

Virtual Care Engagement Monthly Report

UMR – STATE OF NEVADA

Reporting Period: 2023-01-01 to 2023-02-01



Member Engagement



77

Registrations This Month

228

Unique Visitors This Month

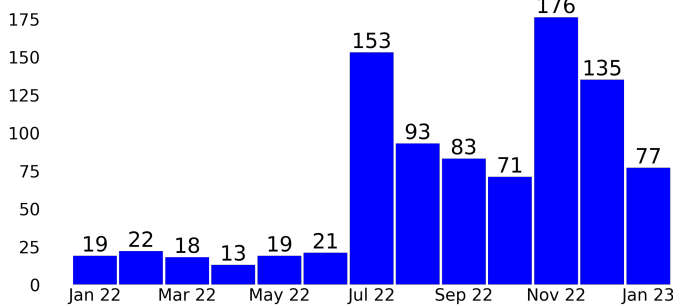
282

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)

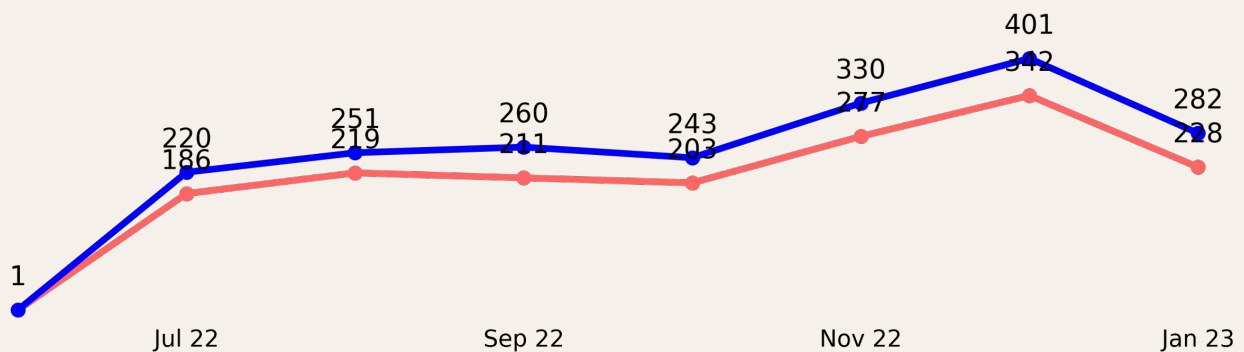
■ New Member Registrations



Total Covered Lives	1,811 Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	77 Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

— Unique Visitors — Total Visits



1,988

Visits Since Launch

1,210

Unique Visitors Since Launch

1.6

Average Visits Per Visitor Since Launch

Engagement Rate Since Launch (Visitors/Lives)

282

Visits Year to Date

228

Unique visitors year to date

1.2

Average Visits Per Visitor Year to Date

Engagement Rate Year to Date (Visitors/Lives)

