Virtual Care Engagement Monthly Report

UMR – STATE OF NEVADA

Reporting Period: 2023-04-01 to 2023-05-01
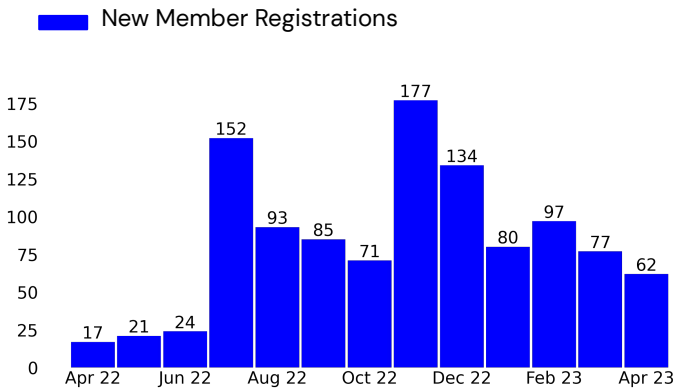
Member Engagement

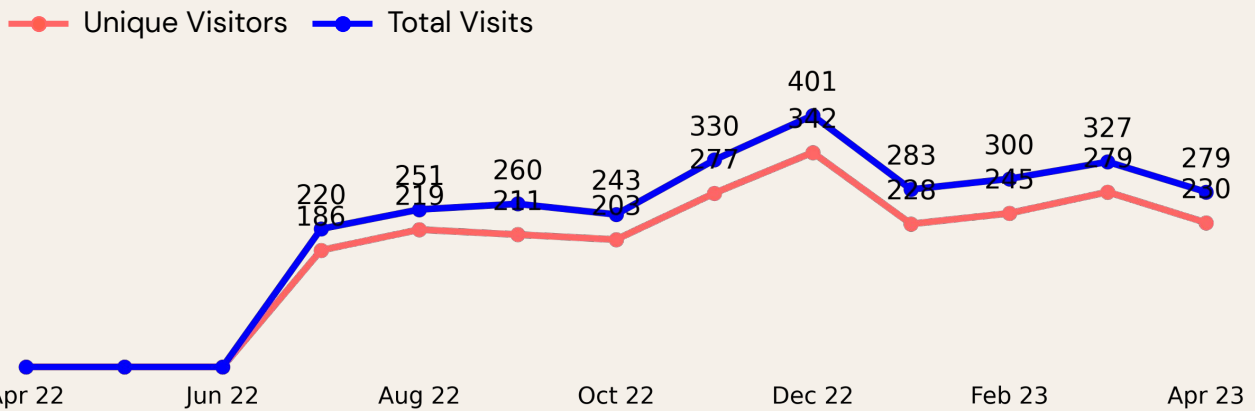| **62**	**230**	**279**
Registrations This Month	Unique Visitors This Month	Total Visits This month

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

Bar chart values: Apr 22: 17, 21, Jun 22: 24, 152, Aug 22: 93, 85, Oct 22: 71, 177, Dec 22: 134, 80, Feb 23: 97, 77, Apr 23: 62

Total Covered Lives	**2,226** Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	**316** Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

—●— Unique Visitors   —●— Total Visits

Line chart values — Total Visits: 220, 251, 260, 243, 330, 401, 283, 300, 327, 279
Unique Visitors: 186, 219, 211, 203, 277, 342, 228, 245, 279, 230

