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## News Release

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# Aetna and Iora Health announce new agreement for Medicare members

Companies expand relationship with Massachusetts offering

Boston, MA, October 8, 2018 – Iora Health and Aetna today announced that Massachusetts residents enrolled in Aetna® Medicare Advantage plans now have access to high impact, relationship-based care in the Greater Boston area through Iora Primary Care, Iora Health’s consumer brand.

“Since we began, our vision at Iora has been to transform health care,” said Neil Patel, Northeast Medical Director of Iora Primary Care. “Aetna shares our commitment to value-based care and understands that high quality primary care is critical for happier, healthier and more engaged patients. By working together, we can reach more older adults in Massachusetts, the state where Iora got its start and is still headquartered.”

This new relationship with Aetna provides Aetna Medicare Advantage plan participants access to Iora Primary Care’s relationship-based care. Data from America’s Physician Groups (APG) shows that relationship-based care improves patient satisfaction and health while reducing costs. Starting July 1, 2018, Aetna Medicare Advantage plan participants gained access Iora Primary Care in Medford and Hyde Park. They’ll gain access in additional communities in the state as Iora expands to other locations in 2019, including Hyannis.

“Aetna has a long history of working with providers to improve the health care experience,” said Dan Dyer, the executive director of Aetna’s Medicare business in

Massachusetts. “We are committed to strengthening our presence in Massachusetts and are excited to work closely with Iora to help members achieve their health goals.”

Iora Primary Care serves thousands of Medicare members through its primary care practices spanning from coast to coast. By building a care model focused on relationships, Iora has been able to achieve unmatched national scale, better health outcomes and above industry average satisfaction ratings. According to APG’s 2017 study, Iora [patients have seen a 50 percent decrease in hospitalizations and a 20 percent decrease in ER visits](#), while also reporting high rates of satisfaction. Iora patients report an average [86 Net Promoter Score \(compared to an industry average of 3\)](#).

Iora care teams are made up of a provider, health coach, behavioral health specialist, team nurse, clinical team manager and operations assistant. Together, they treat the whole person. Chirp, Iora’s proprietary collaborative care technology platform, also enables Iora’s teams to care for their patients both as individuals and as a population.

### **About Iora Health**

Iora Health is building a different kind of health system to deliver high impact, relationship based care. With a mission to restore humanity to health care and a goal to transform health care, Iora Health’s care model provides extraordinary service to patients to ensure improved outcomes while lowering overall health care costs. Our patients enjoy the benefits of better access to care, office and non-office based encounters (e.g. phone, text messages, and email), an accessible and transparent medical record and robust educational offerings. Our practices across the U.S. enjoy the benefits of smaller panel sizes, closer relationships with patients and the opportunity to lead systemic change in health care delivery while working with a true team. For more information, please visit [iorahealth.com](http://iorahealth.com).

### **About Aetna**

Aetna is one of the nation’s leading diversified health care benefits companies, serving an estimated 40.3 million people with information and resources to help them make better informed decisions about their health care. Aetna offers a broad range of traditional, voluntary and consumer-directed health insurance products and related services, including medical, pharmacy, dental and behavioral health plans, and medical management capabilities, Medicaid health care management services, workers’ compensation administrative services and health information technology products and services. Aetna’s customers include employer groups, individuals, college students, part-time and hourly workers, health plans, health care providers, governmental units, government-sponsored plans, labor groups and expatriates. For more information, see [aetna.com](http://aetna.com) and learn about how Aetna is helping to build a healthier world.

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Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. Other physicians/providers are available in our network. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

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