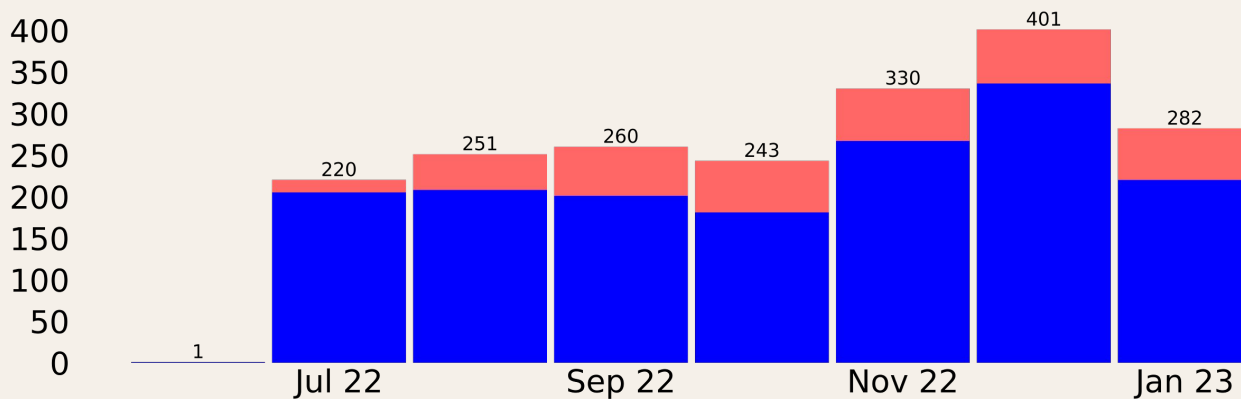


Member Engagement



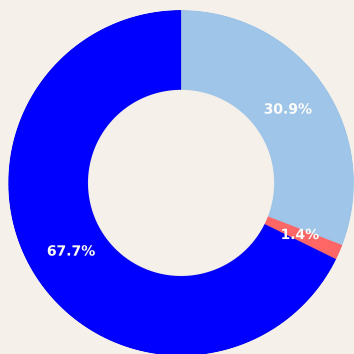
Medical & Behavioral Health Visits (Rolling 12 Months)

■ Medical
 ■ Behavioral Health



Visits by Reported Gender Year to Date

■ Female
 ■ Male
 ■ Other

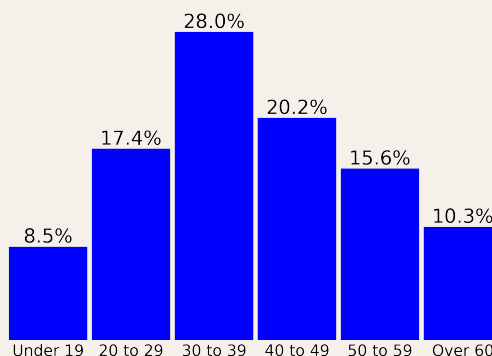


Most Popular Day for Visits Year to Date

Monday

Visits by Age Year to Date

■ Percent Distribution



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

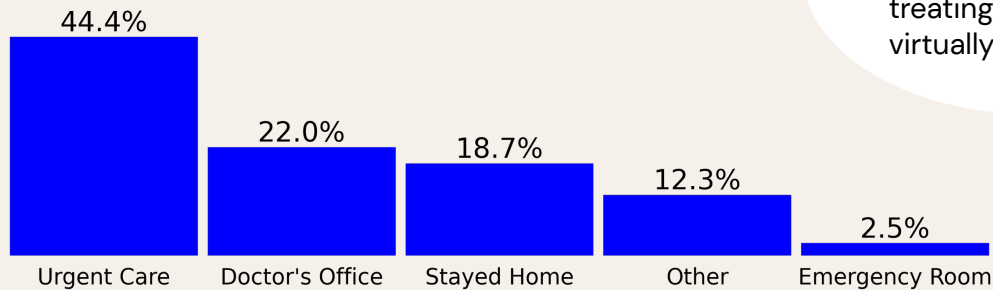


Member Access

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?

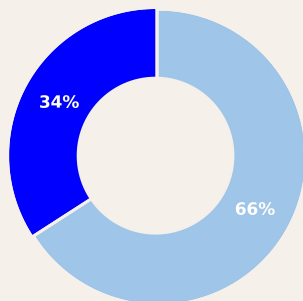
■ Percent Response Since Launch



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

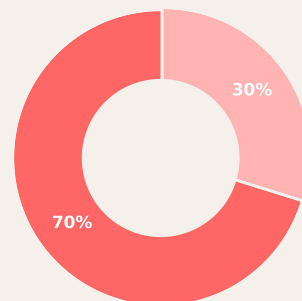
Member Demand by Visit Type Since Launch

Medical



■ Scheduled Visit
■ On-Demand Visit

Behavioral Health



■ Therapy Visit
■ Psychiatry Visit

Member Experience Metrics	This Month	Since Launch
Average Member Rating	5.0 / 5	5.0 / 5
Average Wait Time for On-Demand Medical Appointments	8.5 min	23.9 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 Since Launch
Congestion / sinus p..	86	655
Cough	70	578
Fatigue / weakness	53	491
Headache	49	451
Sore throat	54	431
Difficulty sleeping	54	375
Nasal discharge	51	335
Fever	29	258
Difficulty / pain sw..	25	227
Sputum / productive ..	29	220