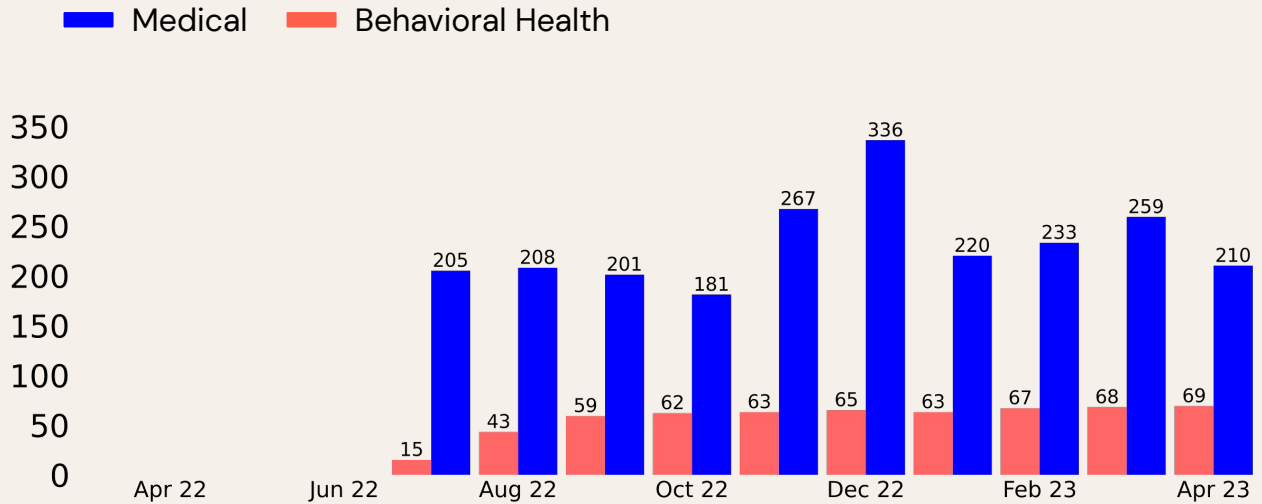Months: Apr 22, Jun 22, Aug 22, Oct 22, Dec 22, Feb 23, Apr 23

2,895 Visits Since Launch	**1,578** Unique Visitors Since Launch	**1.8** Average Visits Per Visitor Since Launch	Engagement Rate Since Launch (Visitors/Lives)
1,189 Visits Year to Date	**784** Unique Visitors Year to Date	**1.5** Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)

Member Engagement

Medical & Behavioral Health Visits (Rolling 12 Months)

Medical ■   **Behavioral Health** ■

	Apr 22	Jun 22		Aug 22		Oct 22		Dec 22		Feb 23		Apr 23
Medical			205	208	201	181	267	336	220	233	259	210
Behavioral Health		15	43	59	62	63	65	63	67	68	69	

Member Demand by Visit Type Lifetime to Date

Medical

688 — Scheduled Visit
1633 — On-Demand Visit

■ Scheduled Visit
■ On-Demand Visit

Behavioral Health

387 — Therapy Visit
187 — Psychiatry Visit

■ Therapy Visit
■ Psychiatry Visit
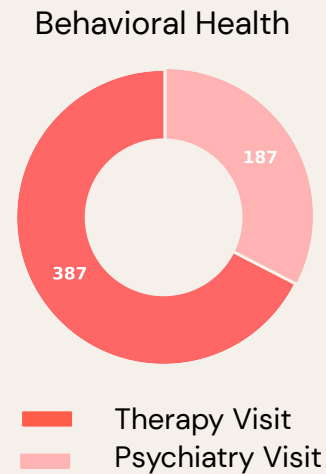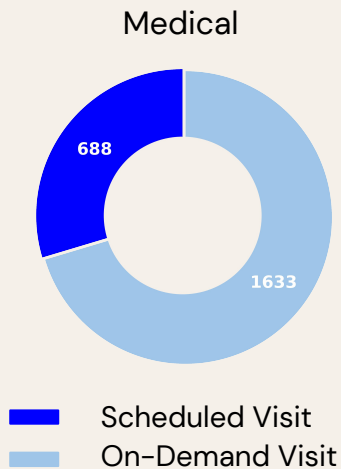
Most Popular Day for Visits Year to Date

Monday

Most Popular Time for Visits Year to Date

10AM – Noon

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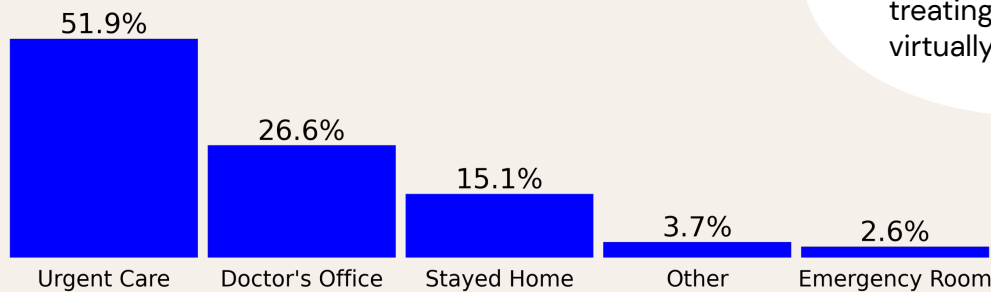
Member Access

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.

