

# Virtual Care Engagement Monthly Report

## UMR – STATE OF NEVADA

**Reporting Period: 2023-08-01 to 2023-09-01**



# Member Engagement



**61**

Registrations This Month

**223**

Unique Visitors This Month

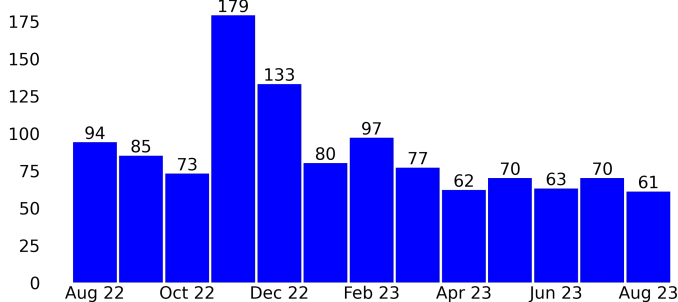
**285**

Total Visits This month

This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement is key to program success; changes in engagement can result from marketing initiatives or seasonality (e.g. cold and flu).

## New Registrations (Last 12 Months)

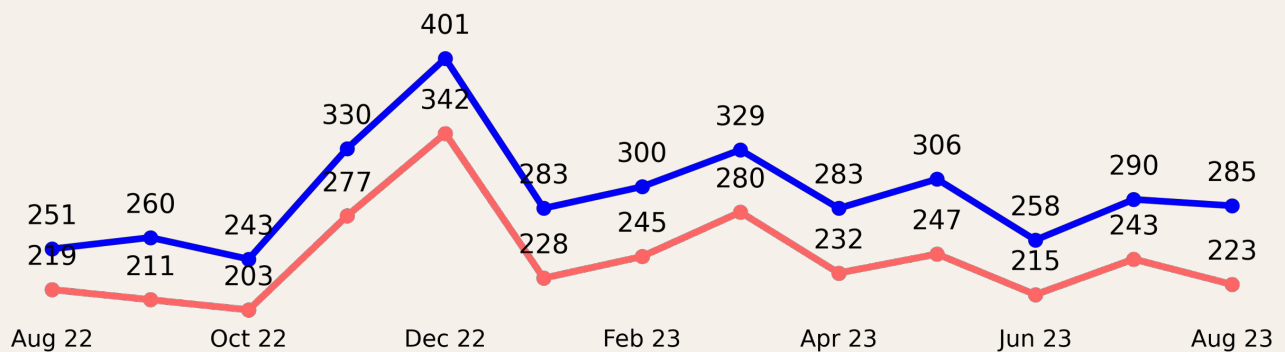
■ New Member Registrations



Total Covered Lives	<b>2,691</b> Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	<b>580</b> Registrations Year to Date	Registration Rate Year to Date

## Visits Last 12 Months

—● Unique Visitors —● Total Visits



**4,040**

Visits Since Launch

**1,975**

Unique Visitors Since Launch

**2.0**

Average Visits Per Visitor Since Launch

Engagement Rate Since Launch (Visitors/Lives)

