

Virtual Care Engagement Monthly Report

UMR – STATE OF NEVADA

Reporting Period: 11/01/23 to 12/01/23



Member Engagement

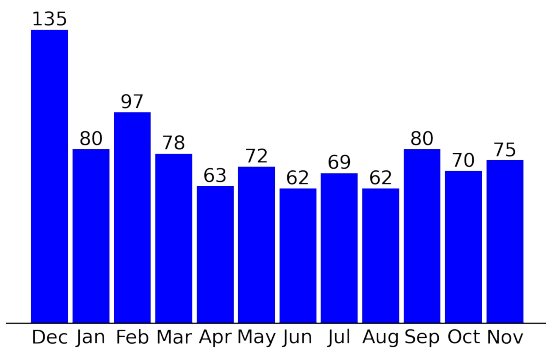


74 Registrations This Month	281 Unique Visitors This Month	348 Total Visits This month
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This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program 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)

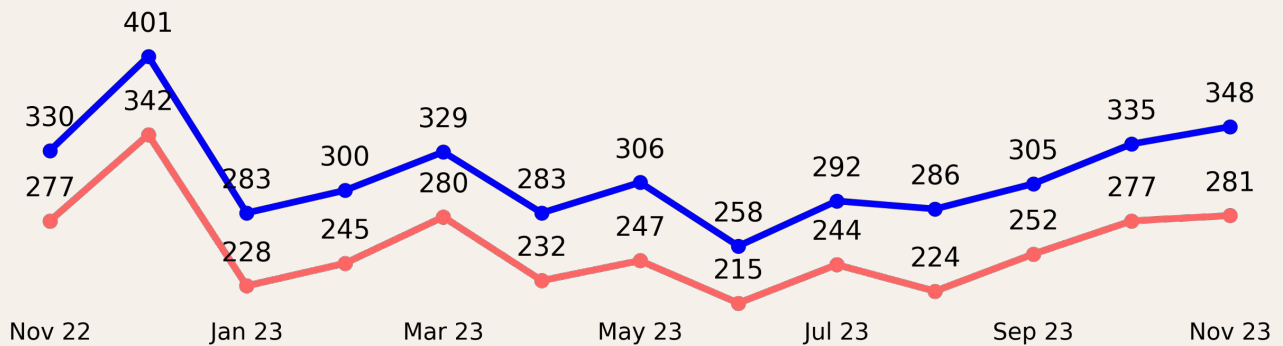
■ New Member Registrations



Total Covered Lives	3,092 Registrations Lifetime to date	Registration Rate Lifetime to date
Employee Covered Lives	807 Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

—●— Unique Visitors —●— Total Visits



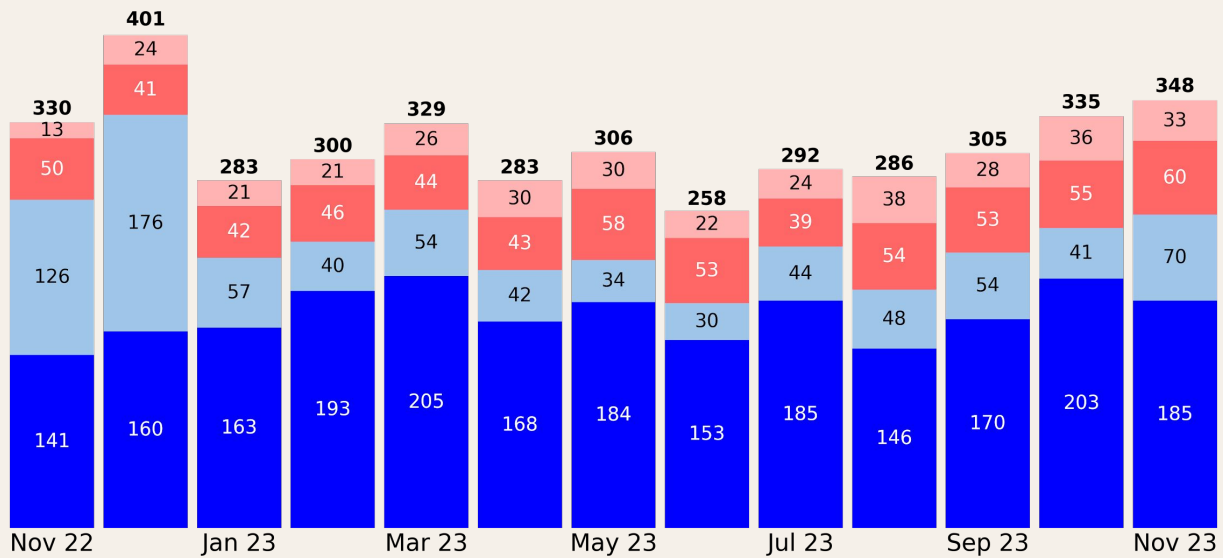
5,031 Visits Lifetime to date	2,304 Unique Visitors Lifetime to date	2.2 Average Visits Per Visitor Lifetime to date	Engagement Rate Lifetime to date (Visitors/Lives)	
3,325 Visits Year to Date	1,669 Unique Visitors Year to Date	2.0 Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)	

