trellishealth

Advanced Primary Care for Maine

June 2026

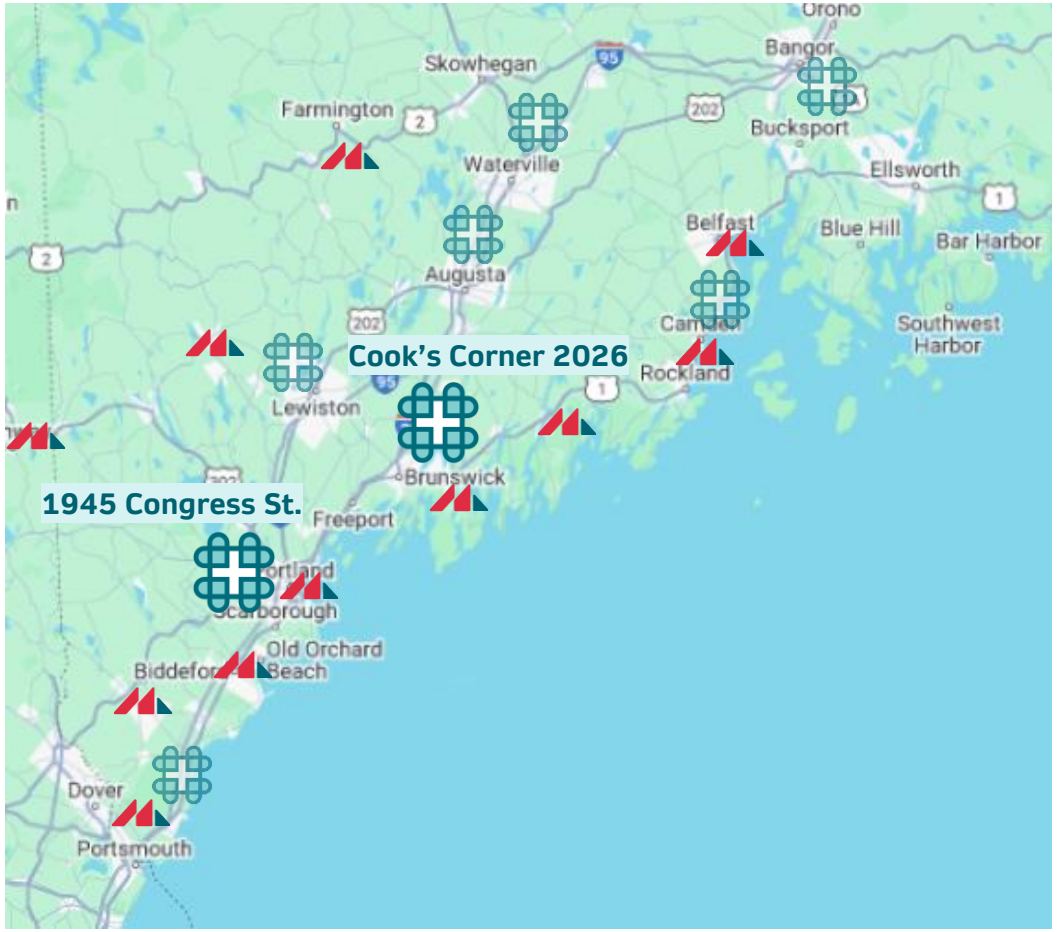
What is Trellis Health?

Advanced Primary Care for Mainers

Trellis Health is MaineHealth venture created to solve the challenges people are experiencing with primary care.

Through a planned network of advanced primary care practices, Trellis is improving access to a host of preventive services while also reducing total cost of care for employers and individuals.