**2,334**

Visits Year to Date

**1,281**

Unique Visitors Year to Date

**1.8**

Average Visits Per Visitor Year to Date

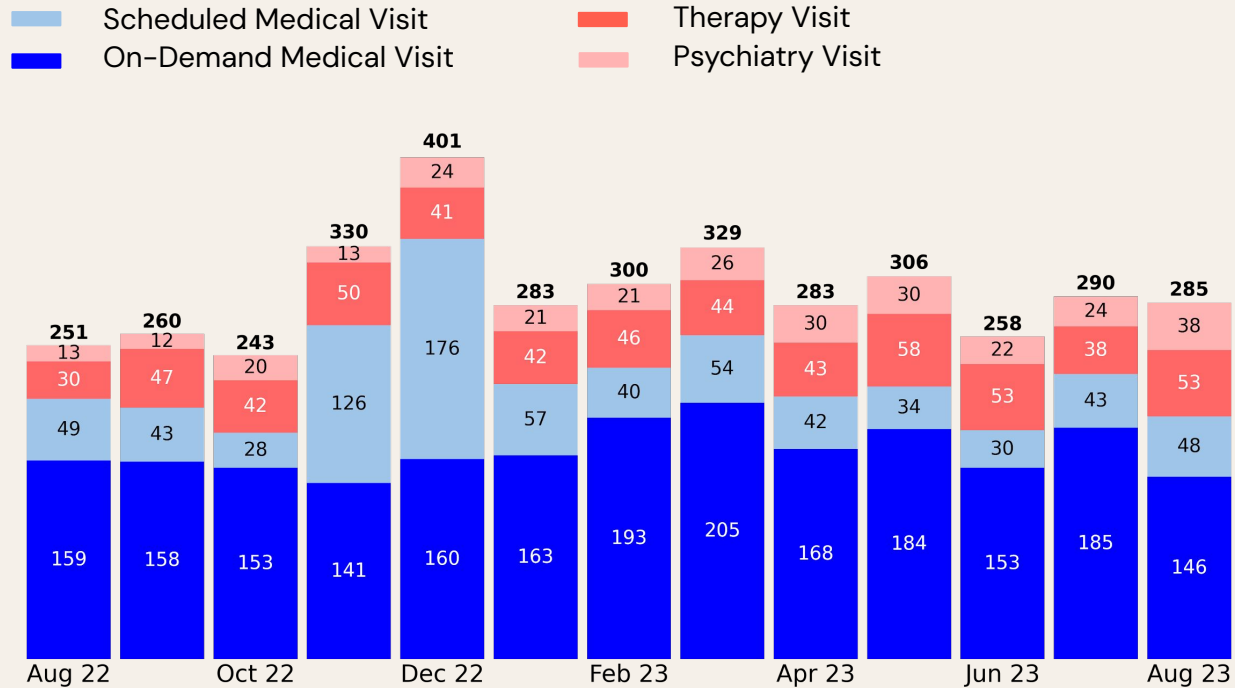
Engagement Rate Year to Date (Visitors/Lives)



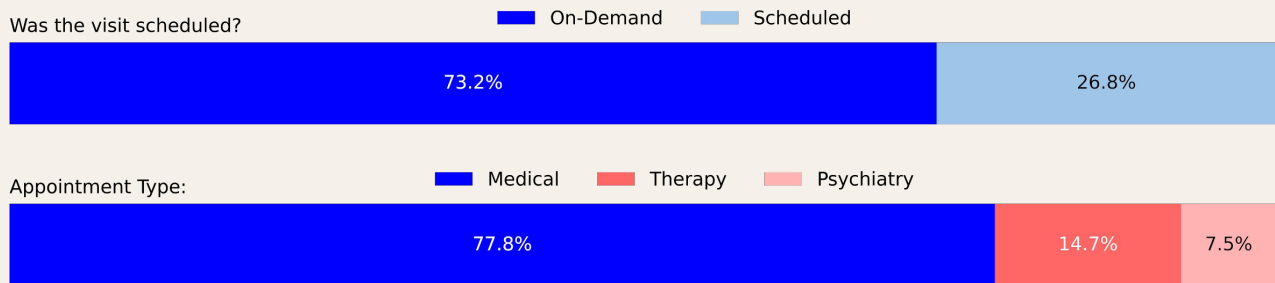
# Member Engagement



## Medical & Behavioral Health Visits (Rolling 12 Months)



## Member Demand by Visit Type Lifetime to Date



**Most Popular Day for Visits  
Lifetime to Date**

**Monday**

**Most Popular Time for Visits  
Lifetime to Date**

**10AM – Noon**

\*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

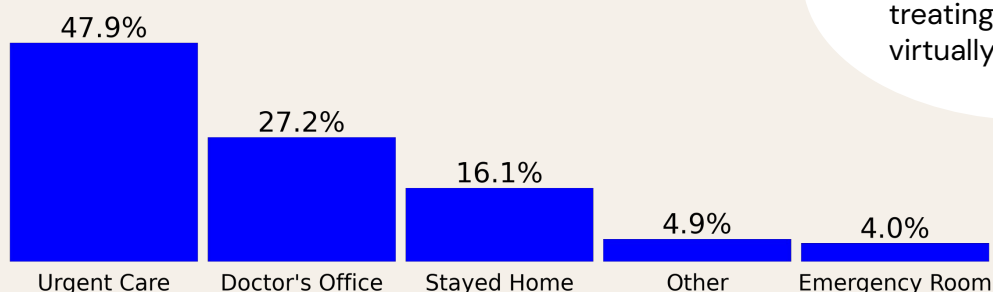


# Member Access

This section highlights our impact on increasing members' access to appropriate medical and behavioral health care, and their satisfaction with our services. We improve access to care by seeing members after hours (when brick & mortar providers are closed) and by making it easier to visit with a provider during business hours.

