

Agent fact sheet



Who we are

At CenterWell, we understand that aging often comes with unique and sometimes more complicated health challenges, so every aspect of our care model is designed with seniors in mind—fostering physical, emotional and social wellness. That’s how we define senior-focused primary care.

Every day, we come to work dedicated to providing personalized, high-quality healthcare and an excellent patient experience—to help seniors in the communities we serve live healthier, happier and more fulfilling lives.

How we’re different

We believe in a holistic approach to patient care.



Caring

- Doctors who listen with compassion
- A dedicated care team
- Personalized care plans
- Coordinated referrals



Focused

- Shorter wait times
- Unrushed appointments
- Proactive care and follow-up
- Medicare Advantage plans accepted
- Dedication to preventive and quality care



Accessible

- Same-day appointments
- Family-friendly exam rooms
- Wider doors and hallways and non-slip floors
- Exam chairs that rise and lower to accommodate mobility changes

- 24/7 phone access to care team
- Online medical records
- Live video visits (TeleVisits)



Convenient

- Conveniently located centers
- On-site pharmacy*
- Convenient or free parking*
- On-site lab
- On-staff clinical pharmacist
- Coordination with Health Plan transportation**
- Convenient specialty network



Connected

- Extensive community partnerships
- On-site community center
- Virtual education opportunities
- Year-round social programming

*available at some locations

**when needed

Why CenterWell



Leader in outcomes-based healthcare



Aligns with health plan to develop physician value-based delivery



Supports Medicare Advantage products and senior care

Team-based model

Clinical and financial outcome success; integrated care focus

- Care coordination
- Behavioral-health services
- Clinical pharmacy services
- Transportation
- Hospital, specialty and SNF alignment

Proven results

Market-leading Star scores, medical-cost performance and a proven portable model for success

- Utilization metrics leading to cost control
- Chronic-disease programs to support revenue commensurate with actual patient risk
- Aligned value-based partner

Simplification

Immediate and direct access to state-of-the-art systems and support

- Delegated utilization management
- Outcomes reporting
- Monthly physician dashboards to enhance accountability



Where we are

- 65+ owned centers
- 220+ PCPs and extenders
- 60,000+ patients
- 10+ payers with whom we work