- Collaborative care teams
- Whole patient, member-centric care
- Value-based payment structure
- Maximal convenience (virtual > in person)
- Optimal use of specialty care



Impact of Fee-for-Service on Primary Care

Providers are paid for visits, not relationships

Consumers avoid necessary primary care

- Urgent care, specialists, and ED fill in the gaps
- Chronic diseases go unmanaged, Rx lists grow
- Questions/concerns are left unasked

Providers burn out

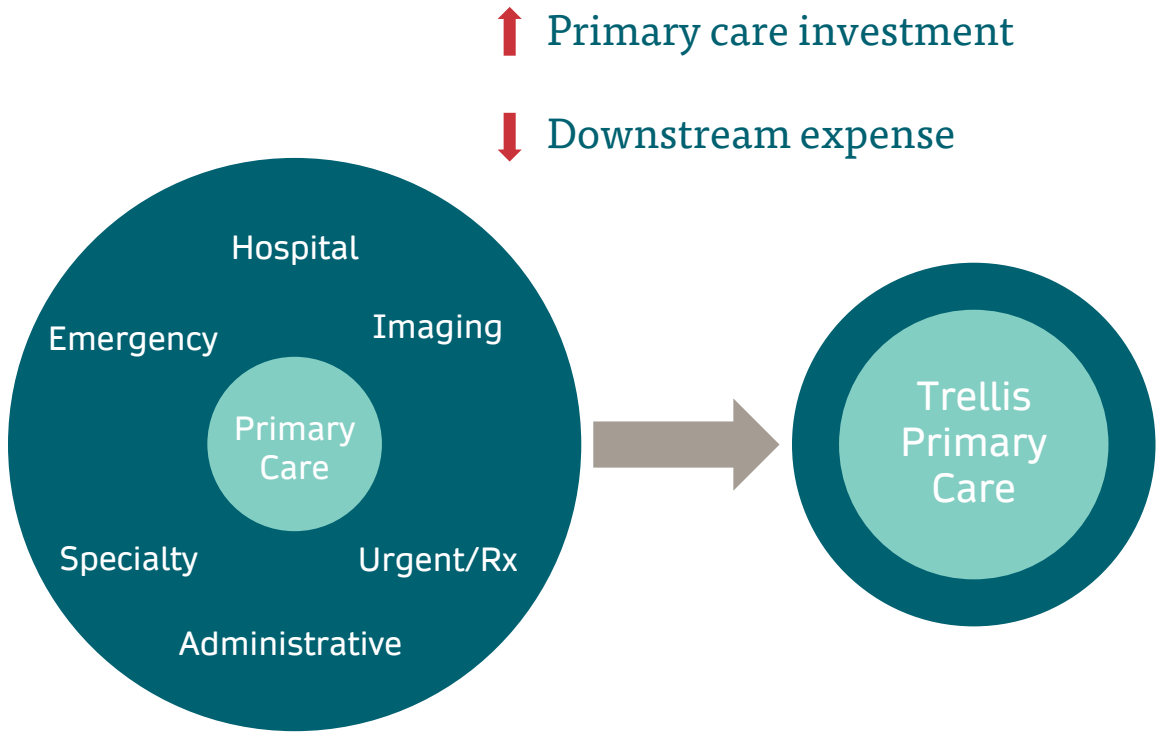
- High-volume schedules are exhausting
- Documentation/coordination after hours

Employers continue to pay more

- Premiums rise without additional value

Health systems become inefficient

- Hospital infrastructure is expensive



The Trellis Health Model

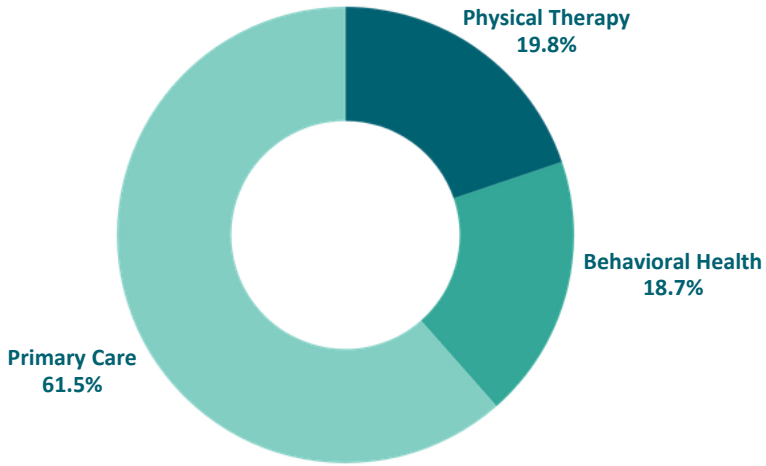
Building relationships with Members

- Team-based care management
- Convenient ways to get in touch
- Available 24/7/365
- Same-/next-day appointments
- Personalized care plan with unique goals
- Care navigation and advocacy

