Virtual Care Engagement Monthly Report

UMR - STATE OF NEVADA

Reporting Period:

01/01/24 to 02/01/24

Member Engagement

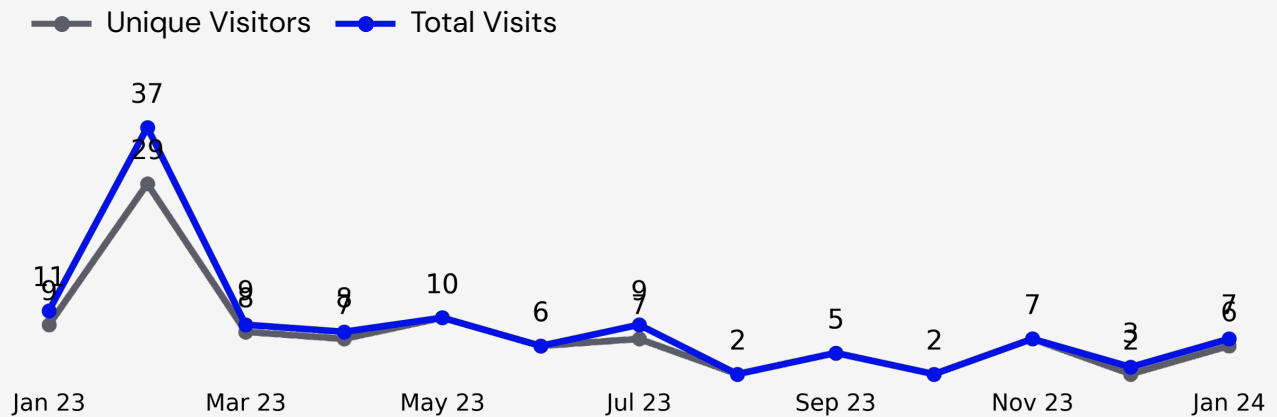| 98	6	7
Registrations This Month	Unique Visitors This Month	Total Visits This month

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

Jan: 98

-	3,439	-
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	98	-
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

— Unique Visitors — Total Visits

168	67	2.5	-
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Average Visits Per Visitor Lifetime to Date	Engagement Rate Lifetime to Date (Visitors/Lives)
7	6	1.2	-
Visits Year to Date	Unique Visitors Year to Date	Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)

Member Engagement

Medical & Behavioral Health Visits (Rolling 12 Months)

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

Stacked bar chart values by month:

Month	On-Demand Medical	Scheduled Medical	Therapy	Psychiatry	Total
Jan 23	3	4	3	1	11
(Feb 23)	22	8	5	2	37
Mar 23	5	2			9
Apr 23	5	1			8
May 23	5	2	1	2	10
Jun 23	4	1			6
Jul 23	6	2		1	9
Aug 23		1		1	2
Sep 23	3	1	1		5
Oct 23		2			2
Nov 23	4	1		2	7
Dec 23	3				3
Jan 24	2	5			7

Member Demand by Visit Type Life to Date

Was the visit scheduled? On-Demand Scheduled

On-Demand	Scheduled
64.0%	36.0%

Appointment Type: Medical Therapy Psychiatry

Medical	Therapy	Psychiatry
81.0%	10.7%	8.3%
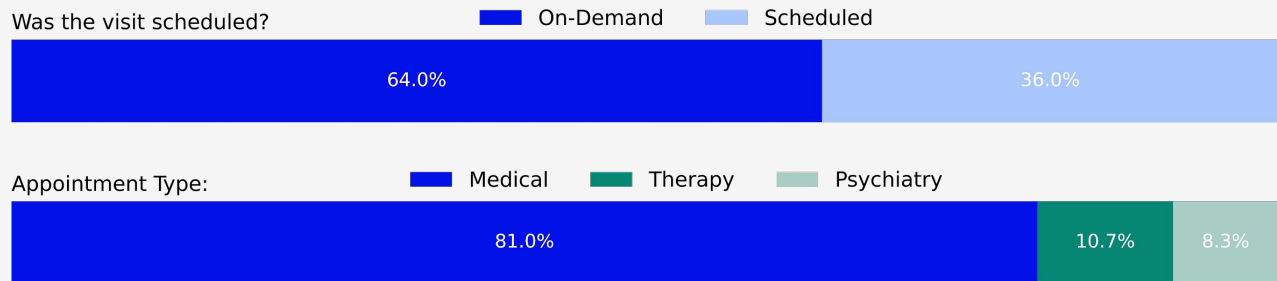
Most Popular Day for Visits Life to Date