## Without Included Health, where would you have gone?

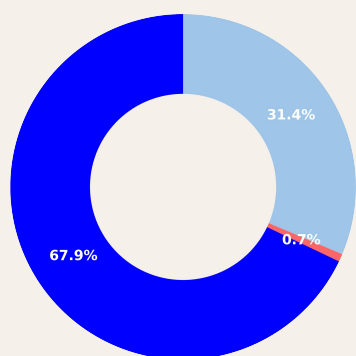
■ Percent Response Lifetime to Date



We help members avoid unnecessary in-person visits by treating their needs virtually.

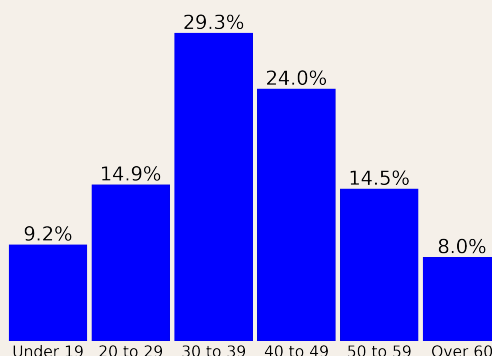
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Lifetime to Date
Average Member Rating	4.96 / 5 (N = 197)	4.96 / 5 (N = 2,943)
Average Wait Time for On-Demand Medical Appointments	14.75 min	15.04 min

# Member Clinical Needs



This section highlights the range of clinical conditions that we are treating through virtual care services. The program addresses a comprehensive range of both physical and behavioral health needs, and chronic and acute conditions. Examining the top needs of your population can inform more targeted clinical interventions and programs.

## Member Reported Symptoms

### Top 10 Symptoms

Symptom	Visits This Month	Visits Lifetime to Date
Congestion / sinus problem	49	1,165
Cough	32	985
Fatigue / weakness	50	902
Headache	49	866
Sore throat	36	813
Difficulty sleeping	46	746
Nasal discharge	23	598
Fever	20	470
Difficulty / pain swallowing	12	433
Loss of appetite	20	407

## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Lifetime to Date
Other upper respiratory infections	34	849
Anxiety disorders	62	637
Mood disorders	44	459
Urinary tract infections	28	366
Administrative/social admission	26	231
COVID-19	12	220
Cough, unspecified	5	181
Inflammation; infection of eye (except that c..	11	180
Adjustment disorders	28	180
Other upper respiratory disease	8	160

# Clinical Service Delivery



Our clinical team can provide a wide range of clinical services to help address members' needs. Our team has a focus on prescribing and labs to ensure our efficacy meets or exceeds that of in-person care through connections with pharmacy benefits and top lab networks

## Prescriptions and Testing Summary

<b>249</b> Prescriptions This Month	<b>69.1%</b> of visits resulted in a prescription order Lifetime to Date	<b>74</b> Lab Orders This Month	<b>4.0%</b> of visits resulted in a lab order Lifetime to Date
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## Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Lifetime to Date	Top Labs	Count This Month	Count Lifetime to Date
benzonatate	17	364	Urinalysis, Complete..	10	50
prednisone	8	268	Comprehensive Metabo..	3	48
nitrofurantoin monoh..	13	219	CBC+diff	5	46
amoxicillin/potassiu..	11	206	TSH with Reflex to F..	4	37
albuterol	10	202	Lipid Panel	2	37
ipratropium nasal	10	182	Hemoglobin A1c	2	30
fluticasone nasal	3	134	Chlamydia/GC, Urine	4	28
amoxicillin	2	119	Urine Culture, Routine	3	28
methylprednisolone	1	115	Vitamin D	2	22
nirmatrelvir/ritonavir	6	114	HIV-1/2 Ag/Ab, 4th G..	4	20



For any questions regarding the reporting, please feel free to reach out to your respective client success lead. Thank you.