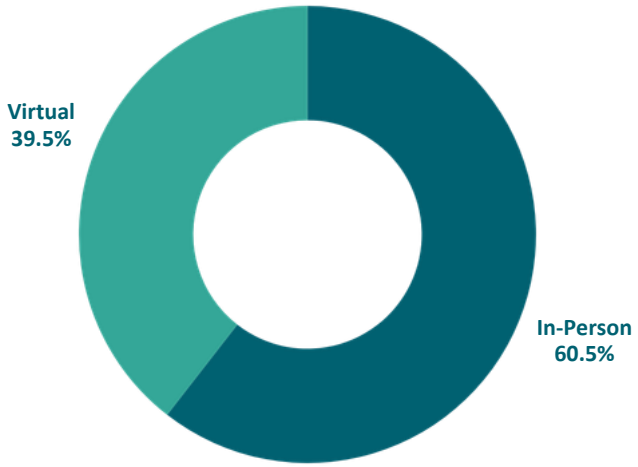
Multidisciplinary Care Team

Process Metrics: Access & Engagement

Trellis Visit Utilization



% of Total by Visit Type

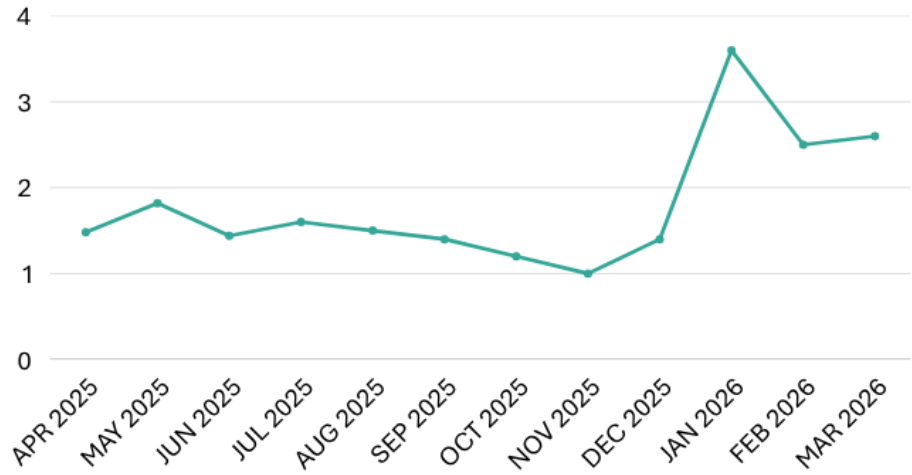


76% Encounters are through phone, video, or message

Messages responded to within 24 hours **96%**

Time to next appointment : PCP .1 Days | BH 0 Days | PT .2 days

of Touches Per Member Per Month

