



Virtual Care Engagement Monthly Report

UMR-State of Nevada

Reporting Period

2025-04-01-2025-05-01

Member Engagement

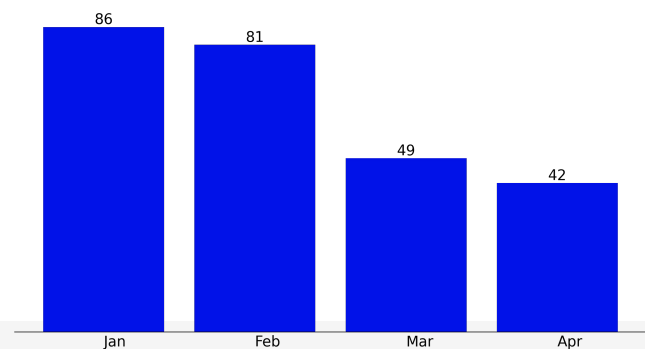


42	334	428
Registrations This Month	Unique Visitors This Month	Total Visits This month

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).

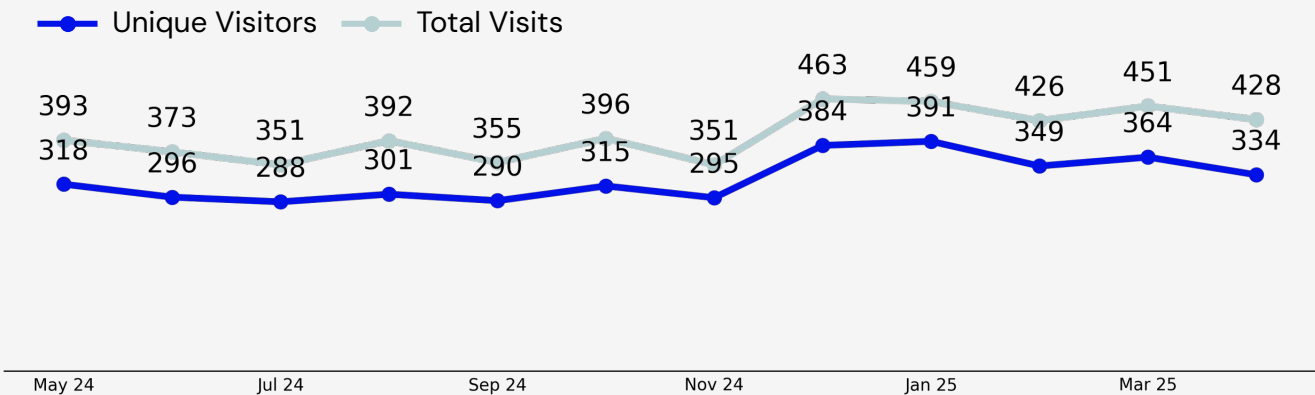
New Registrations (Year to Date)

New Member Registrations



48,935	13,550	27.7%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	258	0.5%
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months



24,486	7,909	3.1	16.2%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
1,764	1,103	1.6	2.3%
Visits Year to Date	Unique Visitors Year to Date	Avg Visits Per Visitor Year to Date	Engagement Rate (Visitors/Lives) Year to Date

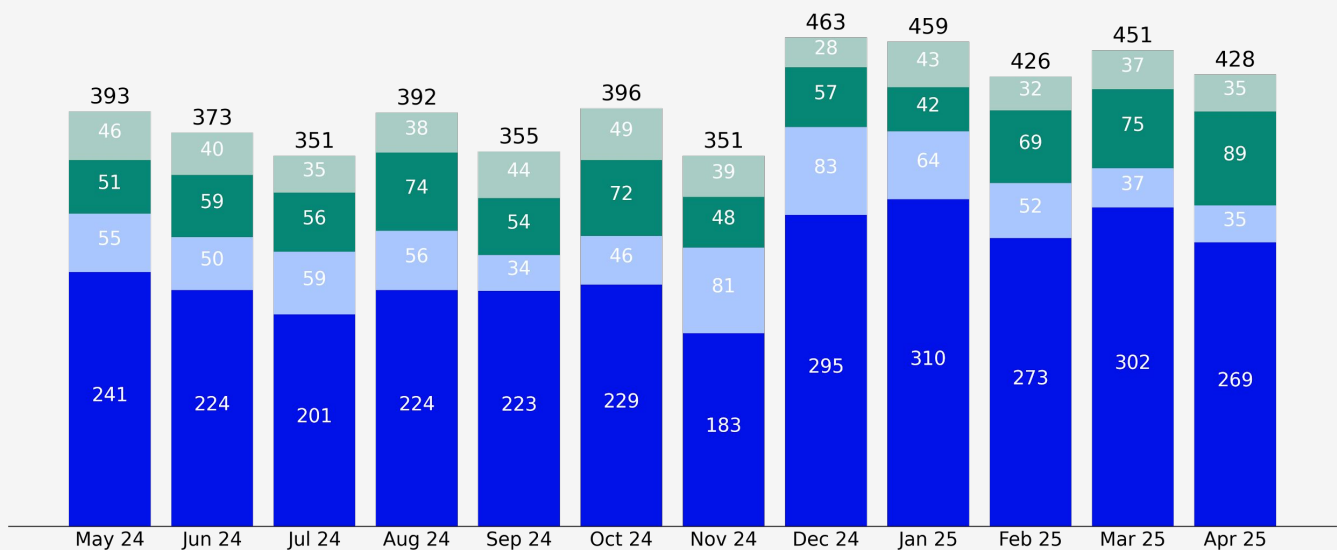
Member Engagement



Medical & Behavioral Health Visits (Rolling)