Tuesday

Most Popular Time for Visits Life to Date

8AM - 10AM

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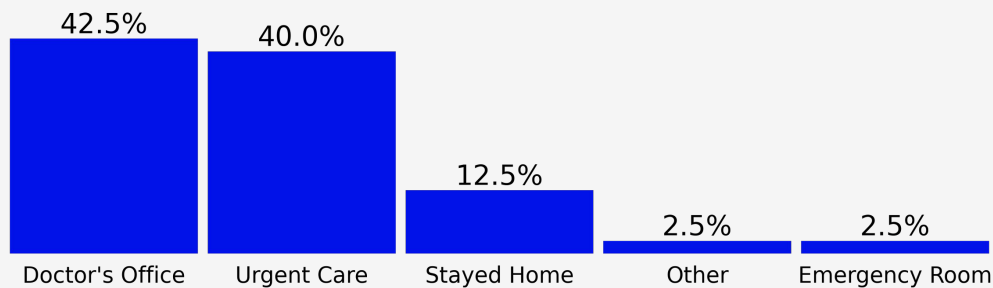
Member Access

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.

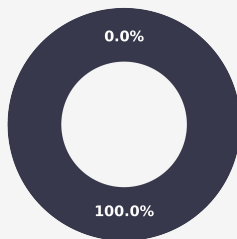## Without Included Health, where would you have gone?

■ Percent Response Life to Date

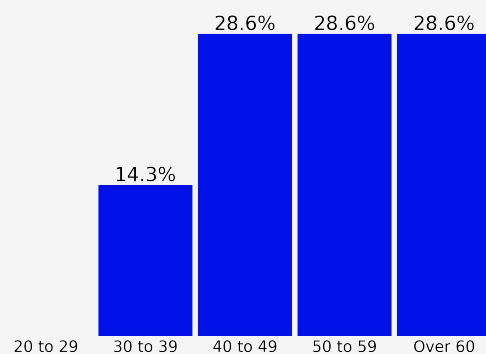We help members avoid unnecessary in-person visits by treating their needs virtually.

Doctor's Office	Urgent Care	Stayed Home	Other	Emergency Room
42.5%	40.0%	12.5%	2.5%	2.5%

Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other

0.0%

100.0%

Visits by Age Year to Date

■ Percent Distribution

20 to 29	30 to 39	40 to 49	50 to 59	Over 60
	14.3%	28.6%	28.6%	28.6%

Member Experience Metrics	This Month	Life to Date
Average Member Rating	5.0 / 5 (N = 4)	4.98 / 5 (N = 124)
Average Wait Time for On-Demand Medical Appointments	1.81 min	13.33 min

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 Life to Date
Congestion / sinus p..	3	50
Headache	1	42
Cough	4	42
Nasal discharge	3	37
Difficulty sleeping	2	35
Fatigue / weakness	2	31
Sore throat	1	28
Frequent urination	1	20
Loss of appetite	-	17
Sputum / productive ..	1	17

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Life to Date
Anxiety disorders	1	35
Other upper respiratory infections	3	35
Urinary tract infections	1	18
Mood disorders	-	18
Administrative/social admission	1	17
COVID-19	-	14
Cough, unspecified	1	8
Inflammation; infection of eye (except that c..	-	7
Nausea and vomiting	-	6
Acute bronchitis	-	6

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.
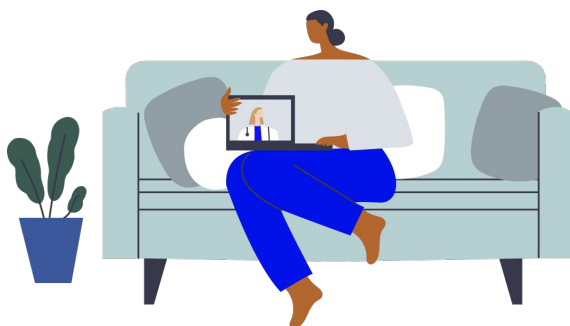
Prescriptions and Testing Summary