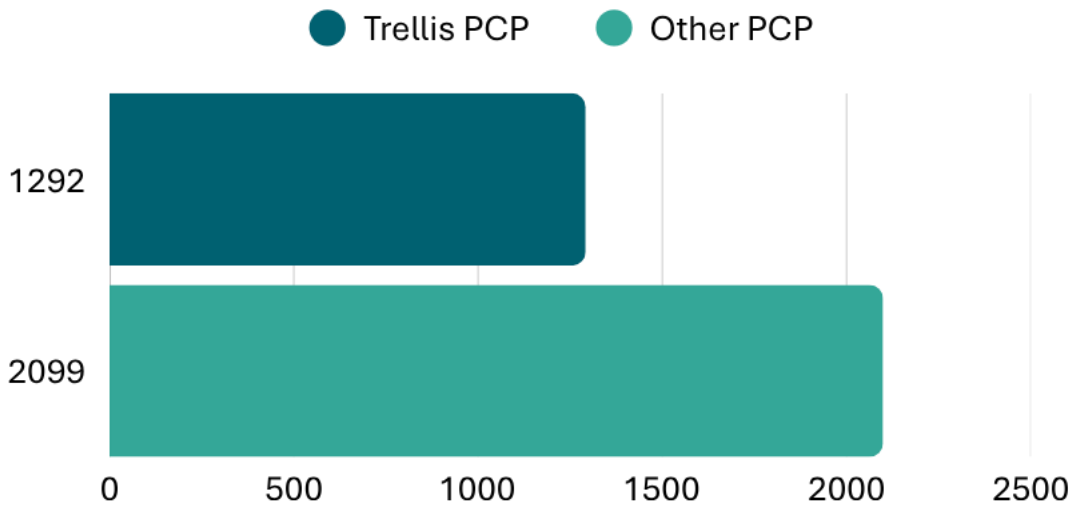


Proprietary & Confidential

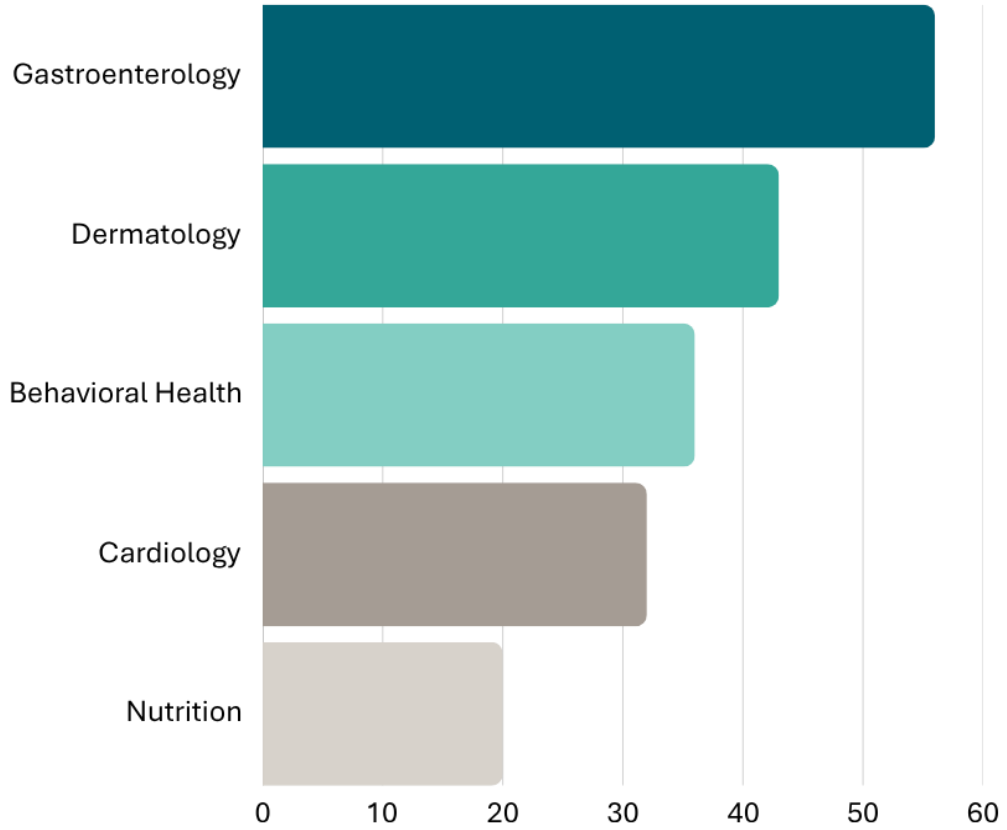
Professional / Ambulatory Service Utilization

38% fewer specialist visits at $300 each. Orthopedics being outside the top 10 referral sources demonstrates the impact of having a physical therapist as part of the primary care team. Also, Trellis members have a 35% lower rate of imaging.

