Virtual Care Engagement Monthly Report

UMR - STATE OF NEVADA

Reporting Period:

04/01/24 to 05/01/24

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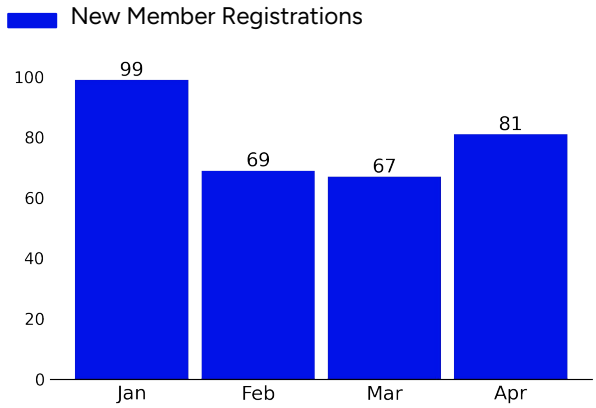
Member Engagement

81	3	3
Registrations This Month	Unique Visitors This Month	Total Visits This month

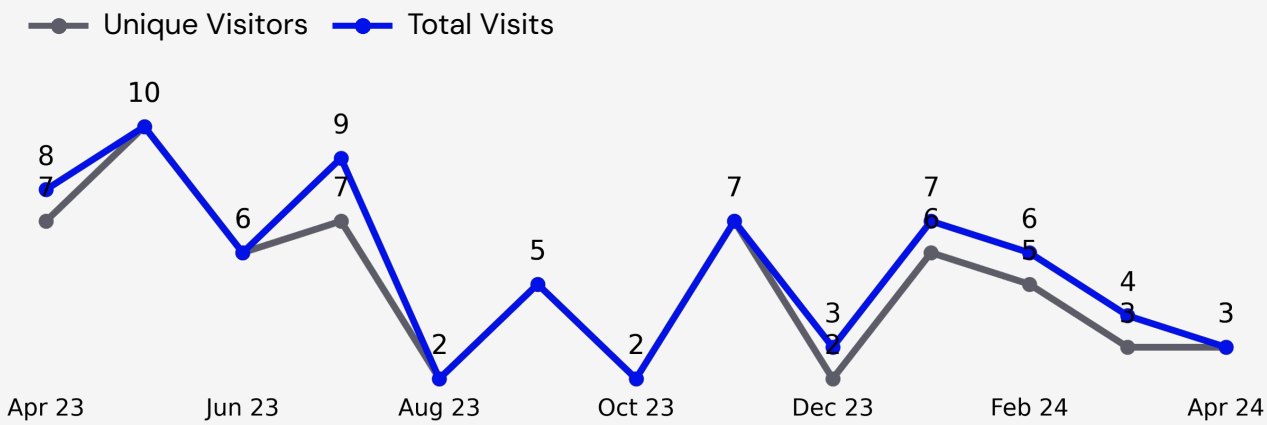
This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement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

New Registrations (Year to Date)



-	3,757	-
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	316	-
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months



181	68	2.7	-
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Average Visits Per Visitor Lifetime to Date	Engagement Rate Lifetime to Date (Visitors/Lives)
20	14	1.4	-
Visits Year to Date	Unique Visitors Year to Date	Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)

