

Offering Dental Services at the Worksite



Overview of an onsite dental wellness platform

Agenda



- The Onsite Dentistry Value Proposition
- Calculating ROI
- ODS Service Overview
- Phillips 66 Onsite Strategy
- Dental Office Design
- Phillips 66 Experience

Dental and Wellness Highly Integrated



Chronic diseases earliest
detected orally: **90%**

-National Center for Health Statistics

Gum disease increases the
chance of premature or low
birth weight pregnancies **x7**

- National Center for Health Statistics

Diabetes increases the risk of
developing **gum disease**

-Mayo Clinic

Poor **oral hygiene**
associated with
cardiovascular disease

-British Medical Journal

For **every dollar**
spent on dental
prevention, you could
save up to **\$50** in
medical costs

-American Dental Hygienists Association

Each year **dental
disease** causes **1 in 10**
employees to miss a full day of
work

-National Center for Health Statistics

The Onsite Dentistry Value Proposition



- Employee demand is “steady” for benefits
 - Continued challenges with population (quality and access) combined with “time & value sensitive” workforce.
- Employers are actively searching for innovation around curbing costs, productivity, and recruitment/retention strategies
 - Most interested in prevention, risk modification and absenteeism.
- This climate has afforded an opportunity for new partnerships fostering fresh ideas and unique expertise
 - Ability to use or enhance current insurance and wellness infrastructure.

Calculating ROI



Total Value of Benefits:

$$\frac{\text{Attraction} + \text{Retention} + \text{Productivity} + \text{Savings}}{\text{Cost}} = \text{Total Value}$$

Health Service Program ROI calculation:

- - onsite health center costs
- + direct cost avoidance (use of onsite office vs. non-network facility)
- +/- change in member cost sharing
- + lost work time savings
- + reduction in large claims
- + improved health savings

What Does ODS Provide?



Services

- Includes preventive, basic & major dental procedures
- Addresses 90-95% of dental needs: Ortho, endo, perio, prosthodontics, oral surgery
- Specific focus on acute & urgent care visits

The Dental Providers

- Qualifications: Dental network provider; experience and expertise demonstrated by years in practice, CE hours, certifications & professionalism
- Strict, evidence based dentistry and clinical audit program

What is Included

- Referrals coordinated with in-network specialists & general dentists as appropriate
- Urgent and emergency appointments
- Missed appointments and cancellations

Our Ideal Outcome



Ideal HR Outcomes

Strategic Design

- Change wellness behaviors
- Align monetary incentives
- Increase productivity
- Broaden wellness program

Onsite Dental Outcome

- Attract and retain talent
- Cost / Quality alignment between provider, member, and employer
- Workforce efficiency and amenities
- Outsource expertise and liability
- Lower claims through increased prevention and disease detection

About Phillips 66



- Energy manufacturing and logistics company
- Global operations headquartered in Houston, Texas
- Fortune 6 company listed on the NYSE as PSX
- Spun off of ConocoPhillips in 2012
- Overview of dental office
 - Opened in February, 2014
 - Two dentists split time
 - Open to all Phillips 66 employees (including contractors) and families
 - Will move to new headquarters currently being built



Key Considerations – Company Benefits



- Ties into existing wellness strategy
 - Promotes healthy behavior
 - Oral cancer screening at every visit
 - Tobacco cessation consultations
 - Wellness incentive forms available
 - Metrics to support future changes
- Cost impact
 - Increase network utilization
 - Interaction with carriers
 - Early detection of medical issues reduces future costs
 - Increased employee productivity
- Safety
 - If an employee has a dental problem, they can get it taken care of immediately rather than it posing a distraction from their job
- Future opportunities for expansion outside of HQ



Key Considerations – Employee Benefits



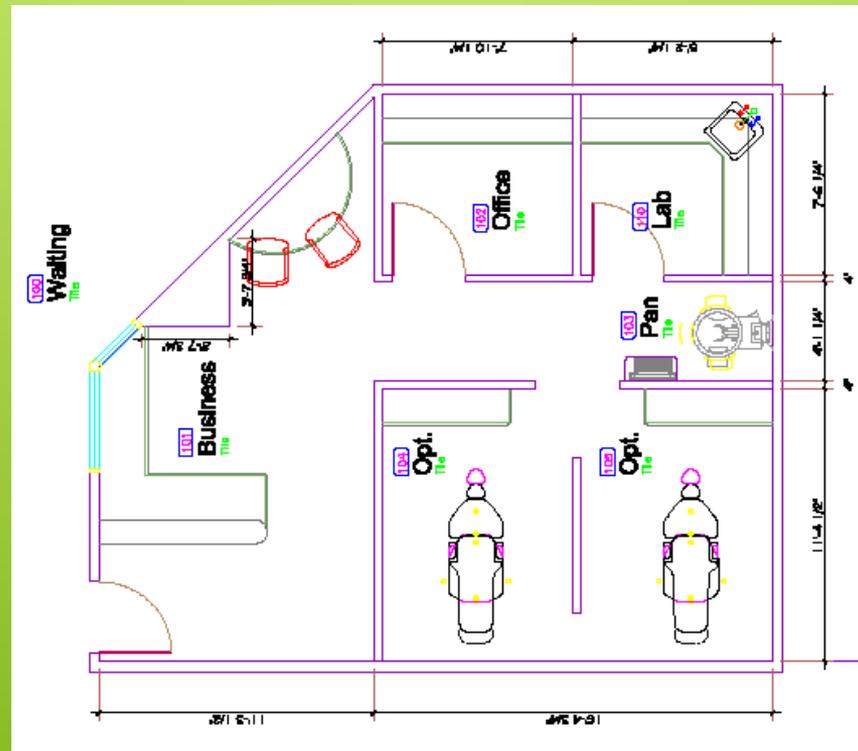
- Lower costs for employees
- Added convenience; reduced time away for personal appointments
- Families able to access office as well
- Viewed as a “perk”
- High-quality care
- Provides amenities and incentives not typically provided at a dental office



The Onsite Dental Office



- Turnkey Suite: ~650 sq. ft.
 - Converted under-utilized conference room into dental area
 - 2 patient rooms, 1 lab area, 1-2 admin areas, 1 pan x-ray area, dentist consult area
 - No plumbing required in exam area (turnkey technology)



The Onsite Dental Office Amenities



- Complimentary beverages
- Gourmet coffee, tea or hot chocolate
- iPad or tablet access for each patient
- Hot towels
- Digital surround sound
- Personalized music selection by patient
- Custom hand lotion and office fragrance
- Reading materials
- Complimentary lip-balm, toothbrushes & take home dental kit with cleaning
- Flat screen TV in waiting area (when applicable)



Experience so Far



Successes

- About 35% of campus utilizing the services
- Referrals coordinated with network specialists as appropriate
- Staff has good rapport with employees
- On first day open, 2 employees with broken teeth visited office

Challenges

- Low utilization by families
- Missed appointments and cancellations
- Low average patients per day

Questions

