

Virtual Care Engagement Monthly Report

UMR – STATE OF NEVADA

Reporting Period: 2023-06-01 to 2023-07-01



Member Engagement

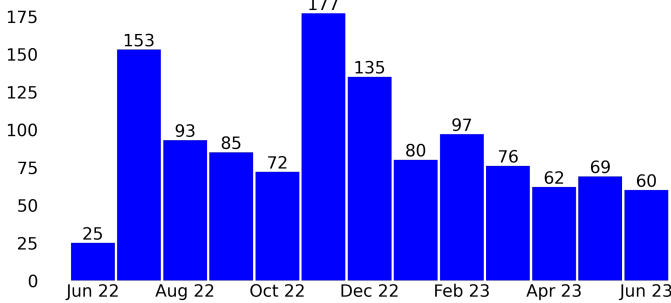


60 Registrations This Month	210 Unique Visitors This Month	252 Total Visits This month
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This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program 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)

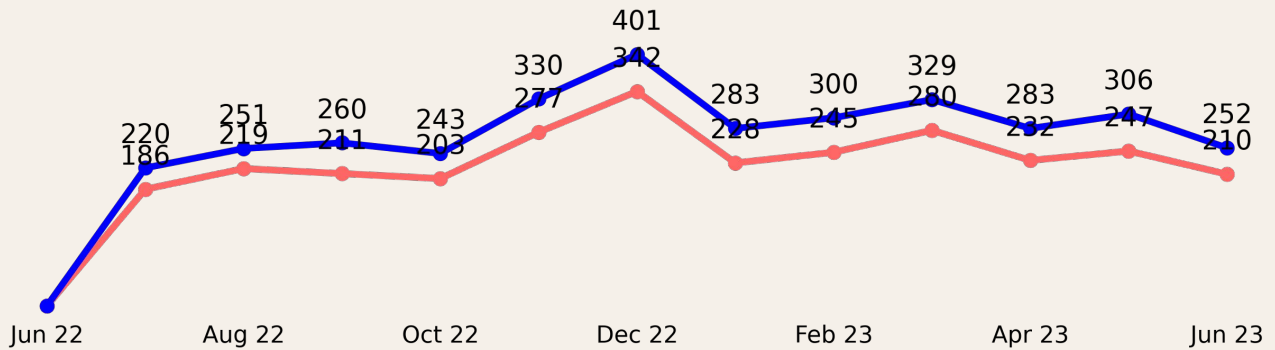
■ New Member Registrations



Total Covered Lives	2,448 Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	444 Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