Risk Adjusted Per 1K Employees - Specialty Care Visits



Top 5 Referral Sources by Trellis Health

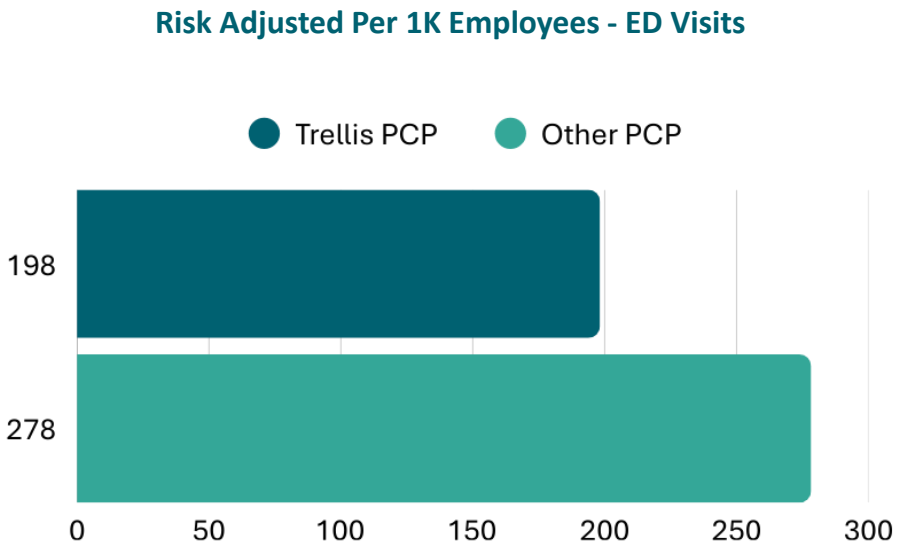


**Small sample size, not statistically significant, limited to data available in Epic*

Hospital Utilization

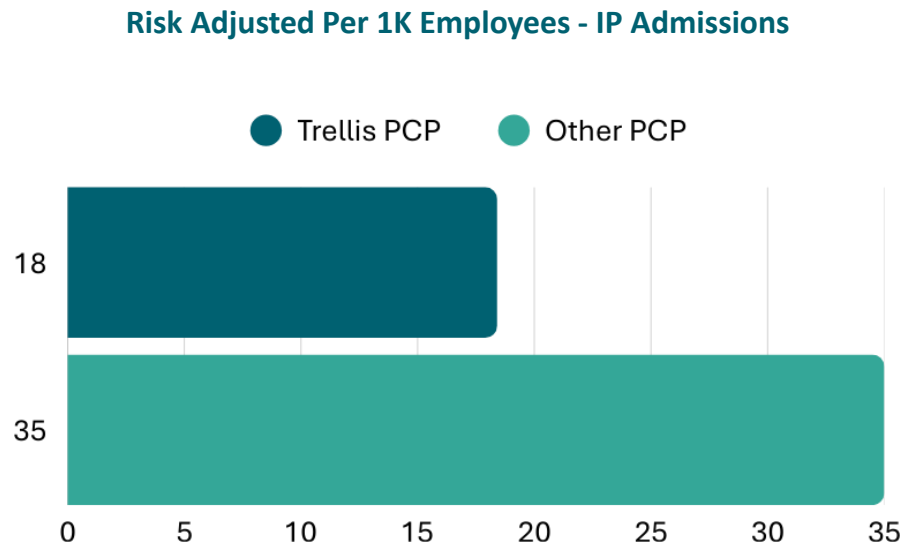
Emergency Department Visits

29% fewer ED visits at an average cost of $2,824.



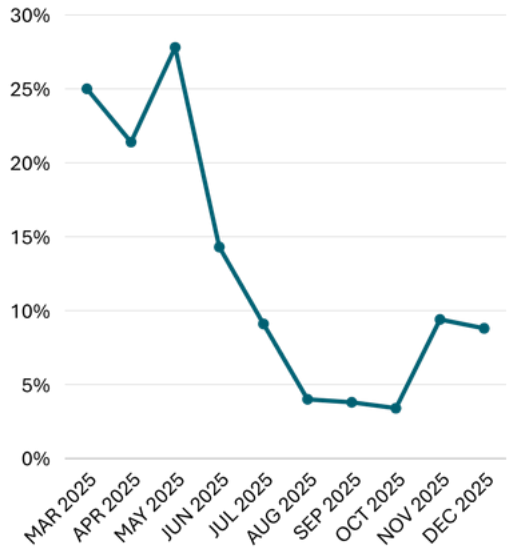
Inpatient Admissions

49% fewer IP admissions at an average cost of $21,400.