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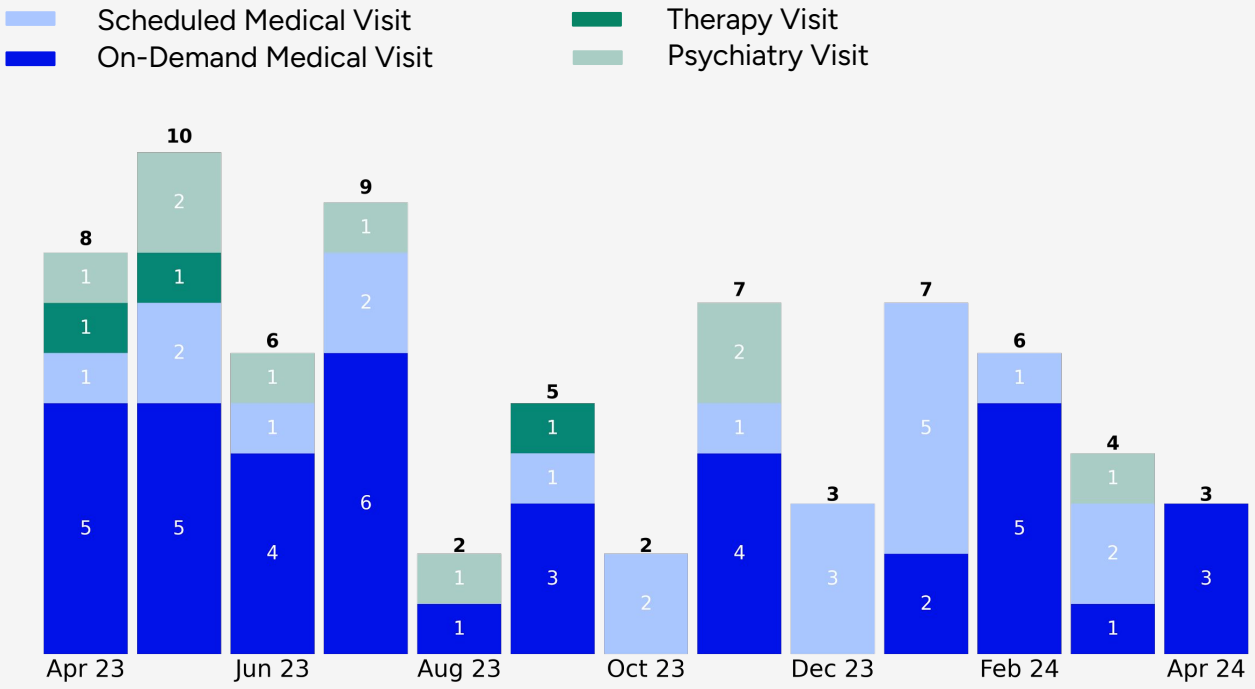
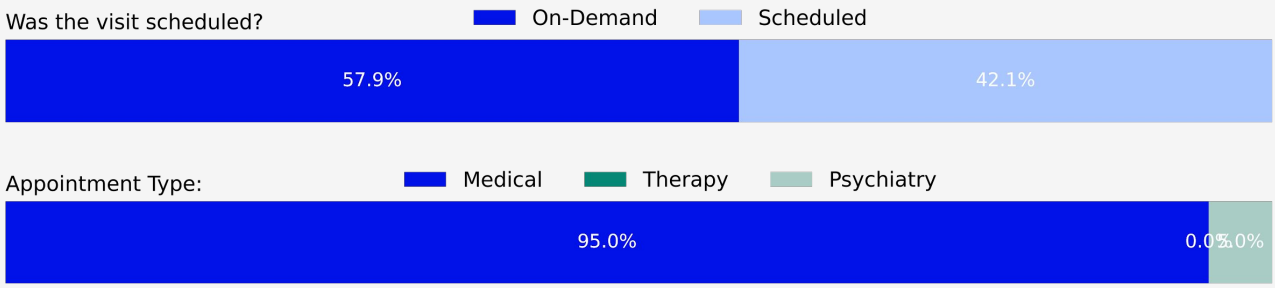
Member Engagement

Medical & Behavioral Health Visits (Rolling 12 Months)