Metric	Definition
<b>Behavioral Health Visit</b>	Behavioral Health visits refer to scheduled appointments with our multidisciplinary team of therapists, psychologists, and psychiatrists. Our integrated Behavioral Health solution delivers highly-accessible, virtual-first therapy and psychiatry to members to address every member need from subclinical to clinical. Therapy visits are 25 or 50 minutes in length depending on the patient's needs. Initial Psychiatry visits are 45 minutes in length and all follow up psychiatry visits are 15 minutes in length.
<b>Covered Lives</b>	Total count of member lives (employees and dependents) eligible for Included Health services.
<b>Employee Lives</b>	Total count of employee lives eligible for Included Health services.
<b>Engagement Rate</b>	Total number of unique visitors as a percentage of eligible lives.
<b>Medical Visit</b>	<p>Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians.</p> <p><b>Urgent Care:</b> Our Everyday &amp; Urgent Care solution offers accessible video-first care for acute needs. Our multidisciplinary team of employed clinicians provide 24/7 care on demand or by appointment to improve access to care and deliver a better care experience. Providers are cross-trained in behavioral health, primary dermatology, and geriatric medicine, to treat a wide range of everyday &amp; urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression</p> <p><b>Virtual Primary Care</b> - With Primary Care, we provide 24/7 care across the full continuum of member needs, including physical - acute, preventive and chronic - and behavioral for engaged members.</p>
<b>ICD-10 Code and Description</b>	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
<b>Member Rating</b>	Average visitor rating of 1-5 stars submitted upon visit completion.
<b>Patient Reported Symptoms</b>	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
<b>Registration</b>	A member is considered "registered" when they accept the Included Health TOS, either in a digital session or phone call. Registration rate is the total number of individuals registered as a percentage of eligible lives.
<b>Reported Age and Gender</b>	Describes the patient's age and gender category as provided by the member's insurance carrier or reported by the patient. Note, these demographics describe the patient, not the visitor.
<b>Visit</b>	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
<b>Visitors</b>	A member that initiates a visit with Included Health. Unique visitor counts is determined by the member that initiates the visit, not the patient seen by the provider. For example: A patient that initiates a visit for herself and a separate visit for her child is counted as one unique visitor.

# Virtual Care Engagement Monthly Report

## UMR – STATE OF NEVADA

**Reporting Period:** 2023-09-01 to 2023-10-01





# Member Engagement

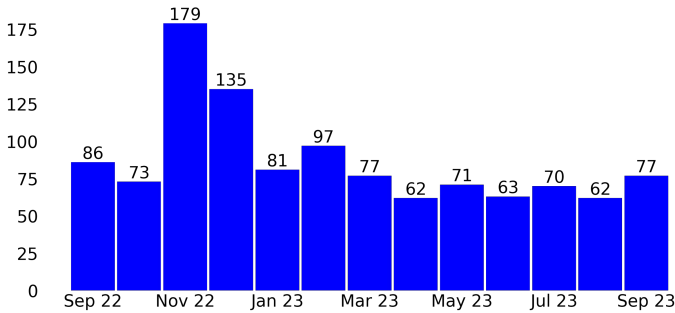


<b>77</b> Registrations This Month	<b>251</b> Unique Visitors This Month	<b>304</b> Total Visits This month
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## New Registrations (Last 12 Months)

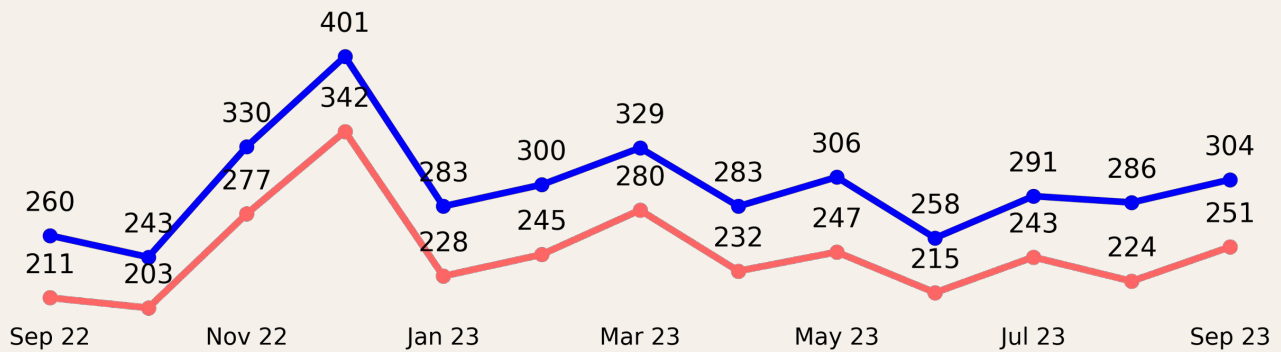
■ New Member Registrations



Total Covered Lives	<b>2,839</b> Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	<b>660</b> Registrations Year to Date	Registration Rate Year to Date