8 Prescriptions This Month	**78.0%** of visits resulted in a prescription order Lifetime to Date	**1** Lab Orders This Month	**4.8%** of visits resulted in a lab order Lifetime to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Life to Date
benzonatate	1	19
prednisone	1	13
nitrofurantoin monoh..	1	12
sertraline	-	9
albuterol	1	9
amoxicillin/potassiu..	-	8
fluticasone nasal	-	8
nirmatrelvir/ritonavir	-	8
doxycycline hyclate	-	7
azelastine nasal	1	7

Top Labs	Count This Month	Count Life to Date
Urine Culture, Routine	-	3
Urinalysis, Complete..	1	3
RPR w/ Reflex	-	2
Hepatitis Panel	-	2
Chlamydia/GC, Urine	-	2
HIV-1/2 Ag/Ab, 4th G..	-	2
Comprehensive Metabo..	-	1
Lipid Panel	-	1
Trichomonas Vaginali..	-	1
Basic Metabolic Panel	-	1

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 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.

Virtual Care Engagement Monthly Report

UMR - STATE OF NEVADA

Reporting Period:

02/01/24 to 03/01/24

Member Engagement

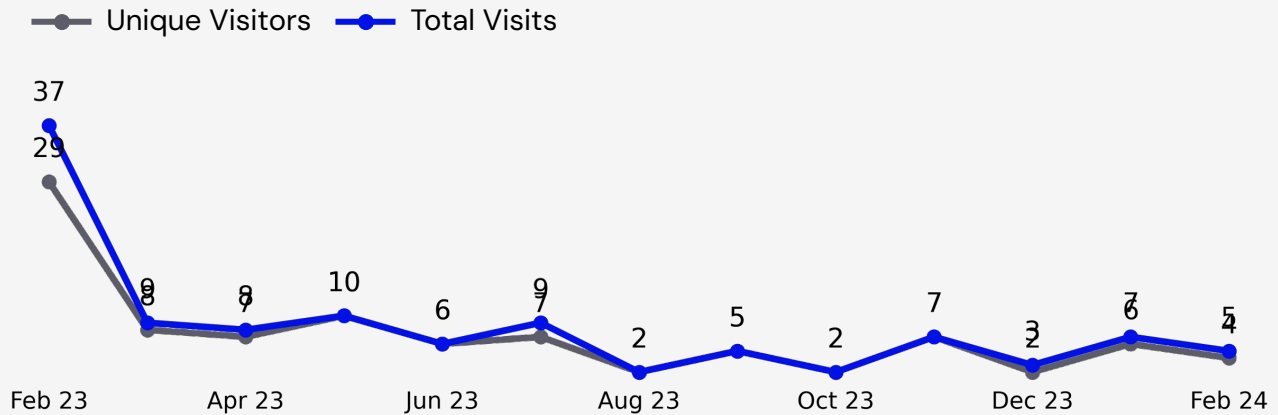| **66**	**4**	**5**
Registrations This Month	Unique Visitors This Month	Total Visits This month

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New Registrations (Year to Date)

■ New Member Registrations

-	**3,542**	-
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	**165**	-
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

●— Unique Visitors ●— Total Visits

173	**67**	**2.6**	-
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Average Visits Per Visitor Lifetime to Date	Engagement Rate Lifetime to Date (Visitors/Lives)
12	**10**	**1.2**	-
Visits Year to Date	Unique Visitors Year to Date	Average Visits Per Visitor Year to Date	Engagement Rate Year to Date (Visitors/Lives)

Member Engagement

Medical & Behavioral Health Visits (Rolling 12 Months)

Legend:
- Scheduled Medical Visit (light blue)
- On-Demand Medical Visit (dark blue)
- Therapy Visit (green)
- Psychiatry Visit (light green)

Month	On-Demand Medical	Scheduled Medical	Therapy	Psychiatry	Total
Feb 23	22	8	5	2	37
—	5	2	1	1	9
Apr 23	5	1	1	1	8
—	5	2	1	2	10
Jun 23	4	1		1	6
—	6	2		1	9
Aug 23	1	1			2
—	3		1	1	5
Oct 23		2			2
—	4	1		2	7
Dec 23		3			3
—	2	5			7
Feb 24	5				5

