with Elevance Health's National Committee for Quality Assurance-accredited case management.

13% reduction in emergency department visits

Care at home brings care directly to patients' doors while reducing emergency department visits.

30% decline in inpatient admissions

Community pharmacy partnerships play a key role in improving engagement and reducing inpatient admissions.

> " When healthcare teams and payers work together, real change can happen. At Bluestone, our partnership with Elevance Health has brought new tools and support that helped us achieve an **8% increase in annual eye exams** for patients with diabetes and an **11% improvement in blood pressure control** — delivering stronger results for our patients and our organization. "
>
> — Savanna Chambers, Clinical Quality Director, Bluestone Health Association, Charleston, West Virginia

Advancing Whole Health ⬈

Whole health expands care beyond episodic treatment to address the clinical, behavioral, and social factors that most influence health outcomes. Through integrated programs, shared data, and coordinated navigation, Elevance Health partners with care providers to identify risks earlier, close gaps faster, and support patients in ways that reflect how health happens beyond the exam room.

Across populations, from chronic disease to serious mental illness and oncology, whole-health integration is improving engagement, reducing avoidable utilization, and strengthening continuity of care. Care teams have clearer insight into patient needs, fewer downstream crises, and greater capacity for proactive, patient-centered care delivery at scale.

Care providers and patients benefit from:

- Earlier identification of unmet clinical, behavioral, and social needs.
- Improved engagement and adherence among patients with complex needs.
- Reduced fragmentation across care settings.
- Measurable improvements in quality, utilization, and experience.

Measurable Results Reflect Whole-Health Impact

Integrated support helps care teams:

Identify risk earlier
Proactive outreach and actionable insights identify emerging behavioral, physical, and social needs sooner.

Improve engagement
Whole-health support removes barriers to care, connecting patients to treatment and care navigation.

Reduce avoidable utilization
Earlier identification and action reduce unnecessary emergency visits and hospitalizations for complex populations.

Tailoring Care Provider Support ⤴

Effective partnerships translate insight into action. Elevance Health tailors care provider support to reduce administrative friction, accelerate value-based performance, and align data, workflows, and incentives around better care delivery. By meeting care providers where they are — from onboarding through advanced value-based arrangements — partnerships are designed to evolve alongside care provider needs.

Through streamlined onboarding, actionable insights, and targeted clinical and operational support, care teams gain faster access to information, face fewer manual burdens, and advance improvement efforts more quickly. This approach strengthens performance across quality, cost of care, and experience while enabling doctors and their staff to focus more fully on direct patient care.

Care providers and patients benefit from:

- Faster, more adaptive onboarding and integration.
- Actionable, near-real-time data to inform clinical and operational decisions.
- Reduced administrative burden and avoidable denials.
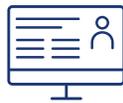- Stronger, more sustainable performance in value-based care.

" Our partnership with Elevance Health has grown over more than a decade, built on a shared commitment to value-based care that lowers costs and improves health outcomes. Together, we're working to deliver the best, most affordable care possible. "

— Latha Dulipsingh, MD
   Vice President of Medical Affairs,
   Integrated Care Partners,
   Hartford HealthCare,
   Hartford Connecticut

Capabilities That Reduce Complexity and Strengthen Performance

Simplifying data sharing through seamless chart uploads.

Streamlining workflows with electronic medical record (EMR) integration.

Reducing friction through Medicare Star bonus opportunities that support evidence-based, quality care.

Identifying practice opportunities to lower cost of care and improve efficiency and quality.

Collaboration is essential to creating healthier communities. By working in concert with our care provider partners, we can positively impact the lives of their patients.

From value-based care enablement to faster onboarding and real-time insights, tailored support helps care teams act sooner, reduce friction, and improve performance without adding complexity. Partnerships are designed to evolve with care providers, supporting growth while reinforcing quality and lowering cost of care.

Read the Full Report ⤴