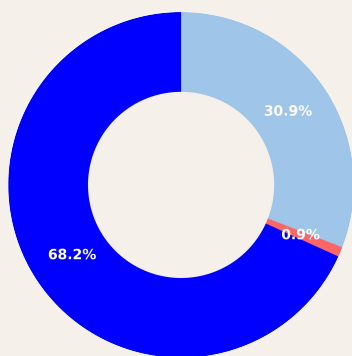## Without Included Health, where would you have gone?

■ Percent Response Lifetime to Date

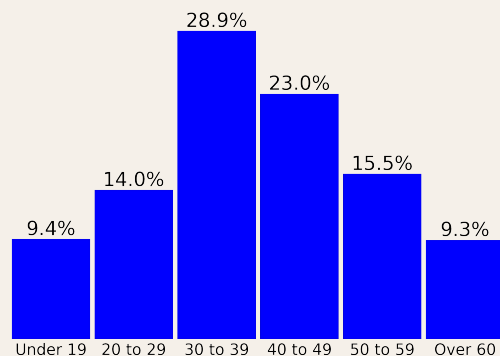We help members avoid unnecessary in-person visits by treating their needs virtually.

Urgent Care	Doctor's Office	Stayed Home	Other	Emergency Room
51.9%	26.6%	15.1%	3.7%	2.6%

Visits by Reported Gender Year to Date

■ Female   ■ Male   ■ Other

- 68.2%
- 30.9%
- 0.9%

Visits by Age Year to Date

■ Percent Distribution

Under 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60
9.4%	14.0%	28.9%	23.0%	15.5%	9.3%

Member Experience Metrics	This Month	Lifetime to Date
Average Member Rating	4.96 / 5	4.96 / 5
Average Wait Time for On-Demand Medical Appointments	5.17 min	17.9 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	73	935
Cough	57	808
Fatigue / weakness	53	682
Headache	62	661
Sore throat	45	622
Difficulty sleeping	48	543
Nasal discharge	34	486
Fever	14	346
Difficulty / pain swallowing	26	331
Sputum / productive cough / phlegm	25	311

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Lifetime to Date
Other upper respiratory infections	70	654
Anxiety disorders	49	424
Mood disorders	36	301
Urinary tract infections	35	252
COVID-19	7	184
Administrative/social admission	21	162
Cough, unspecified	17	141
Inflammation; infection of eye (except that c..	16	132
Other upper respiratory disease	12	117
Adjustment disorders	9	105

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

324	**71.1%**	**30**	**3.6%**
Prescriptions This Month	of visits resulted in a prescription order	Lab Orders This Month	of visits resulted in a lab order

Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Lifetime to Date
benzonatate	20	294
prednisone	15	221
albuterol	11	154
amoxicillin/potassiu..	14	150
nitrofurantoin monoh..	20	148
ipratropium nasal	14	137
fluticasone nasal	11	108
methylprednisolone	9	95
amoxicillin	8	92
nirmatrelvir/ritonavir	3	90

Top Labs	Count This Month	Count Lifetime to Date
Comprehensive Metabo..	2	33
CBC+diff	1	30
Urinalysis, Complete..	4	25
TSH with Reflex to F..	1	24
Lipid Panel	2	24
Urine Culture, Routine	3	20
Hemoglobin A1c	2	20
Chlamydia/GC, Urine	1	15
Vitamin D	1	14
HIV-1/2 Ag/Ab, 4th G..	1	10

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

Data Dictionary

Metric	Definition
Behavioral Health Visit	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.
Covered Lives	Total count of member lives (employees and dependents) eligible for Included Health services.
Employee Lives	Total count of employee lives eligible for Included Health services.
Engagement Rate	Total number of unique visitors as a percentage of eligible lives.
Medical Visit	Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians. **Urgent Care:** Our Everyday & 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 & urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression **Virtual Primary Care –** 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.
ICD-10 Code and Description	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
Member Rating	Average visitor rating of 1-5 stars submitted upon visit completion.
Patient Reported Symptoms	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
Registration	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.
Reported Age and Gender	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.
Visit	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
Visitors	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