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Since Launch
Other upper respiratory infect..	62	417
Anxiety disorders	49	275
Mood disorders	35	201
Urinary tract infections	20	166
COVID-19	10	136
Administrative/social admission	11	109
Cough, unspecified	12	101
Other upper respiratory disease	13	88
Acute bronchitis	13	78
Inflammation; infection of eye..	10	75

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

333 Prescriptions This Month	72.0% of visits resulted in a prescription order	28 Lab Orders This Month	3.8% of visits resulted in a lab order
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Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Since Launch
benzonatate	27	212
prednisone	26	166
albuterol	16	114
amoxicillin/potassiu..	16	106
nitrofurantoin monoh..	14	102
ipratropium nasal	14	92
fluticasone nasal	18	74
methylprednisolone	8	68
nirmatrelvir/ritonavir	7	61
amoxicillin	9	57

Top Labs	Count This Month	Count Since Launch
Comprehensive Metabo..	3	24
CBC+diff	1	22
TSH with Reflex to F..	1	16
Urinalysis, Complete..	1	16
Lipid Panel	2	14
Chlamydia/GC, Urine	2	12
Urine Culture, Routine	1	11
Hemoglobin A1c	2	11
Vitamin D	1	10
Thyroid Stimulating ..	1	8



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



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	<p>Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians.</p> <p>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</p> <p>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.</p>
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.

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Member Engagement

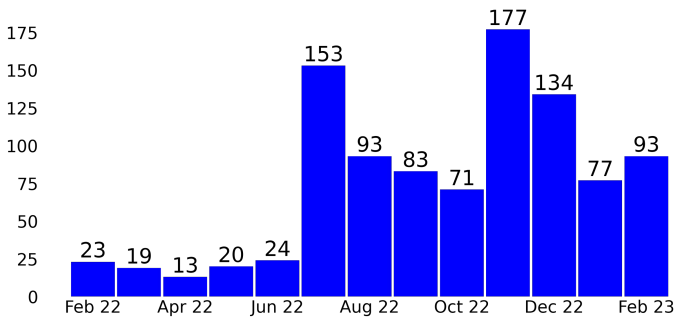


93 Registrations This Month	244 Unique Visitors This Month	299 Total Visits This month
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New Registrations (Last 12 Months)

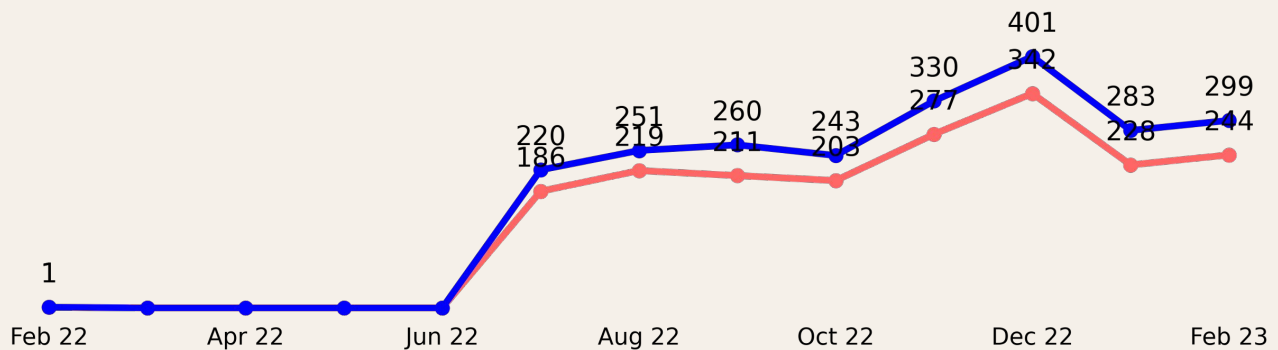
■ New Member Registrations



Total Covered Lives	1,957 Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	170 Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