Member Demand by Visit Type Year to Date

Was the visit scheduled? On-Demand ▮ Scheduled ▮

On-Demand	Scheduled
58.3%	41.7%

Appointment Type: Medical ▮ Therapy ▮ Psychiatry ▮

Medical	Psychiatry
100.0%	0.0%

Most Popular Day for Visits Year to Date

Friday

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
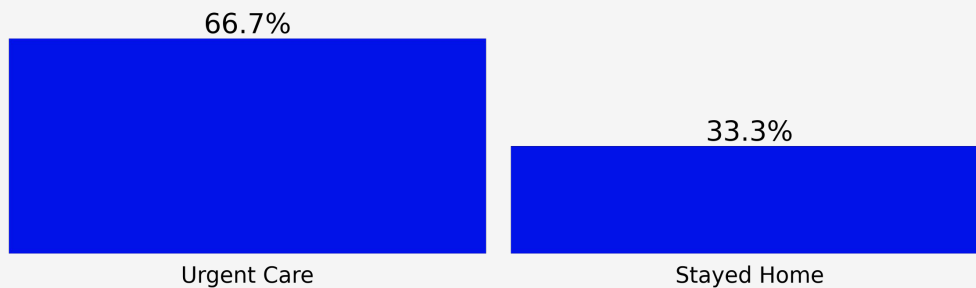
Member Access

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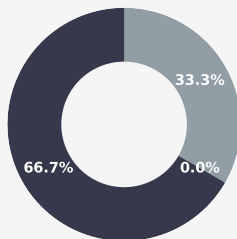## Without Included Health, where would you have gone?

■ Percent Response Year to Date

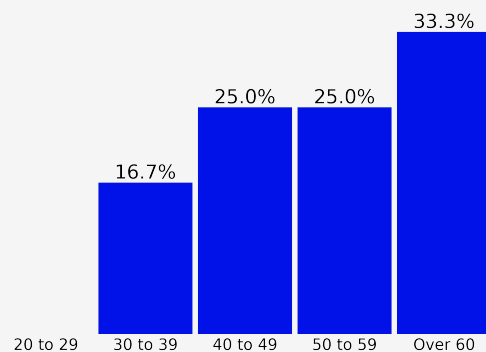> We help members avoid unnecessary in-person visits by treating their needs virtually.

66.7%
Urgent Care

33.3%
Stayed Home

Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other

33.3%
66.7%
0.0%

Visits by Age Year to Date

■ Percent Distribution

	20 to 29	30 to 39	40 to 49	50 to 59	Over 60
		16.7%	25.0%	25.0%	33.3%

Member Experience Metrics	This Month	Year to Date
Average Member Rating	5.0 / 5 (N = 5)	5.0 / 5 (N = 9)
Average Wait Time for On-Demand Medical Appointments	5.88 min	4.71 min

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
Difficulty sleeping	3	5
Headache	3	4
Muscle pain	2	2
Mood changes	2	3
Eye redness / discharge	2	3
Cough	2	6
Chest pressure / pain	2	3
Dizzy / lightheaded	2	3
Sputum / productive cough / phlegm	2	3
Loss of appetite	2	2

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Year to Date
Other upper respiratory infections	1	4
Inflammation; infection of eye (except that c..	1	1
Urinary tract infections	1	2
Other lower respiratory disease	1	2
Headache, unspecified	1	1
Fever of unknown origin	-	-
Anxiety disorders	-	1
Abdominal pain	-	-
Administrative/social admission	-	1
Other nutritional; endocrine; and metabolic d..	-	-

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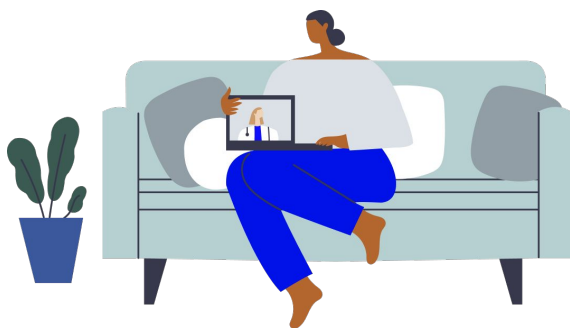
Prescriptions and Testing Summary

4	**78.0%**	**-**	**4.6%**
Prescriptions This Month	of visits resulted in a prescription order Lifetime to Date	Lab Orders This Month	of visits resulted in a lab order Lifetime to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Year to Date
erythromycin ophthal..	1	1
cephalexin	1	1
doxycycline monohydr..	1	1
sumatriptan	1	1
scopolamine	-	-
benzonatate	-	1
metoclopramide	-	-
amlodipine besylate	-	-
atenolol	-	-
azithromycin	-	-