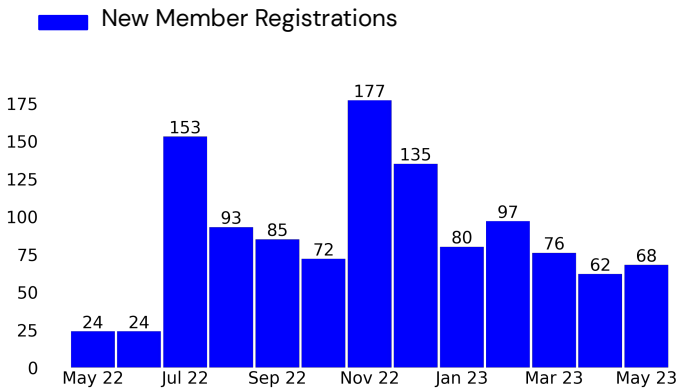## UMR – STATE OF NEVADA

Reporting Period: 2023-05-01 to 2023-06-01

Member Engagement

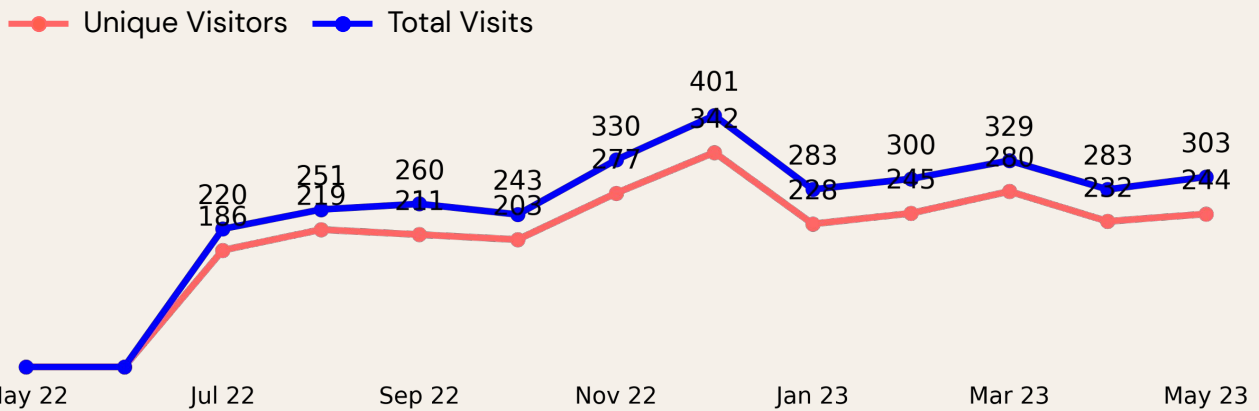| **68**	**244**	**303**
Registrations This Month	Unique Visitors This Month	Total Visits This month

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New Registrations (Last 12 Months)

Legend: New Member Registrations

Bar values (May 22 – May 23): 24, 24, 153, 93, 85, 72, 177, 135, 80, 97, 76, 62, 68

Total Covered Lives	**2,329** Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	**383** Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