● Unique Visitors ● Total Visits



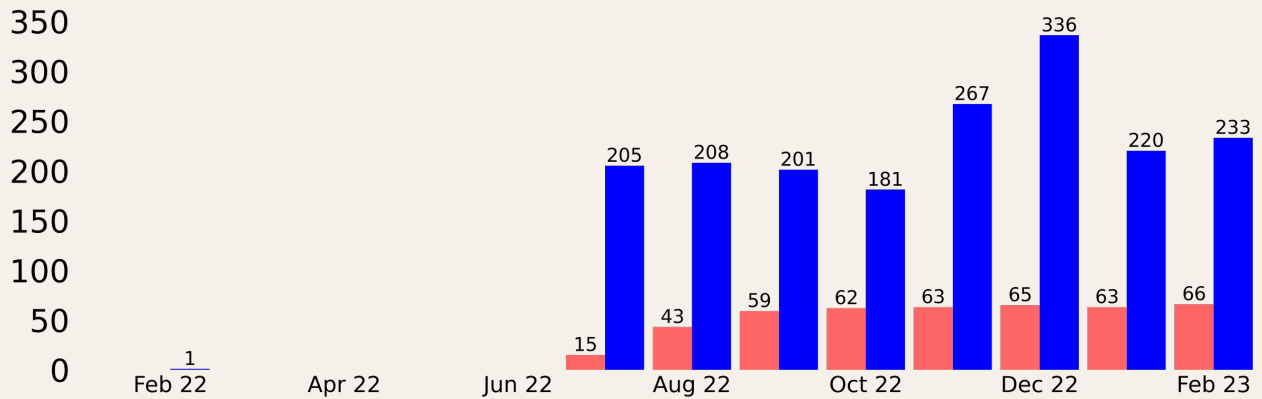
2,288 Visits Since Launch	1,340 Unique Visitors Since Launch	1.7 Average Visits Per Visitor Since Launch	Engagement Rate Since Launch (Visitors/Lives)	
582 Visits Year to Date	426 Unique Visitors Year to Date	1.4 Average Visits Per Visitor Year to Date		

Member Engagement



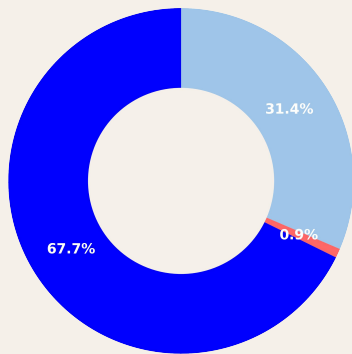
Medical & Behavioral Health Visits (Rolling 12 Months)

Medical Behavioral Health



Visits by Reported Gender Year to Date

Female Male Other

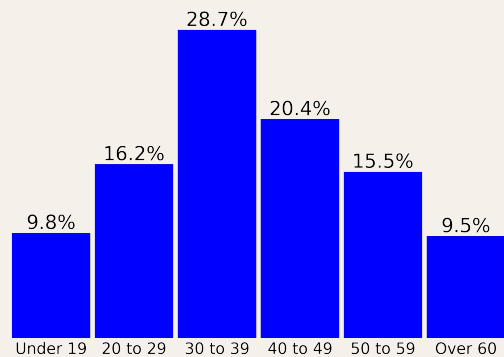


Most Popular Day for Visits Year to Date

Monday

Visits by Age Year to Date

Percent Distribution



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

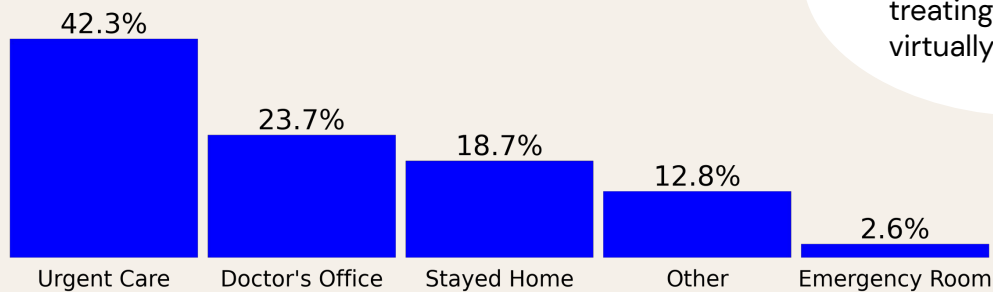


Member Access

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Without Included Health, where would you have gone?