## Visits Last 12 Months

● Unique Visitors    ● Total Visits

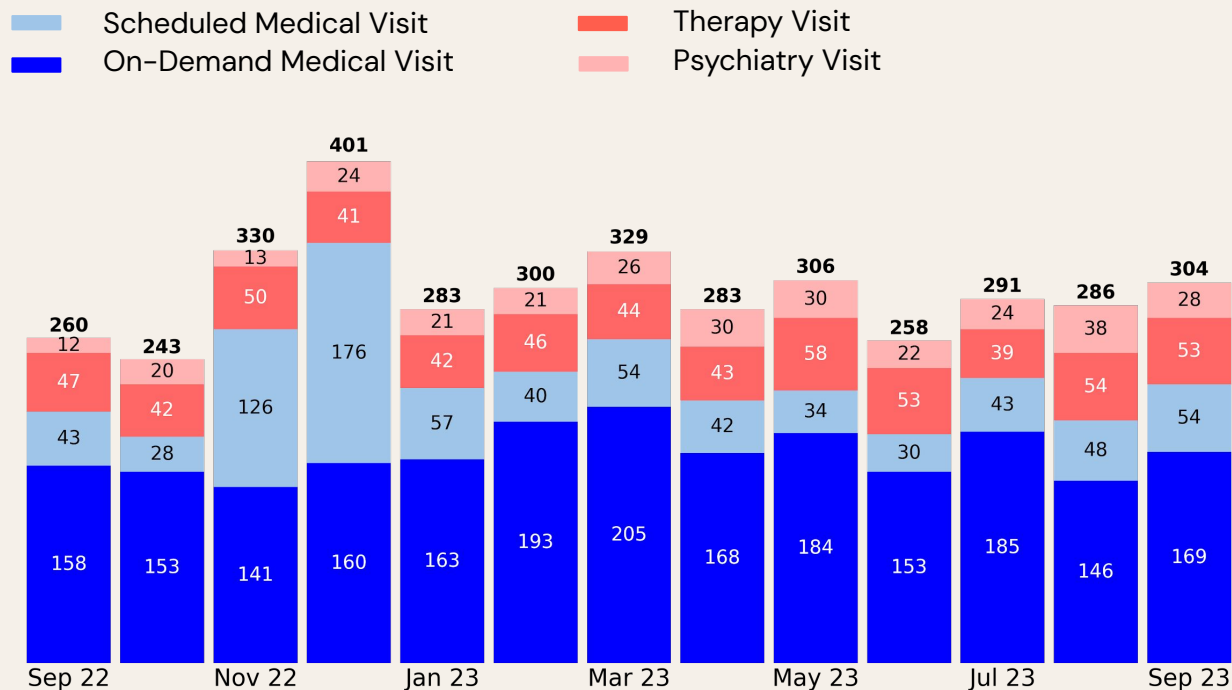


<b>4,346</b> Visits Since Launch	<b>2,083</b> Unique Visitors Since Launch	<b>2.1</b> Average Visits Per Visitor Since Launch	Engagement Rate Since Launch (Visitors/Lives)	
<b>2,640</b> Visits Year to Date	<b>1,416</b> Unique Visitors Year to Date	<b>1.9</b> Average Visits Per Visitor Year to Date		