— Unique Visitors — Total Visits

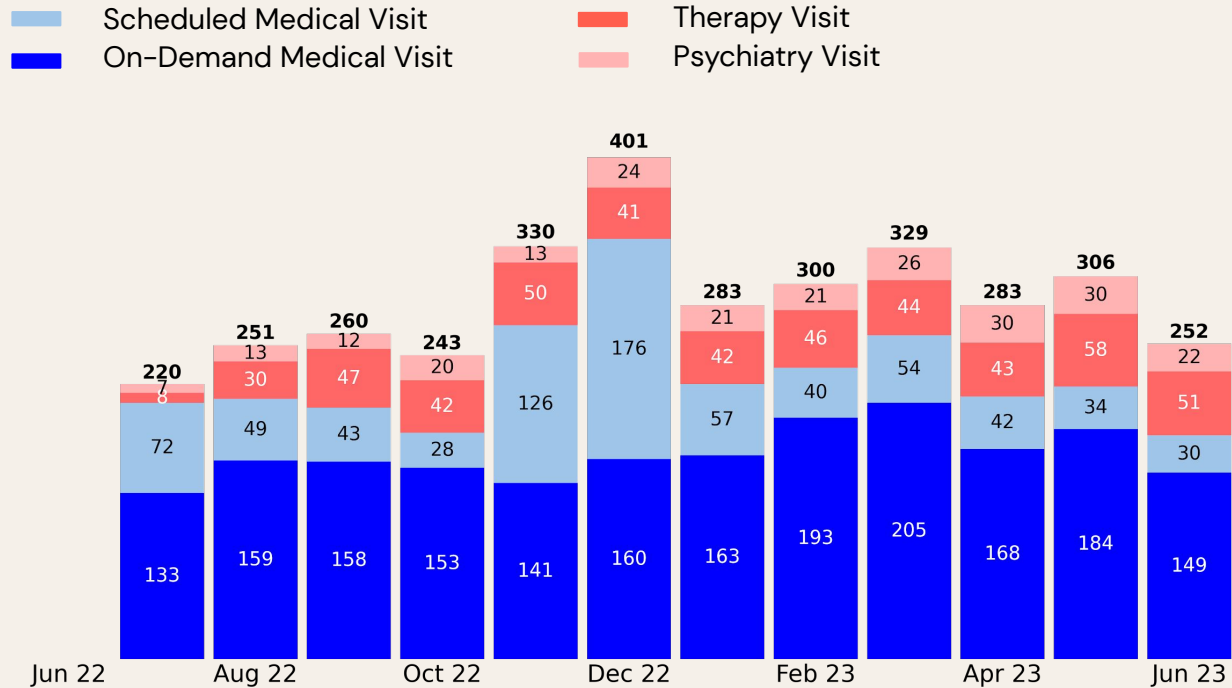


3,459 Visits Since Launch	1,770 Unique Visitors Since Launch	2.0 Average Visits Per Visitor Since Launch	Engagement Rate Since Launch (Visitors/Lives)	
1,753 Visits Year to Date	1,027 Unique Visitors Year to Date	1.7 Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)	

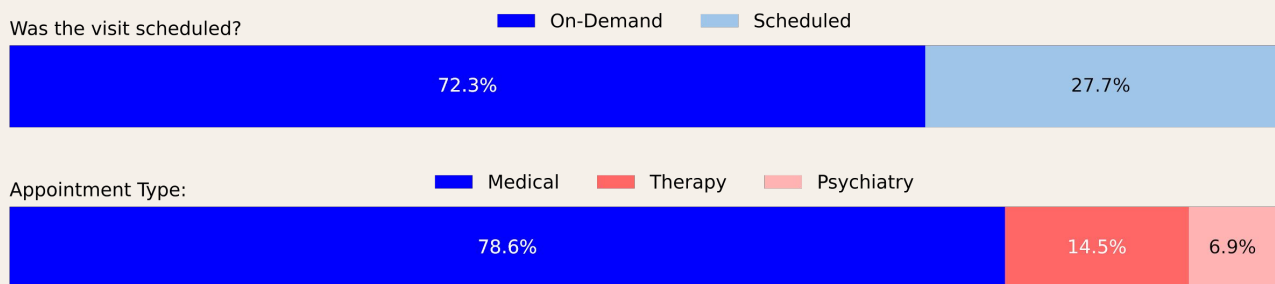
Member Engagement



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

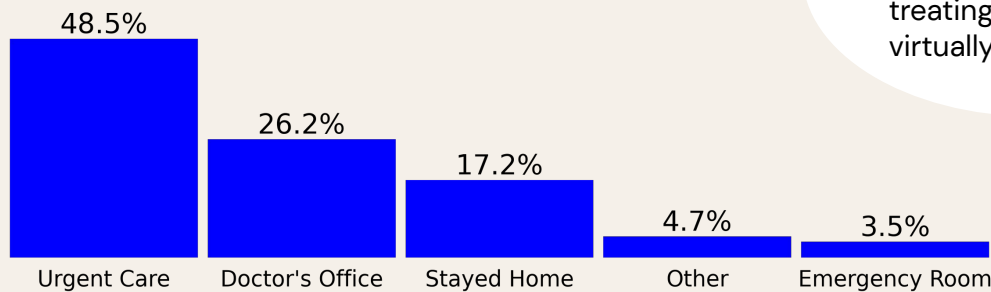


Member Access

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?