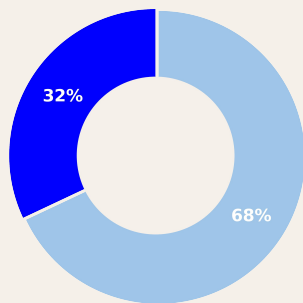
■ Percent Response Since Launch



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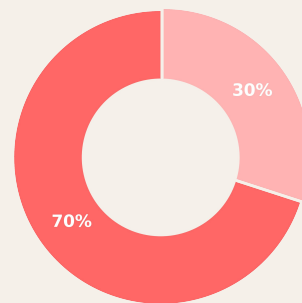
Member Demand by Visit Type Since Launch

Medical



■ Scheduled Visit
■ On-Demand Visit

Behavioral Health



■ Therapy Visit
■ Psychiatry Visit

Member Experience Metrics	This Month	Since Launch
Average Member Rating	4.9 / 5	5.0 / 5
Average Wait Time for On-Demand Medical Appointments	7.1 min	21.3 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 Since Launch
Congestion / sinus p..	103	758
Cough	90	668
Fatigue / weakness	73	564
Headache	68	519
Sore throat	76	507
Difficulty sleeping	67	442
Nasal discharge	64	399
Fever	41	299
Difficulty / pain sw..	40	267
Sputum / productive ..	31	251

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Since Launch
Other upper respiratory infect..	80	497
Anxiety disorders	53	329
Mood disorders	33	234
Urinary tract infections	22	188
COVID-19	25	161
Administrative/social admission	12	121
Cough, unspecified	9	110
Inflammation; infection of eye..	23	98
Other upper respiratory disease	6	94
Acute bronchitis	12	90

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

334 Prescriptions This Month	71.1% of visits resulted in a prescription order	38 Lab Orders This Month	3.6% of visits resulted in a lab order
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Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Since Launch
benzonatate	32	244
prednisone	18	184
albuterol	16	130
amoxicillin/potassiu..	9	115
nitrofurantoin monoh..	11	113
ipratropium nasal	13	105
fluticasone nasal	11	85
methylprednisolone	11	79
nirmatrelvir/ritonavir	14	75
amoxicillin	14	71

Top Labs	Count This Month	Count Since Launch
Comprehensive Metabo..	3	27
CBC+diff	3	25
TSH with Reflex to F..	4	20
Lipid Panel	4	18
Urinalysis, Complete..	2	18
Hemoglobin A1c	4	15
Urine Culture, Routine	2	13
Chlamydia/GC, Urine	1	13
Vitamin D	2	12
HIV-1/2 Ag/Ab, 4th G..	1	8



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Virtual Care Engagement Monthly Report