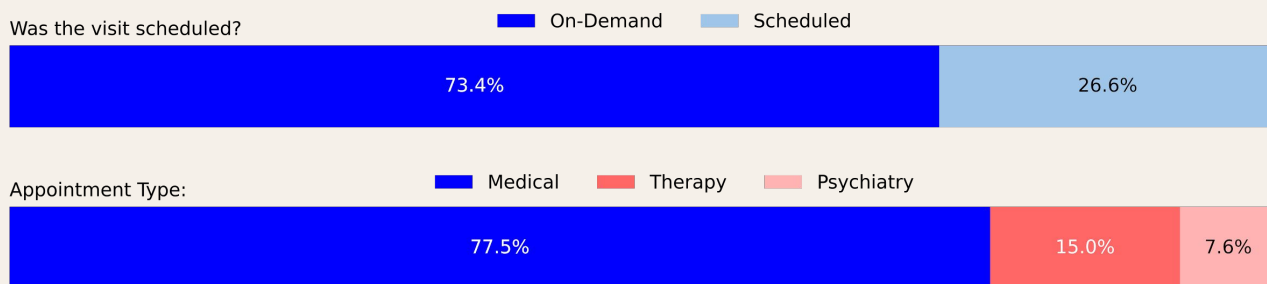
# Member Engagement



## Medical & Behavioral Health Visits (Rolling 12 Months)



## Member Demand by Visit Type Lifetime to Date



**Most Popular Day for Visits  
Lifetime to Date**

**Monday**

**Most Popular Time for Visits  
Lifetime to Date**

**10AM – Noon**

\*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

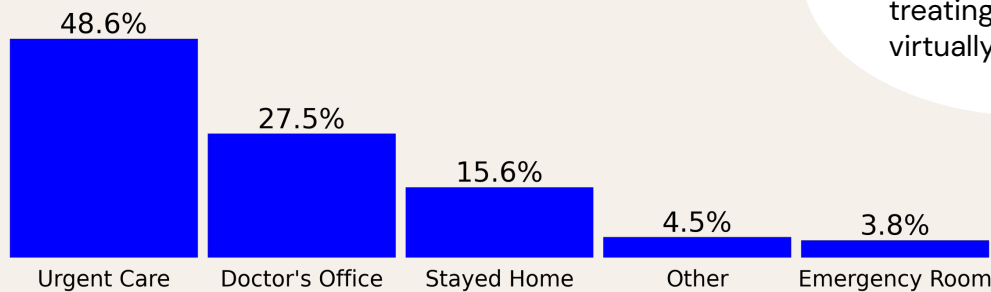


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## Without Included Health, where would you have gone?

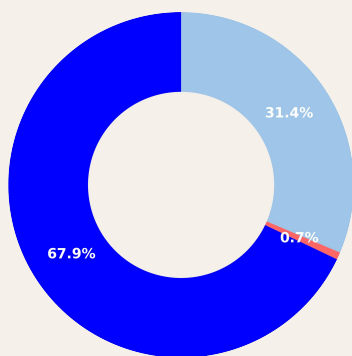
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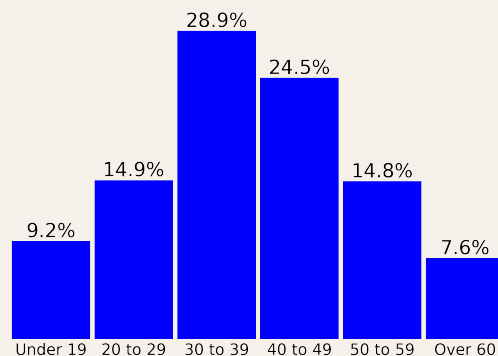
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Lifetime to Date
Average Member Rating	4.93 / 5 (N = 211)	4.96 / 5 (N = 3,156)
Average Wait Time for On-Demand Medical Appointments	16.75 min	15.16 min

# Member Clinical Needs



This section highlights the range of clinical conditions that we are treating through virtual care services. The program addresses a comprehensive range of both physical and behavioral health needs, and chronic and acute conditions. Examining the top needs of your population can inform more targeted clinical interventions and programs.

## Member Reported Symptoms

### Top 10 Symptoms

Symptom	Visits This Month	Visits Lifetime to Date
Congestion / sinus problem	79	1,244
Cough	49	1,034
Fatigue / weakness	57	959
Headache	56	922
Sore throat	58	871
Difficulty sleeping	57	803
Nasal discharge	45	643
Fever	37	507
Difficulty / pain swallowing	26	459
Ear pain	29	428

## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Lifetime to Date
Other upper respiratory infections	42	891
Anxiety disorders	52	691
Mood disorders	46	505
Urinary tract infections	21	387
Administrative/social admission	19	250
COVID-19	29	249
Adjustment disorders	15	195
Inflammation; infection of eye (except that c..	14	194
Cough, unspecified	4	185
Other upper respiratory disease	7	167

# Clinical Service Delivery



Our clinical team can provide a wide range of clinical services to help address members' needs. Our team has a focus on prescribing and labs to ensure our efficacy meets or exceeds that of in-person care through connections with pharmacy benefits and top lab networks

## Prescriptions and Testing Summary

<b>323</b> Prescriptions This Month	<b>68.9%</b> of visits resulted in a prescription order Lifetime to Date	<b>9</b> Lab Orders This Month	<b>3.8%</b> of visits resulted in a lab order Lifetime to Date
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