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

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Virtual Care Engagement Monthly Report

UMR - STATE OF NEVADA
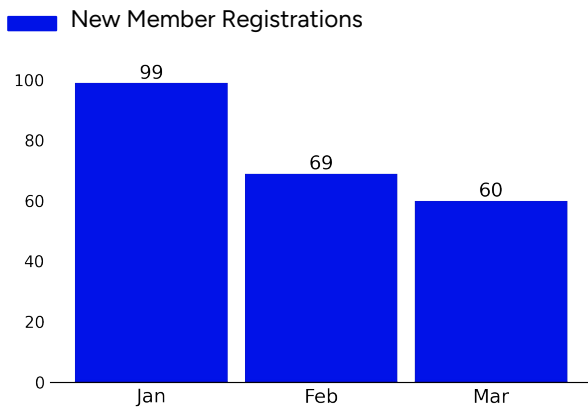
Reporting Period:

03/01/24 to 04/01/24

Member Engagement

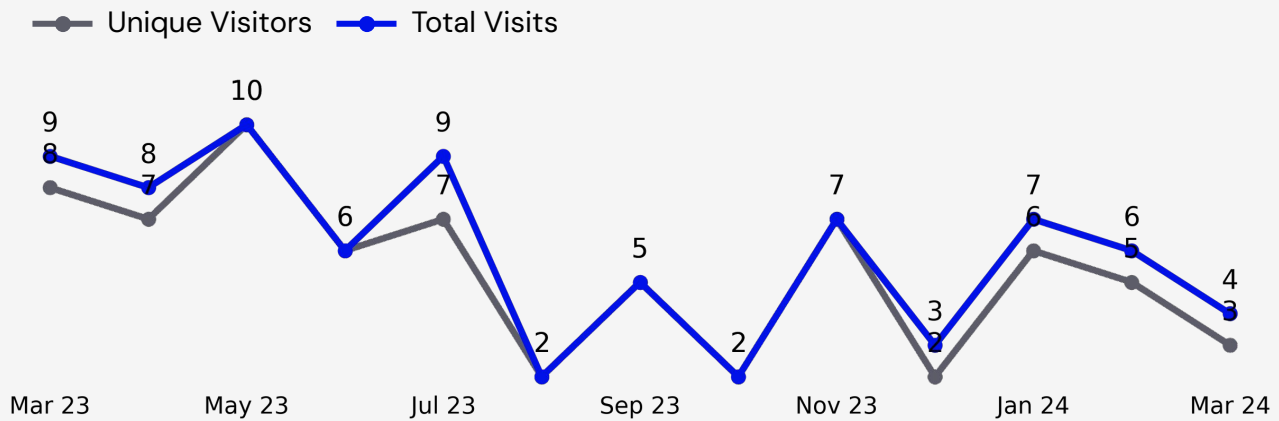| **60**	**3**	**4**
Registrations This Month	Unique Visitors This Month	Total Visits This month

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New Registrations (Year to Date)

■ New Member Registrations

- Total Covered Lives	**3,625** Registrations Lifetime to date	**-** Registration Rate Lifetime to date
- Employee Covered Lives	**228** Registrations Year to Date	**-** Registration Rate Year to Date

Visits Last 12 Months

●— Unique Visitors ●— Total Visits

178 Visits Lifetime to Date	**67** Unique Visitors Lifetime to Date	**2.7** Average Visits Per Visitor Lifetime to Date	**-** Engagement Rate Lifetime to Date (Visitors/Lives)
17 Visits Year to Date	**11** 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)