UMR – STATE OF NEVADA

Reporting Period: 2023-03-01 to 2023-04-01



Member Engagement



77

Registrations This Month

279

Unique Visitors This Month

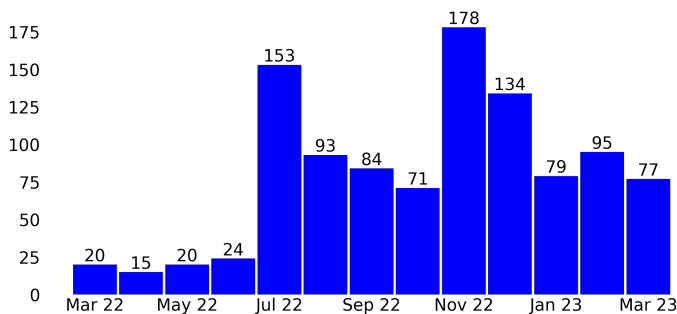
326

Total Visits This month

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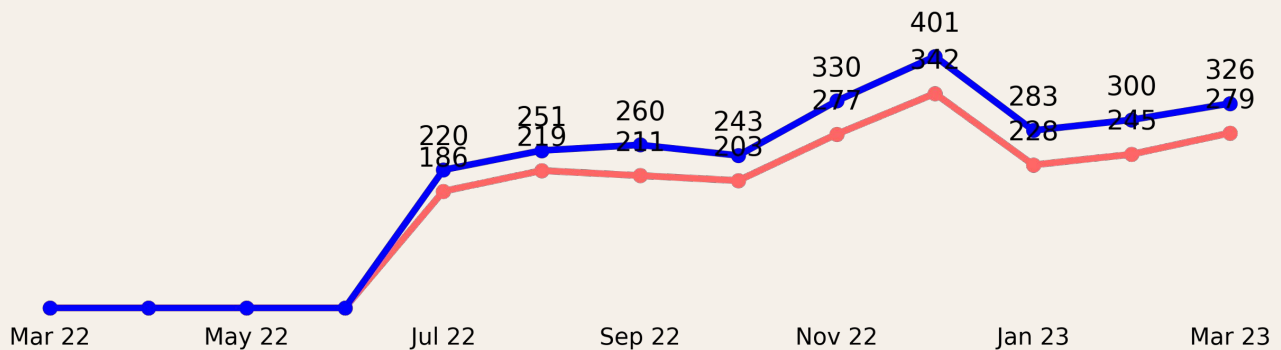
■ New Member Registrations



Total Covered Lives	2,106 Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	251 Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

● Unique Visitors ● Total Visits



2,615

Visits Since Launch

1,483

Unique Visitors Since Launch

1.8

Average Visits Per Visitor Since Launch

Engagement Rate Since Launch (Visitors/Lives)

909

Visits Year to Date

639

Unique Visitors Year to Date

1.4

Average Visits Per Visitor Year to Date

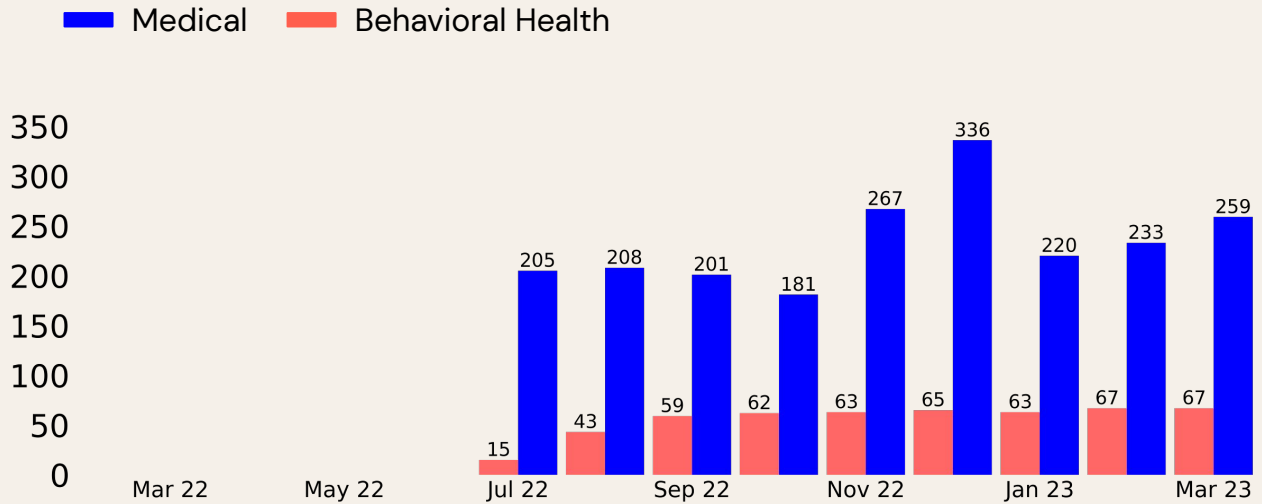
Engagement Rate Year to Date (Visitors/Lives)