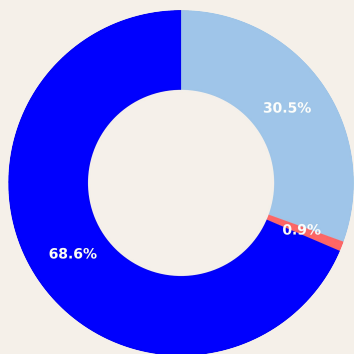
■ Percent Response Lifetime to Date



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

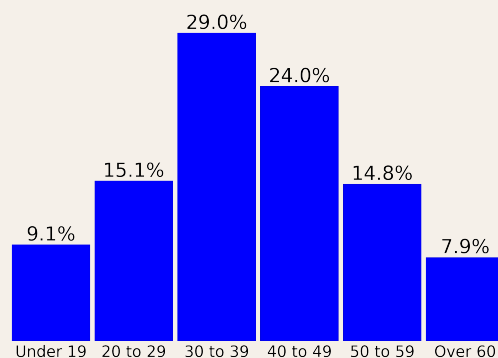
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Lifetime to Date
Average Member Rating	4.99 / 5 (N = 191)	4.96 / 5 (N = 2,541)
Average Wait Time for On-Demand Medical Appointments	4.79 min	15.93 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	45	1,062
Cough	37	906
Fatigue / weakness	43	799
Headache	43	769
Sore throat	40	734
Difficulty sleeping	48	650
Nasal discharge	22	557
Fever	26	415
Difficulty / pain swallowing	27	402
Sputum / productive cough / phlegm	21	363

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Lifetime to Date
Other upper respiratory infections	42	768
Anxiety disorders	49	541
Mood disorders	41	383
Urinary tract infections	24	299
COVID-19	8	196
Administrative/social admission	19	191
Cough, unspecified	9	160
Inflammation; infection of eye (except that c..	11	155
Other upper respiratory disease	6	146
Adjustment disorders	16	136

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

277 Prescriptions This Month	70.0% of visits resulted in a prescription order Lifetime to Date	68 Lab Orders This Month	3.7% 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	329	Comprehensive Metabo..	3	39
prednisone	8	246	CBC+diff	4	37
amoxicillin/potassiu..	12	182	Urinalysis, Complete..	4	32
albuterol	14	181	Lipid Panel	3	30
nitrofurantoin monoh..	16	179	TSH with Reflex to F..	2	28
ipratropium nasal	10	162	Hemoglobin A1c	3	26
fluticasone nasal	6	124	Urine Culture, Routine	1	23
amoxicillin	8	113	Vitamin D	2	19
methylprednisolone	3	108	Chlamydia/GC, Urine	2	18
nirmatrelvir/ritonavir	8	100	HIV-1/2 Ag/Ab, 4th G..	1	12



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.

Virtual Care Engagement Monthly Report

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Member Engagement

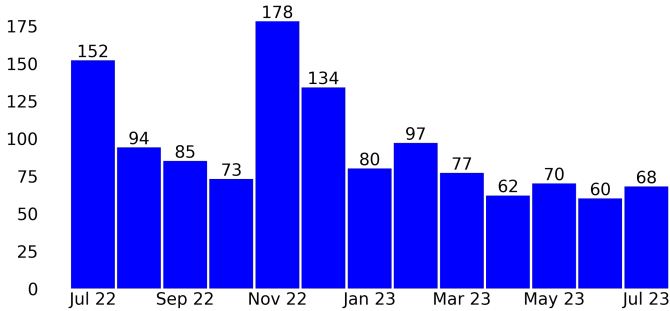


68 Registrations This Month	242 Unique Visitors This Month	289 Total Visits This month
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New Registrations (Last 12 Months)

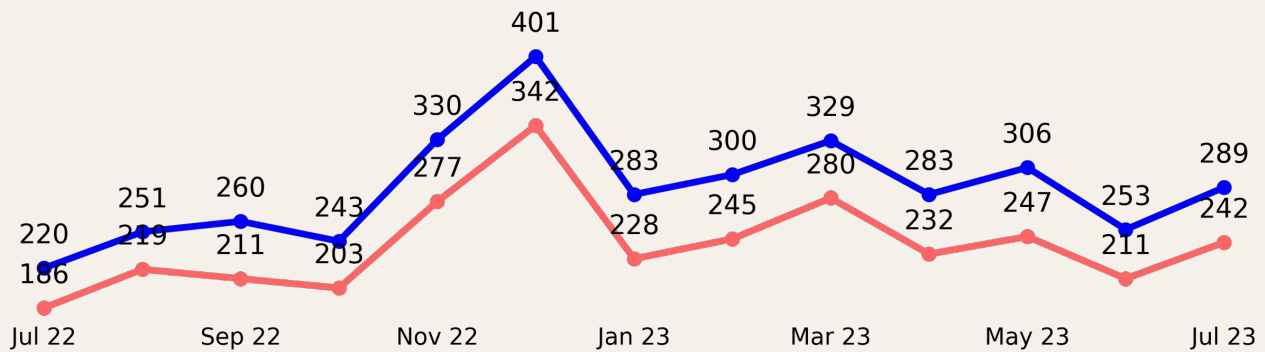
■ New Member Registrations



Total Covered Lives	2,581 Registrations Since Launch	Registration Rate Since Launch
Employee Covered Lives	514 Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