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

Member Demand by Visit Type Year to Date

Was the visit scheduled?   On-Demand   Scheduled

On-Demand	Scheduled
50.0%	50.0%

Appointment Type: Medical   Therapy   Psychiatry

Medical	Therapy	Psychiatry
94.1%	0.0%	5.9%
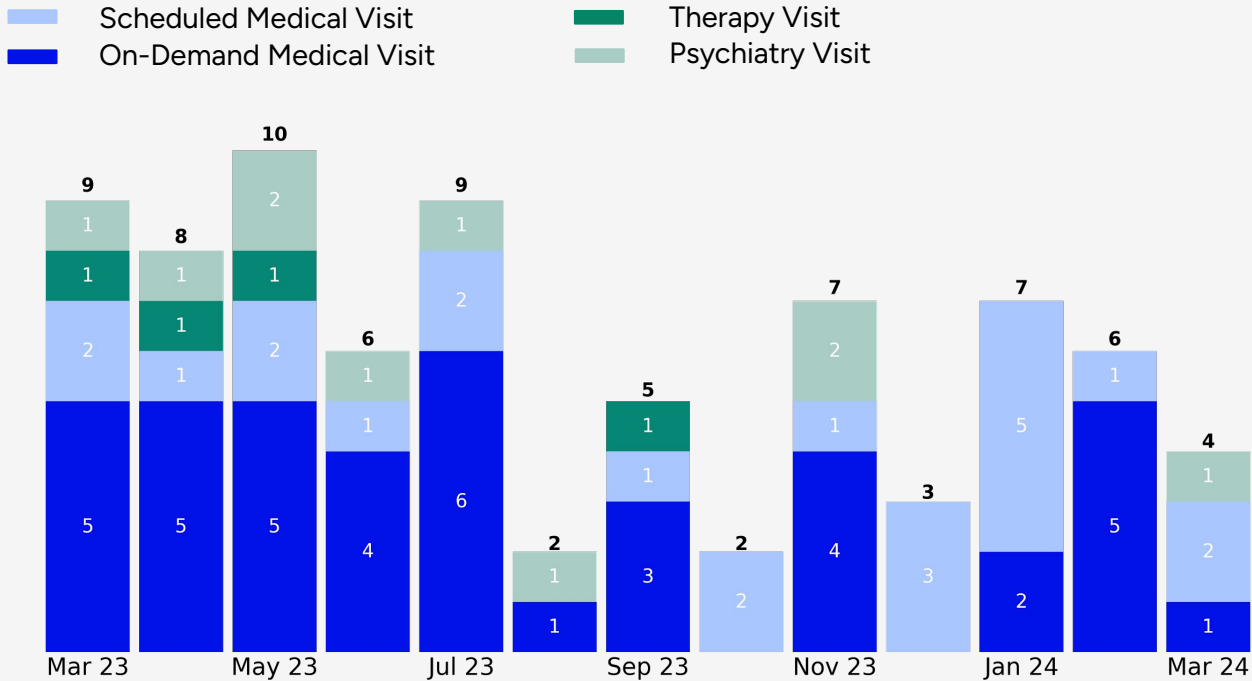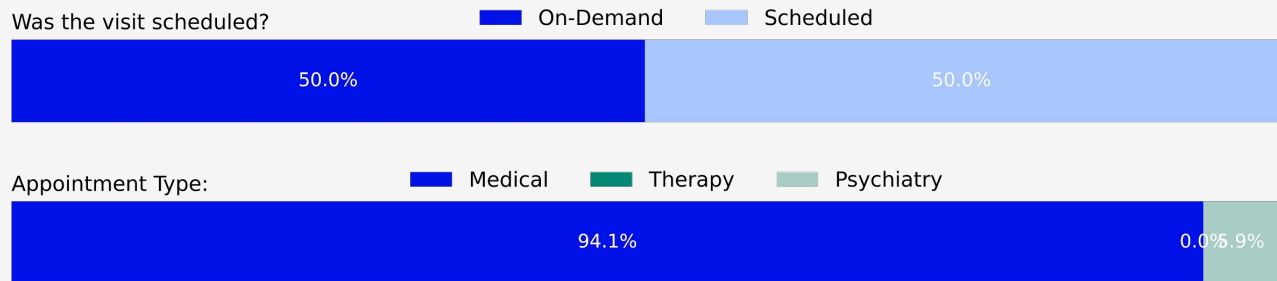
Most Popular Day for Visits Year to Date