Member Demand by Visit Type Year to Date



Most Popular Day for Visits Year to Date

Friday

Most Popular Time for Visits Year to Date

Noon - 2PM

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

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Member Access

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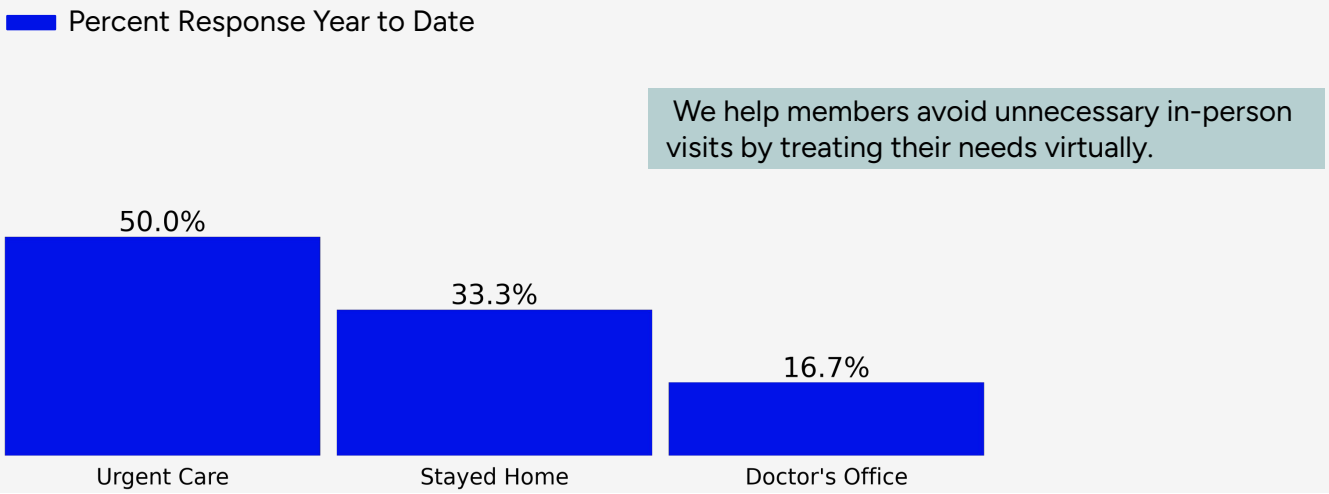
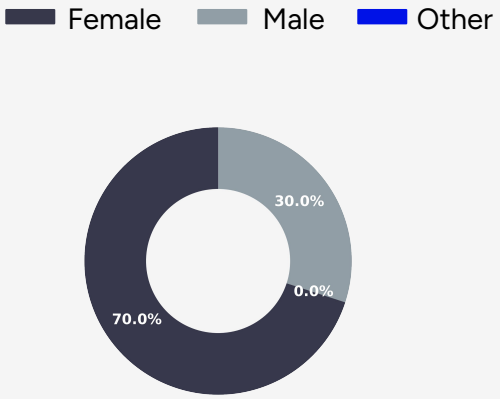
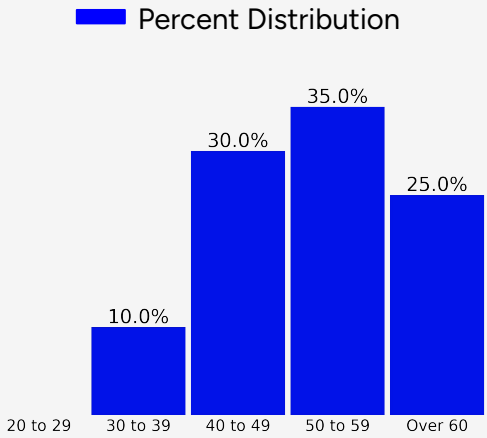
Without Included Health, where would you have gone?



Visits by Reported Gender Year to Date



Visits by Age Year to Date



Member Experience Metrics	This Month	Year to Date
Average Member Rating	5.0 / 5 (N = 3)	5.0 / 5 (N = 14)
Median Wait Time for On-Demand Medical Appointments	2 min	2 min

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Member Clinical Needs

This section highlights the range of clinical conditions that we treat through virtual care services. The program addresses comprehensive 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 Year to Date
Nasal discharge	2	7
Headache	2	7
Congestion / sinus problem	2	7
Sore throat	1	4
Ear pain	1	2
Sputum / productive cough / phlegm	1	4
Cough	1	7
Night sweats	1	1
Difficulty sleeping	1	7
Mood changes	0	4

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Year to Date
Other upper respiratory infections	2	8
Cough, unspecified	1	2
Other ear and sense organ disorders	1	1
Anxiety disorders	0	2
Administrative/social admission	0	1
Immunizations and screening for infectious di..	0	0
Nausea and vomiting	0	0
Abdominal pain	0	0
Disorders of teeth and jaw	0	0
Acute candidiasis of vulva and vagina	0	1

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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.