Member Engagement

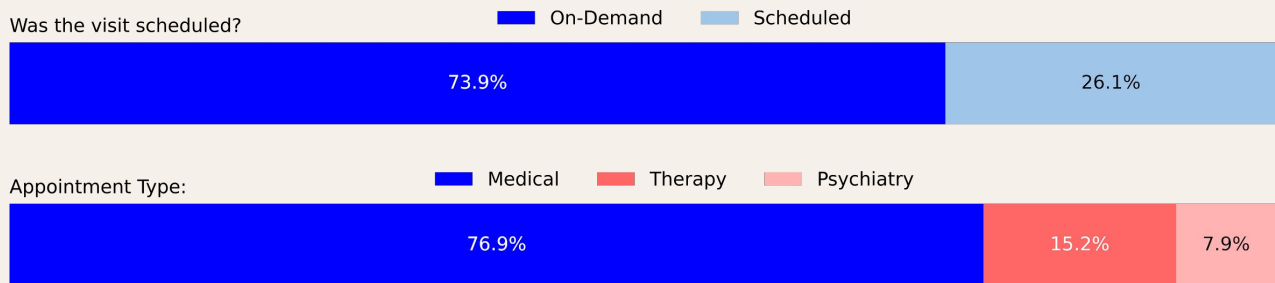


Medical & Behavioral Health Visits (Rolling 12 Months)

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



Member Demand by Visit Type Life to Date



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

Monday

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

10AM – Noon

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

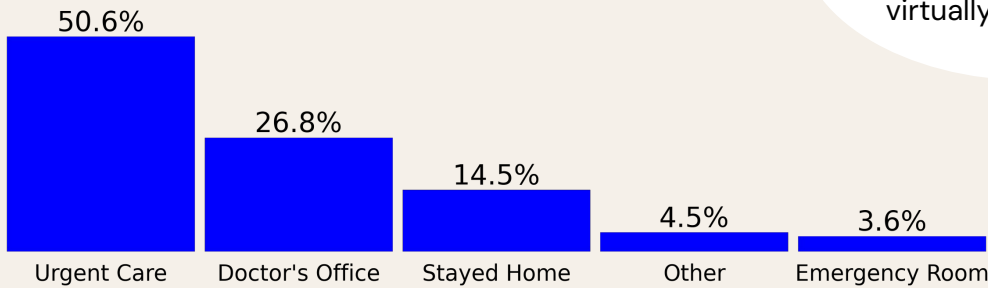
Member Access



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?

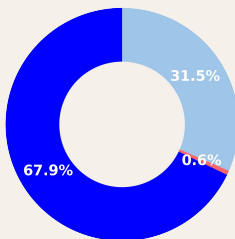
■ Percent Response Life to Date



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

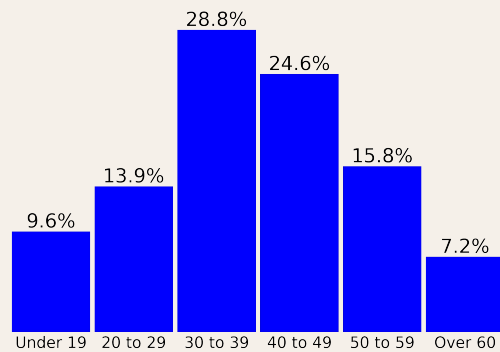
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Life to Date
Average Member Rating	4.97 / 5 (N = 227)	4.96 / 5 (N = 3,607)
Average Wait Time for On-Demand Medical Appointments	14.78 min	14.65 min
Average Days to Scheduled Appointment	4.6 days	4.2 days

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 Life to Date
Congestion / sinus p..	125	1,465
Cough	90	1,202
Fatigue / weakness	75	1,096
Headache	80	1,057
Sore throat	72	988
Difficulty sleeping	47	912
Nasal discharge	66	765
Fever	31	562
Difficulty / pain sw..	24	504
Ear pain	44	497

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Life to Date
Other upper respiratory infections	95	1,039
Anxiety disorders	61	813
Mood disorders	44	597
Urinary tract infections	11	431
Administrative/social admission	19	299
COVID-19	23	286
Adjustment disorders	22	239
Inflammation; infection of eye (except that c..	15	225
Cough, unspecified	18	218
Other upper respiratory disease	7	190

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

391 Prescriptions This Month	68.6% of visits resulted in a prescription order Lifetime to Date	64 Lab Orders This Month	3.8% 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 Life to Date	Top Labs	Count This Month	Count Life to Date
benzonatate	37	446	Urinalysis, Complete..	5	63
prednisone	22	313	Comprehensive Metabo..	6	58
nitrofurantoin monoh..	8	266	CBC+diff	5	53
amoxicillin/potassiu..	25	264	Lipid Panel	6	45
albuterol	21	255	TSH with Reflex to F..	4	42
ipratropium nasal	17	224	Hemoglobin A1c	4	35
nirmatrelvir/ritonavir	18	164	Chlamydia/GC, Urine	2	33
fluticasone nasal	7	152	Urine Culture, Routine		30
methylprednisolone	7	139	Vitamin D	4	27
amoxicillin	3	136	HIV-1/2 Ag/Ab, 4th G..	2	24



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.