Legend: Unique Visitors, Total Visits

Total Visits: 220, 251, 260, 243, 330, 401, 283, 300, 329, 283, 303
Unique Visitors: 186, 219, 211, 203, 277, 342, 228, 245, 280, 232, 244
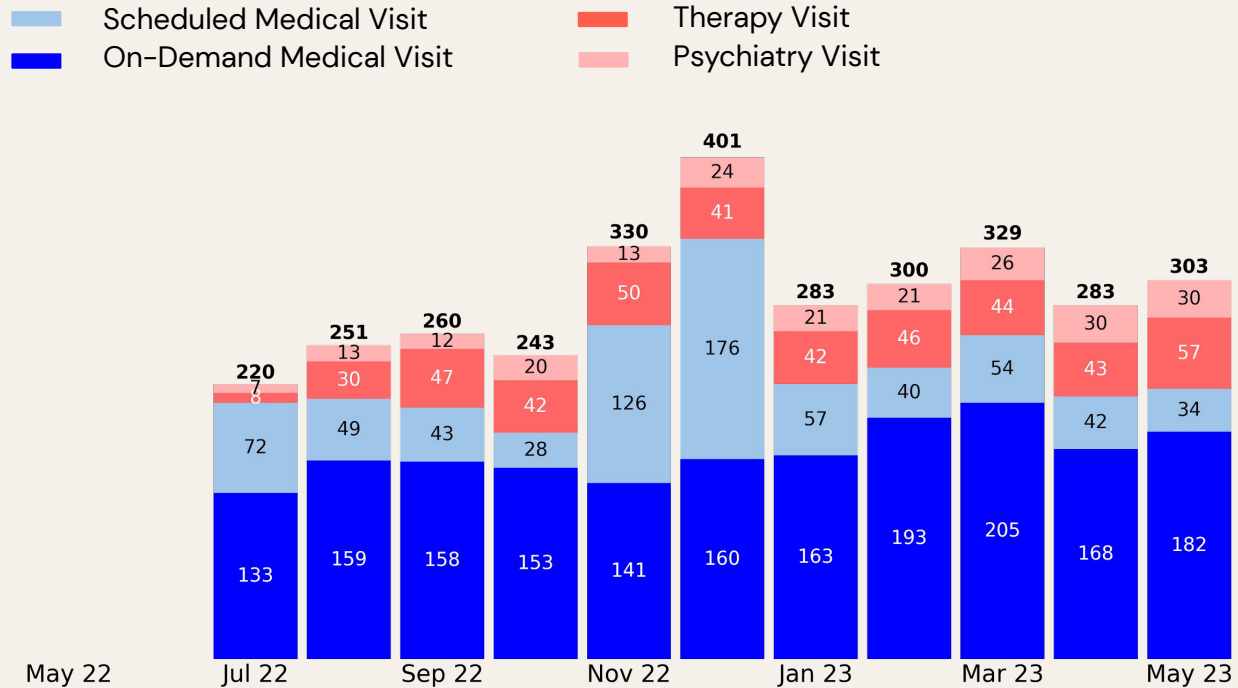
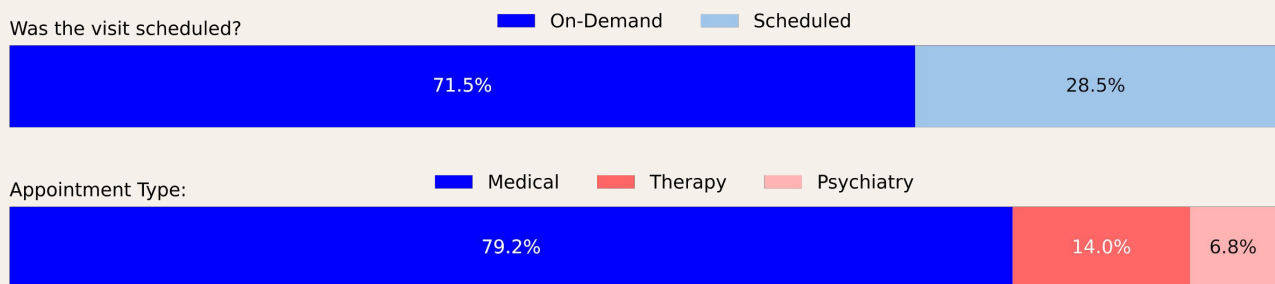| **3,204** Visits Since Launch	**1,685** Unique Visitors Since Launch	**1.9** Average Visits Per Visitor Since Launch	Engagement Rate Since Launch (Visitors/Lives)
1,498 Visits Year to Date	**919** Unique Visitors Year to Date	**1.6** Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)

Member Engagement

Medical & Behavioral Health Visits (Rolling 12 Months)

- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit

Month	On-Demand Medical	Scheduled Medical	Therapy	Psychiatry	Total
Jul 22	133	72	8	7	220
	159	49	30	13	251
Sep 22	158	43	47	12	260
	153	28	42	20	243
Nov 22	141	126	50	13	330
	160	176	41	24	401
Jan 23	163	57	42	21	283
	193	40	46	21	300
Mar 23	205	54	44	26	329
	168	42	43	30	283
May 23	182	34	57	30	303

Member Demand by Visit Type Lifetime to Date

Was the visit scheduled?