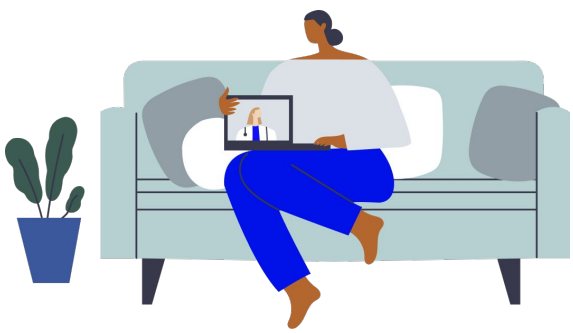
Prescriptions and Testing Summary

6	75.0%	0	5.0%
Prescriptions This Month	of visits resulted in a prescription order Year to Date	Lab Orders This Month	of visits resulted in a lab order Year to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Year to Date
benzonatate	1	2
naproxen	1	1
ipratropium nasal	1	1
albuterol	1	2
prednisone	1	2
amoxicillin/potassiu..	1	1
citalopram	0	1
atorvastatin	0	0
clindamycin	0	1
erythromycin ophthal..	0	1

Top Labs	Count This Month	Count Year to Date
RPR w/ Reflex	0	0
Urine Culture, Routine	0	0
Chlamydia/GC, Urine	0	0
HSV 2, IgG w/ Reflex	0	0
Trichomonas Vaginali..	0	0
Urinalysis, Complete..	0	1
Insulin	0	0
Lipid Panel	0	0
Hepatitis Panel	0	0
HIV-1/2 Ag/Ab, 4th G..	0	0



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

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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 digitally accept the Included Health TOS. 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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Virtual Care Engagement Monthly Report

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Reporting Period:

05/01/24 to 06/01/24

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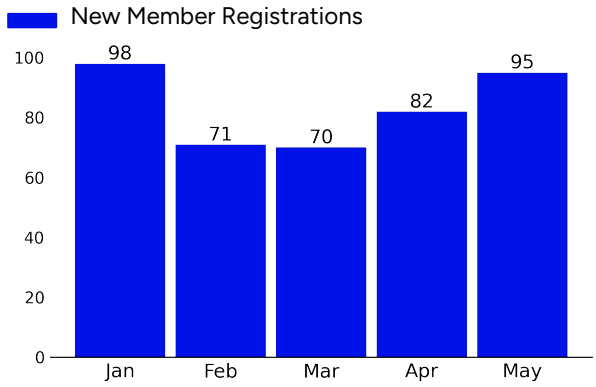
Member Engagement

95	3	4
Registrations This Month	Unique Visitors This Month	Total Visits This month