—● Unique Visitors —● Total Visits

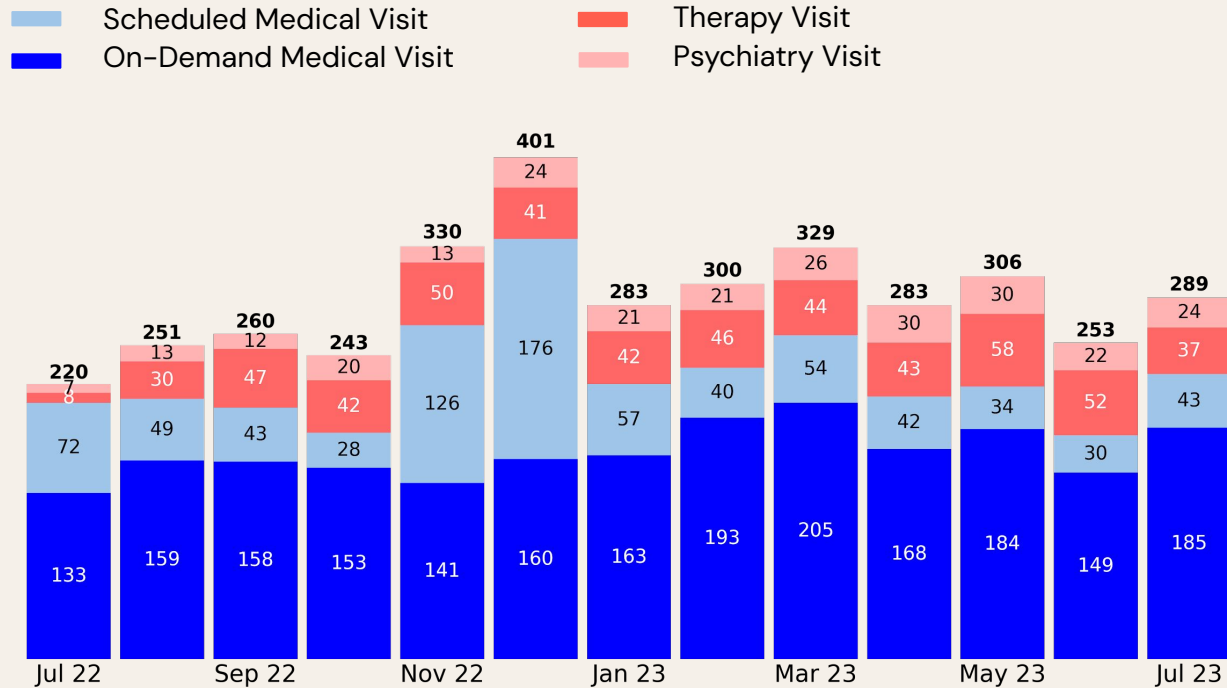


3,749 Visits Since Launch	1,877 Unique Visitors Since Launch	2.0 Average Visits Per Visitor Since Launch	Engagement Rate Since Launch (Visitors/Lives)	
2,043 Visits Year to Date	1,162 Unique Visitors Year to Date	1.8 Average Visits Per Visitor Year to Date		