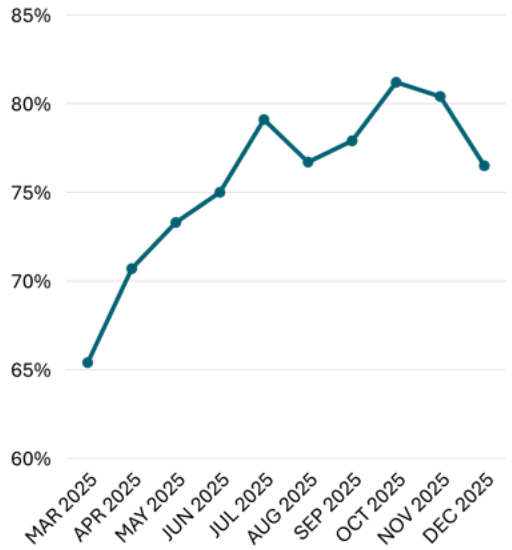


Focused on Quality Improvement

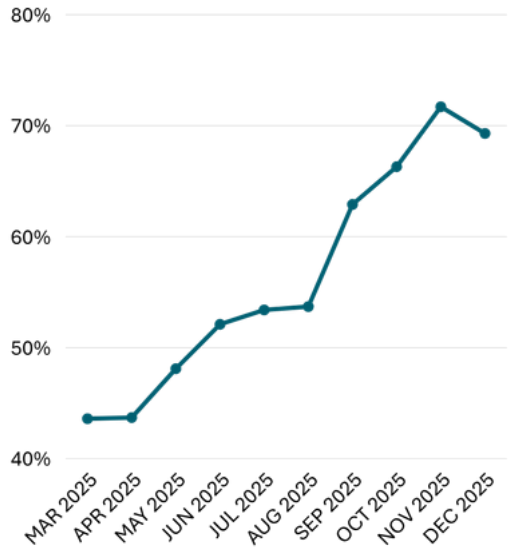
Poorly Controlled HbA1C



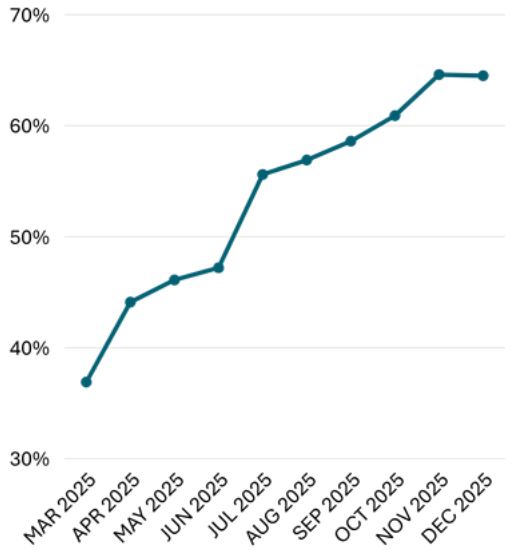
Breast Cancer Screening



Colon Cancer Screening



Cervical Cancer Screening



Note – the decline in gap closure at the end of 2025 is a lag due to spike in new member enrollment from Open Enrollment as we collect PMH and build charts.

"**So glad I made the switch to Trellis Heath.** Totally recommend this practice and new way of maintaining my health. Excellent!"

"Both my wife and I are just **floored by the level of service**, and the care we received during out new patient appointments. We're breathing a huge sigh of relief knowing we have this new care team."

"This was an hour-long appointment that **seriously accomplished more** in that time with my healthcare **than probably all of my other appointments in my lifetime** combined."

"Highly recommend. I am **blown away with this service** despite admittedly being skeptical at first. Very clearly a trauma-informed clinic that is working to decrease stigma related to seeking support for health needs."

Member Experience: 91 NPS

Improved Health: 90% report yes

Very Personalized: 89% report yes

Always Available: 90% report yes

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thank you