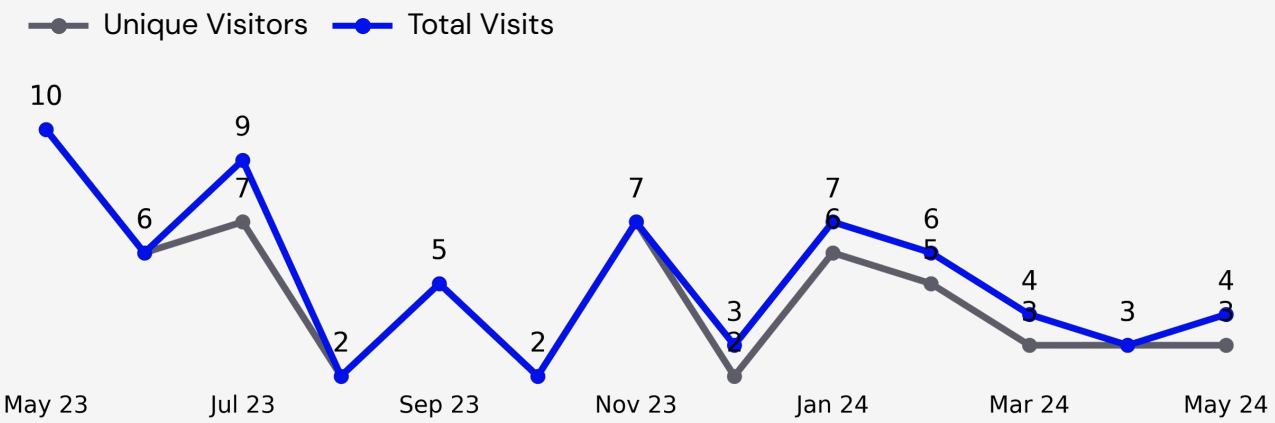
This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement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

New Registrations (Year to Date)



-	3,888	-
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	416	-
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months



185	68	2.7	-
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Average Visits Per Visitor Lifetime to Date	Engagement Rate Lifetime to Date (Visitors/Lives)
24	15	1.6	-
Visits Year to Date	Unique Visitors Year to Date	Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)

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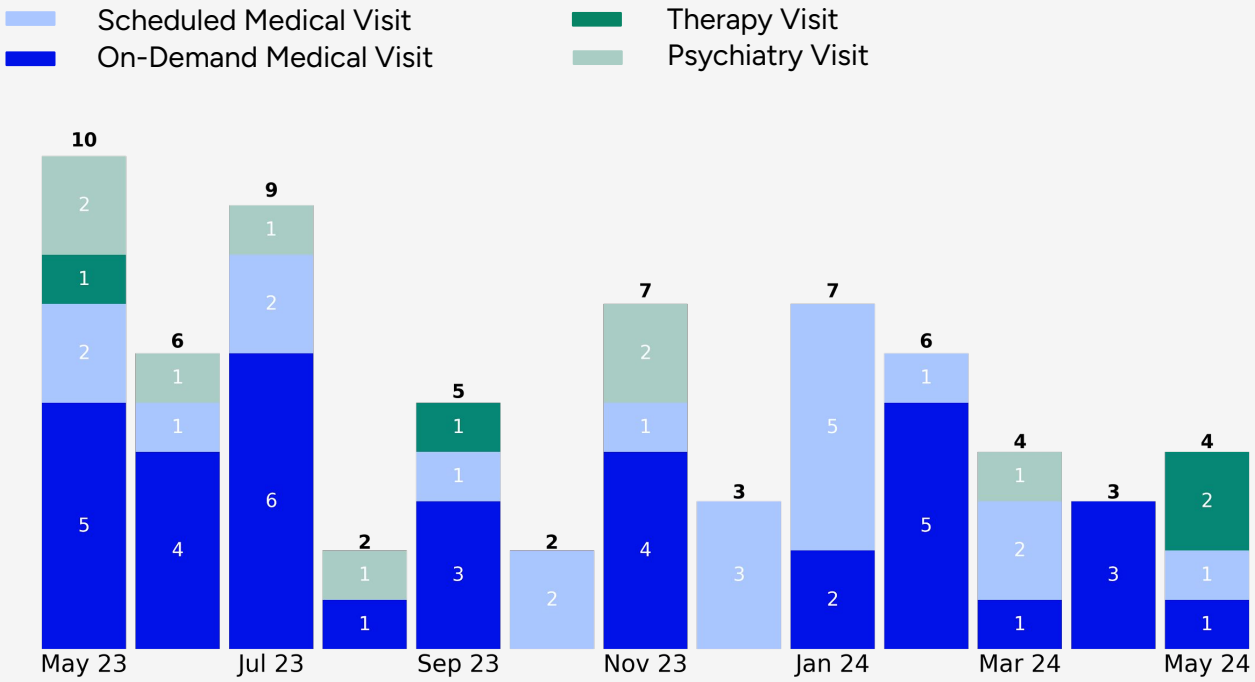
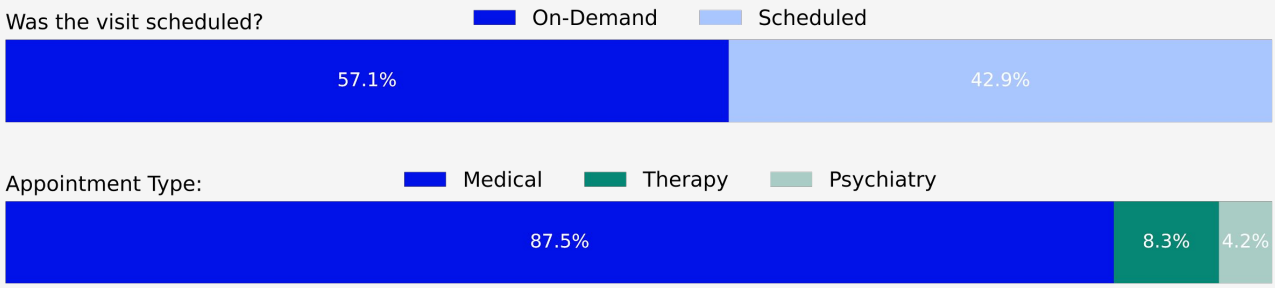
Member Engagement