- On-Demand
- Scheduled

On-Demand	Scheduled
71.5%	28.5%

Appointment Type:

- Medical
- Therapy
- Psychiatry

Medical	Therapy	Psychiatry
79.2%	14.0%	6.8%

Most Popular Day for Visits Lifetime to Date

Monday

Most Popular Time for Visits Lifetime to Date

10AM – Noon

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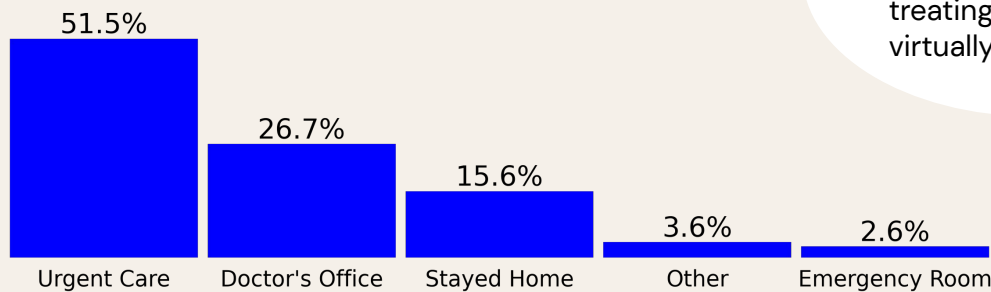
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Member Access

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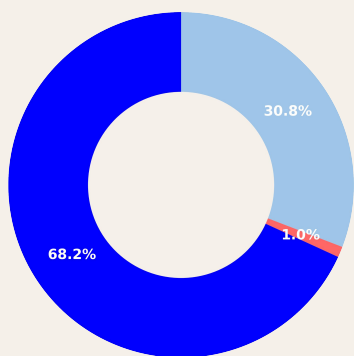## Without Included Health, where would you have gone?

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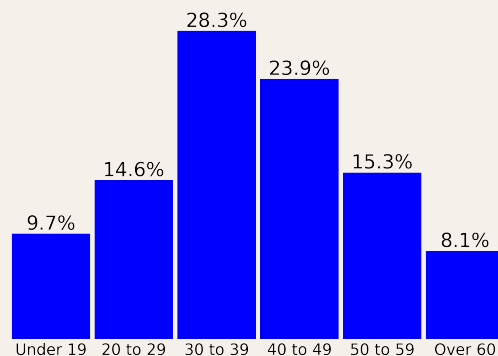We help members avoid unnecessary in-person visits by treating their needs virtually.

51.5%	Urgent Care
26.7%	Doctor's Office
15.6%	Stayed Home
3.6%	Other
2.6%	Emergency Room

Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other

68.2% 30.8% 1.0%

Visits by Age Year to Date

■ Percent Distribution

Under 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60
9.7%	14.6%	28.3%	23.9%	15.3%	8.1%

Member Experience Metrics	This Month	Lifetime to Date
Average Member Rating	4.97 / 5 (N = 237)	4.96 / 5 (N = 2,348)
Average Wait Time for On-Demand Medical Appointments	7.47 min	16.86 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	81	1,016
Cough	61	869
Fatigue / weakness	72	754
Headache	64	725
Sore throat	71	693
Difficulty sleeping	58	601
Nasal discharge	49	535
Fever	42	388
Difficulty / pain swallowing	43	374
Sputum / productive cough / phlegm	31	342

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Lifetime to Date
Other upper respiratory infections	71	725
Anxiety disorders	65	491
Mood disorders	41	342
Urinary tract infections	23	275
COVID-19	4	188
Administrative/social admission	10	172
Cough, unspecified	10	151
Inflammation; infection of eye (except that c..	12	144
Other upper respiratory disease	23	140
Adjustment disorders	11	120

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

331 Prescriptions This Month	**70.3%** of visits resulted in a prescription order Lifetime to Date	**42** Lab Orders This Month	**3.6%** of visits resulted in a lab order Lifetime to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Lifetime to Date
benzonatate	18	312
prednisone	17	238
amoxicillin/potassiu..	20	170
albuterol	13	167
nitrofurantoin monoh..	15	163
ipratropium nasal	15	152
fluticasone nasal	10	118
methylprednisolone	10	105
amoxicillin	12	104
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Top Labs	Count This Month	Count Lifetime to Date
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CBC+diff	3	33
Urinalysis, Complete..	3	28
Lipid Panel	3	27
TSH with Reflex to F..	2	26
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