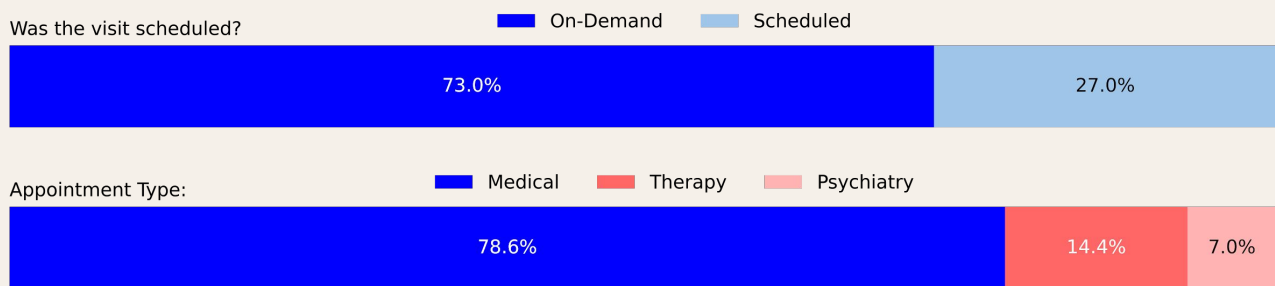
Member Engagement



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

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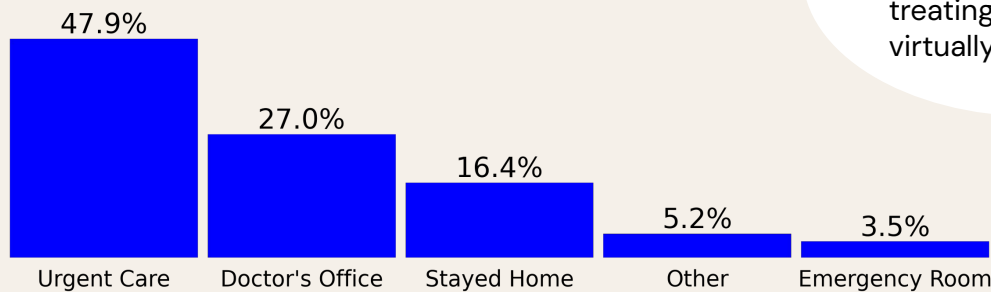


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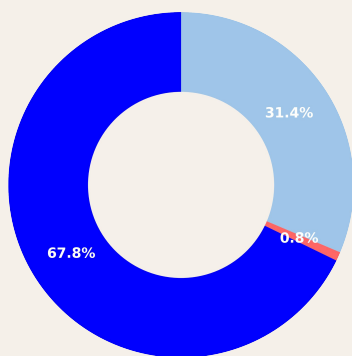
■ Percent Response Lifetime to Date



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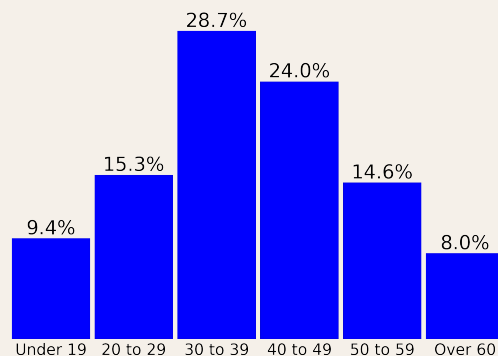
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Lifetime to Date
Average Member Rating	4.87 / 5 (N = 199)	4.96 / 5 (N = 2,740)
Average Wait Time for On-Demand Medical Appointments	6.16 min	15.09 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	52	1,114
Cough	45	951
Fatigue / weakness	51	850
Headache	46	815
Sore throat	42	776
Difficulty sleeping	49	699
Nasal discharge	17	574
Fever	34	449
Difficulty / pain swallowing	19	421
Loss of appetite	34	386

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Lifetime to Date
Other upper respiratory infections	45	813
Anxiety disorders	34	575
Mood disorders	32	415
Urinary tract infections	38	337
COVID-19	12	208
Administrative/social admission	13	204
Cough, unspecified	14	174
Inflammation; infection of eye (except that c..	14	169
Other upper respiratory disease	6	152
Adjustment disorders	14	151

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

301 Prescriptions This Month	70.0% of visits resulted in a prescription order Lifetime to Date	81 Lab Orders This Month	3.9% 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
benzonatate	16	345
prednisone	14	260
nitrofurantoin monoh..	26	205
amoxicillin/potassiu..	12	194
albuterol	10	191
ipratropium nasal	10	172
fluticasone nasal	7	131
amoxicillin	3	116
methylprednisolone	5	113
nirmatrelvir/ritonavir	8	108

Top Labs	Count This Month	Count Lifetime to Date
Comprehensive Metabo..	6	45
CBC+diff	4	41
Urinalysis, Complete..	8	40
Lipid Panel	5	35
TSH with Reflex to F..	5	33
Hemoglobin A1c	2	28
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Chlamydia/GC, Urine	6	24
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