Medical & Behavioral Health Visits (Rolling 12 Months)



Member Demand by Visit Type Year to Date



Most Popular Day for Visits Year to Date

Friday

Most Popular Time for Visits Year to Date

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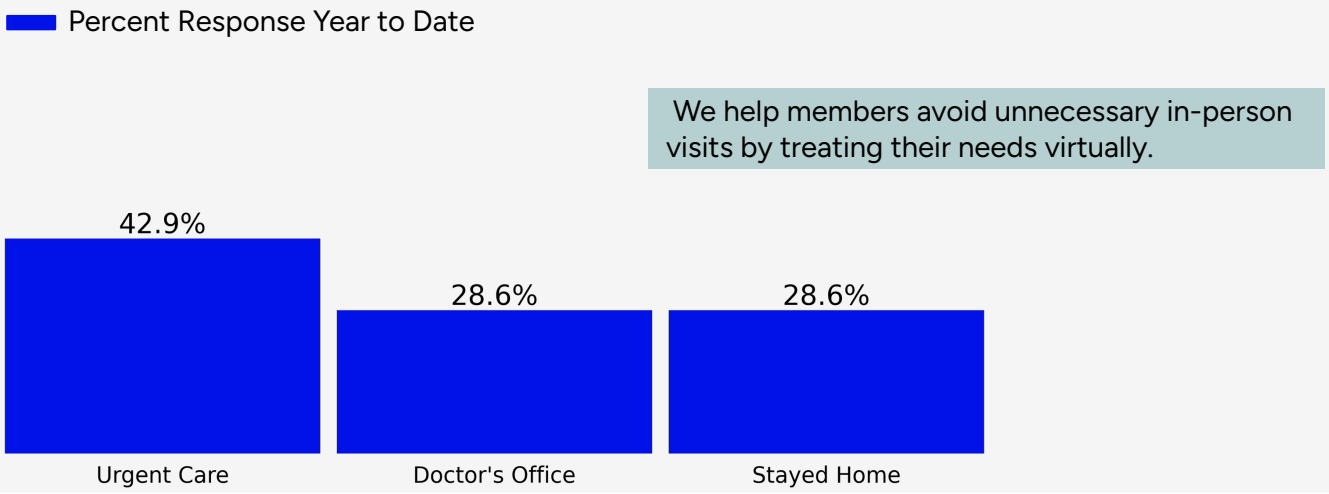
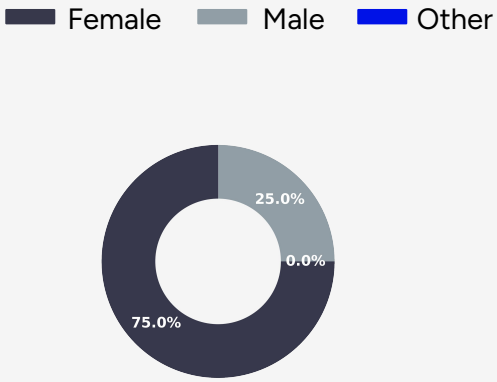
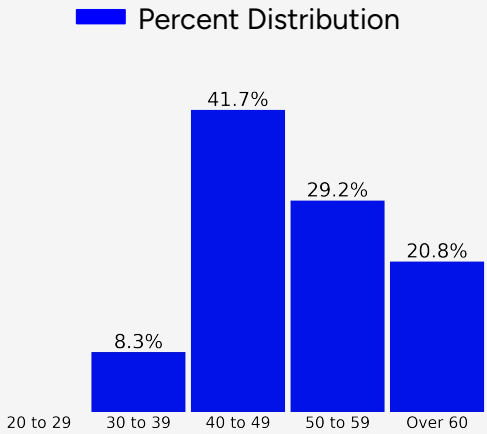