Friday

Most Popular Time for Visits Year to Date

Noon - 2PM

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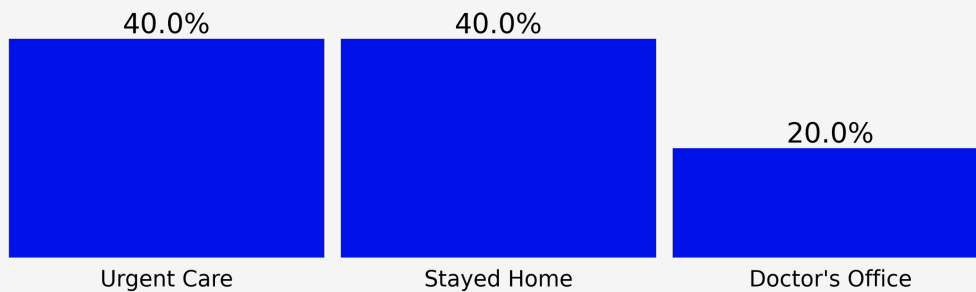
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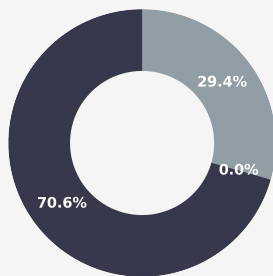## Without Included Health, where would you have gone?

■ Percent Response Year to Date

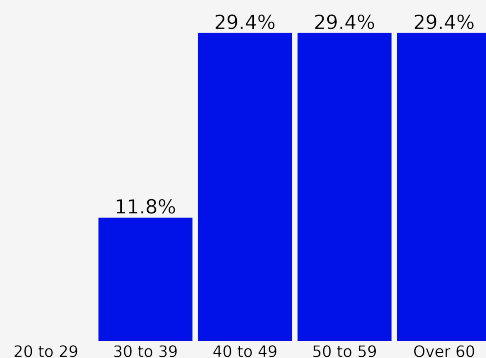We help members avoid unnecessary in-person visits by treating their needs virtually.

40.0%	40.0%	20.0%
Urgent Care	Stayed Home	Doctor's Office

Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other

29.4%
0.0%
70.6%

Visits by Age Year to Date

■ Percent Distribution

20 to 29	30 to 39	40 to 49	50 to 59	Over 60
	11.8%	29.4%	29.4%	29.4%

Member Experience Metrics	This Month	Year to Date
Average Member Rating	5.0 / 5 (N = 2)	5.0 / 5 (N = 11)
Average Wait Time for On-Demand Medical Appointments	9.5 min	5.31 min

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	5
Nasal discharge	1	5
Congestion / sinus problem	1	5
Frequent urination	1	3
Discomfort / burning with urination	1	3
Fatigue / weakness	1	4
Mood changes	1	4
Blood in urine	1	1
Eye redness / discharge	1	4
Difficulty sleeping	1	6

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Year to Date
Mood disorders	1	1
Acute candidiasis of vulva and vagina	1	1
Other upper respiratory infections	1	6
Anxiety disorders	1	2
Asthma	1	1
Urinary tract infections	1	3
Other lower respiratory disease	0	2
Other upper respiratory disease	0	2
Other gastrointestinal disorders	0	0
Otitis media and related conditions	0	0

Clinical Service Delivery

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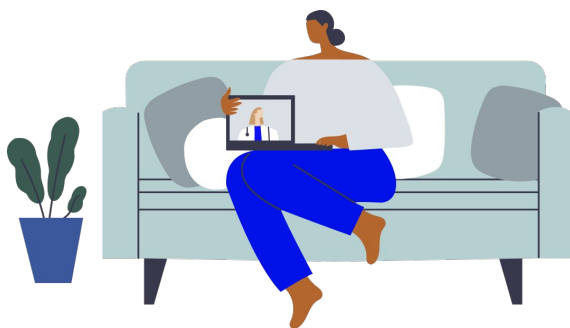
Prescriptions and Testing Summary

2	**70.6%**	**0**	**5.9%**
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
clindamycin	1	1
sertraline	1	1
colchicine	0	0
metronidazole	0	0
ofloxacin ophthalmic	0	0
tirzepatide	0	0
ubrogepant	0	0
ofloxacin	0	0
salicylic acid	0	0
doxycycline monohydr..	0	1

Top Labs	Count This Month	Count Year to Date
Trichomonas Vaginali..	0	0
HSV 2, IgG w/ Reflex	0	0
Comprehensive Metabo..	0	0
RPR w/ Reflex	0	0
Insulin	0	0
Hepatitis Panel	0	0
Lipid Panel	0	0
Urine Culture, Routine	0	0
Chlamydia/GC, Urine	0	0
Urinalysis, Complete..	0	1

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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.