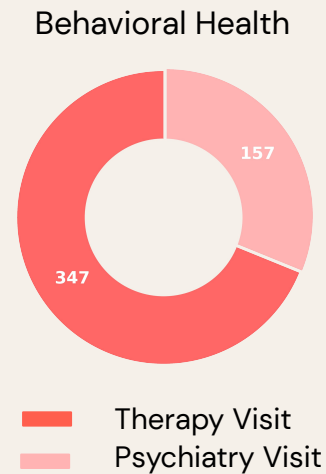
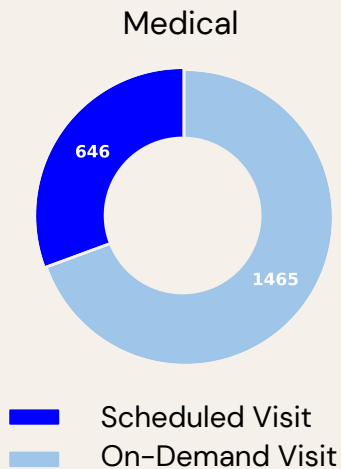
Member Engagement



Medical & Behavioral Health Visits (Rolling 12 Months)



Member Demand by Visit Type Lifetime to Date



Most Popular Day for Visits Year to Date

Monday

Most Popular Time for Visits Year to Date

10AM – Noon

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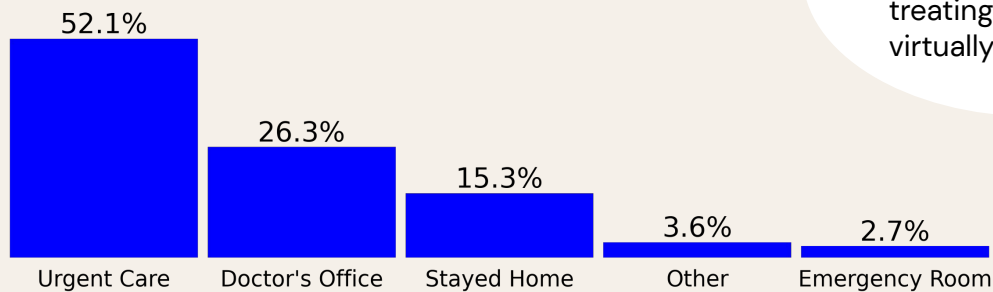


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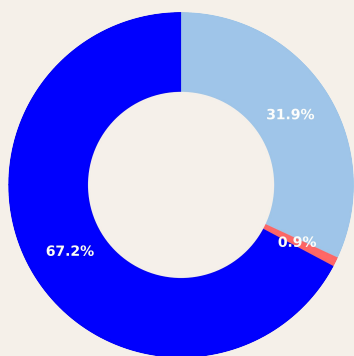
■ Percent Response Lifetime to Date



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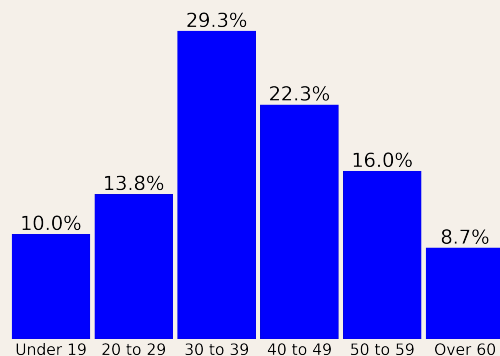
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Lifetime to Date
Average Member Rating	4.96 / 5	4.96 / 5
Average Wait Time for On-Demand Medical Appointments	7.29 min	19.36 min

Member Clinical Needs



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Member Reported Symptoms

Top 10 Symptoms

Symptom	Visits This Month	Visits Lifetime to Date
Congestion / sinus p..	104	862
Cough	83	751
Fatigue / weakness	65	629
Headache	80	599
Sore throat	70	577
Difficulty sleeping	53	495
Nasal discharge	53	452
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Member Conditions

Top 10 Diagnoses

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Top Prescriptions and Testing Orders

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prednisone	22	206
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