Visits by Reported Gender Year to Date



Visits by Age Year to Date



Member Experience Metrics	This Month	Year to Date
Average Member Rating	5.0 / 5 (N = 4)	5.0 / 5 (N = 18)
Median Wait Time for On-Demand Medical Appointments	30 min	3 min

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Member Clinical Needs

This section highlights the range of clinical conditions that we treat through virtual care services. The program addresses comprehensive 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 Year to Date
Headache	1	8
Life transition or traumatic event	1	1
Nasal discharge	1	8
Shortness of breath	1	2
Anxiety / stress / worry	1	1
Congestion / sinus problem	1	8
Guilt / grief / loss	1	1
Trouble sleeping	1	1
Mood changes	0	4
Irregular periods	0	0

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Year to Date
Adjustment disorders	2	2
Anxiety disorders	1	3
Other upper respiratory infections	1	9
Other upper respiratory disease	1	3
Administrative/social admission	1	2
Other lower respiratory disease	1	3
Cough, unspecified	0	2
Viral infection	0	0
Disorders of teeth and jaw	0	0
Acute bronchitis	0	0

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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.

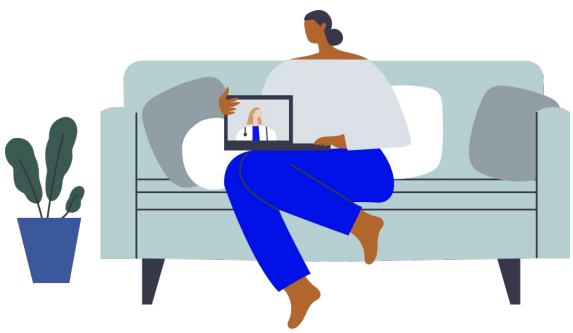
Prescriptions and Testing Summary

4	70.8%	0	4.2%
Prescriptions This Month	of visits resulted in a prescription order Year to Date	Lab Orders This Month	of visits resulted in a lab order Year to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Year to Date
albuterol sulfate	1	1
methylprednisolone	1	1
benzonatate	1	3
citalopram hydrobrom..	1	1
amoxicillin/potassiu..	0	1
doxycycline hyclate	0	0
escitalopram	0	0
polymyxin b sulfate/..	0	0
fluticasone nasal	0	0
amlodipine besylate	0	0

Top Labs	Count This Month	Count Year to Date
Chlamydia/GC, Urine	0	0
Lipid Panel	0	0
Basic Metabolic Panel	0	0
RPR w/ Reflex	0	0
HSV 2, IgG w/ Reflex	0	0
Trichomonas Vaginali..	0	0
Hepatitis Panel	0	0
Comprehensive Metabo..	0	0
Urinalysis, Complete..	0	1
HIV-1/2 Ag/Ab, 4th G..	0	0



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