



people | commitment | excellence

InnovAge Annual Report 2018



It's what defines us.

It's what defines us.
our people.



LETTER FROM THE PRESIDENT AND CEO

Bringing PACE to **more people in more places.**

The Program of All-inclusive Care for the Elderly (PACE) makes a difference in the lives of the seniors we serve. Driven by our mission to help participants remain independent for as long as possible in their own homes and communities, we provide quality and coordinated care that is personalized.

In order to expand PACE to serve more seniors, we moved forward on two significant acquisitions this fiscal year. InnovAge is now the largest PACE provider in the U.S., serving nearly 6,000 participants at 16 PACE centers.

At the close of fiscal year 2018, we were in the final stages of acquiring four existing centers in Philadelphia, Pennsylvania: Allegheny, Germantown, Roosevelt, and St. Bart's, with plans for two new centers, Henry Avenue and Pennypack, giving us a total of six centers in Philadelphia. In Virginia, we'll soon be finalizing acquisitions of PACE centers in Charlottesville, Richmond, and Newport News.

We will continue to grow programs to help address health concerns many of our participants and loved ones face. One example is our clinical exercise program. First introduced at the Denver PACE center, the program has expanded to serve the unique needs of participants at our San Bernardino, California, and Aurora, Colorado, centers. Reported benefits include, but are not limited to, medication reductions, decreased depression, increased quality of life, and less dependence on adaptive equipment.

Another key focus for InnovAge as we expand is to always ensure we reflect the diversity of participants and the unique markets served by our centers nationwide. We strive to meet each participant's individual needs, respecting cultural differences and preferences. At the same time, we continually adjust our interdisciplinary approach to fit those needs and preferences.

This is a tremendous accomplishment for the entire organization. In the coming year, our ongoing focus will be on integrating new participants and employees into InnovAge as well as expanding PACE within existing communities and across the U.S. As always, we remain committed to help seniors age at home with dignity and on their own terms.



A handwritten signature in black ink that reads "Maureen L. Hewitt".

Maureen Hewitt

InnovAge President and CEO



2018 Financial Report

For the fiscal year ended June 30, 2018.

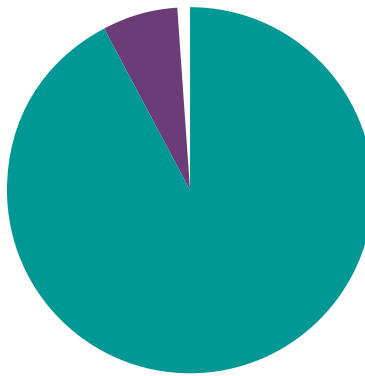
Statement of Operations

\$319,348,626
TOTAL REVENUE

5.87%

operating margin for
program sustainability

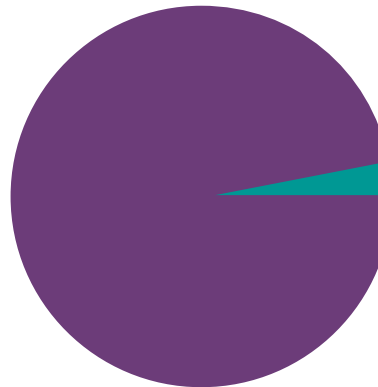
Payor Mix Breakdown



91.8%
dual eligible
(Medicare & Medicaid)

7.7%
Medicaid

0.5%
other



98.7%
of InnovAge revenue
comes from PACE



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our commitment.



Lives touched by InnovAge

InnovAge Home Care visits	38,999
PACE member months for:	
Colorado	35,305
New Mexico	4,606
California	5,629
Virginia	1,463
Care Navigation (call volume)	16,625
TOTAL	102,627

It's what defines us.
excellence.

IN THE PAST YEAR

only 2%

repeat in falls, **no increase**
over the last two years



4,100+ PARTICIPANTS

THE TOTAL NUMBER OF INNOVAGE
PACE PARTICIPANTS GREW IN FY 2018
BY 11.8% TO 4,102

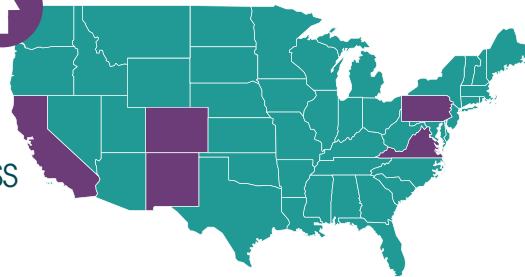
17.2%

REVENUE GROWTH



16 PACE | LIFE

CENTERS ACROSS
5 STATES



1,108 EMPLOYEES STRONG

90%
vaccination rate
against influenza

91%
vaccination rate
against pneumonia



172

InnovAge buses
make **34,760 trips**
per month covering
220 zip codes



29,608
PRIMARY CARE
APPOINTMENTS
WITH INNOVAGE CLINICIANS

20,383 staff training
modules per
year

16+ AVERAGE TRAINING
MODULES PER STAFF MEMBER

*Sources: InnovAge electronic medical records (PrimeSuite),
participant census records, and transportation, finance,
and human resources departments*

InnovAge PACE locations

Our services vary depending on location. For more information
call 888-992-4464 or email us at info@MyInnovAge.com.

InnovAge California PACE

San Bernardino

InnovAge Colorado PACE

Aurora
Denver
Lakewood
Northern Colorado
Pueblo
Thornton

InnovAge New Mexico PACE

Albuquerque

InnovAge Pennsylvania LIFE

Allegheny
Germantown
Roosevelt
St. Bart's

InnovAge Virginia PACE

Blue Ridge
Peninsula
Richmond
Roanoke Valley

InnovAge Corporate Office

8950 E. Lowry Boulevard
Denver, CO 80230

InnovAge Home Care

Serving clients in Colorado with skilled
medical and non-medical personal
care services in Aspen, Denver Metro,
Cañon City, Colorado Springs, Estes Park,
Loveland, and Pueblo.

innovAge
Life on Your Terms

MyInnovAge.com

888-992-4464 | TTY: 711