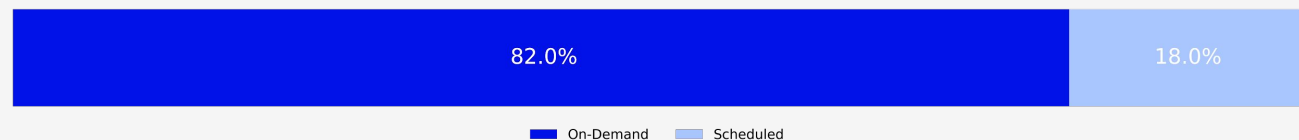
- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit

9
Total Visits & Demand for
Completed FY24 Month



Member Demand by Visit Type Year to Date

Was the visit scheduled?



Appointment Type:



Most Popular Day for Visits
Year to Date

Tuesday

Most Popular Time for Visits
Year to Date

8AM - 10AM

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

Member Access

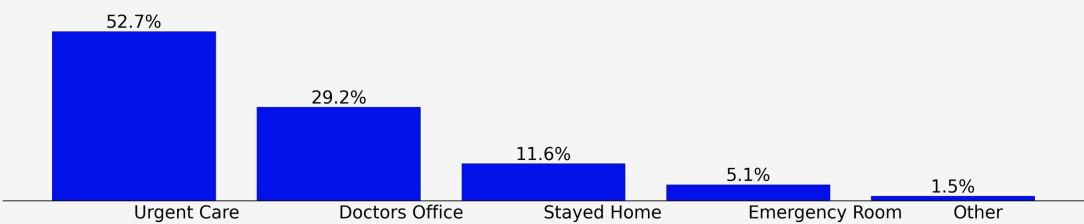


This section highlights our impact on increasing members’ access to appropriate medical and behavioral health care, and their satisfaction with our services. We improve access to care by seeing members after hours (when brick & mortar providers are closed) and by making it easier to visit with a provider during business hours.

Without Included Health, where would you have gone?

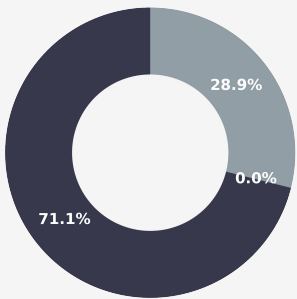
■ Percent Response Year to Date

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



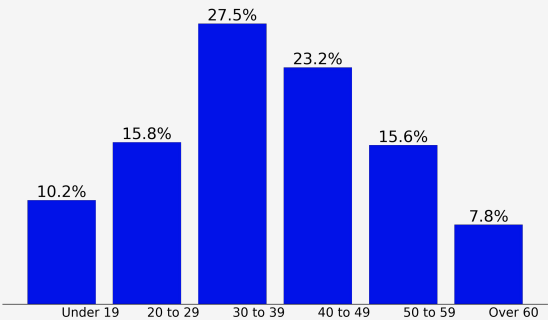
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	April	Year to Date
Average Member Rating	4.9 / 5 (N = 227)	4.9 / 5 (N = 433)
Median Wait Time for On-Demand Medical Appointments	4.0 min	6.4 min
Median Days to Scheduled Appointment (MD & BH)	3.0 days	2.0 days

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 Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Cold	180
Cough	125
Urinary tract infection (UTI)	122
Eye issue	87
Sore throat	77
Other injury	76
Anxiety	56
Influenza	47
Nasal congestion	46
Fever	46

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	421
Anxiety disorders	294
Mood disorders	146
Urinary tract infections	118
Inflammation; infection of eye..	96
Adjustment disorders	89
Administrative/social admission	87
Cough, unspecified	75
Attention-deficit conduct and ..	67
Viral infection	63

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

346 Prescriptions This Month	62.4% of visits resulted in a prescription order Year to Date	27 Lab Orders This Month	1.6% of visits resulted in a lab order Year to Date
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Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
prednisone	89
fluticasone propionate	88
amoxicillin and clavulanate po	84
nitrofurantoin (monohydrate/ma	74
albuterol sulfate	71
ondansetron	58
oseltamivir phosphate	57
ipratropium bromide	49
benzonatate	44
methylprednisolone	42

Top Labs	Count (YTD)
urinalysis complete, reflex culture	11
RPR (rapid plasma reagin), serum	6
TSH + free T4, serum	5
CT + NG RNA, PCR, unspecified specimen	4
HIV 1+2 Ab + HIV1 p24 Ag, quantitative immunoassay, serum	4
CBC w/ auto diff	4
CMP, serum or plasma	4
trichomonas vaginalis RNA	4
culture, urine	3
mycoplasma genitalium DNA, qualitative, PCR	3

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



Data & Metric Definitions



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 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

May 2025

Member Engagement



67

Registrations This Month

339

Unique Visitors This Month

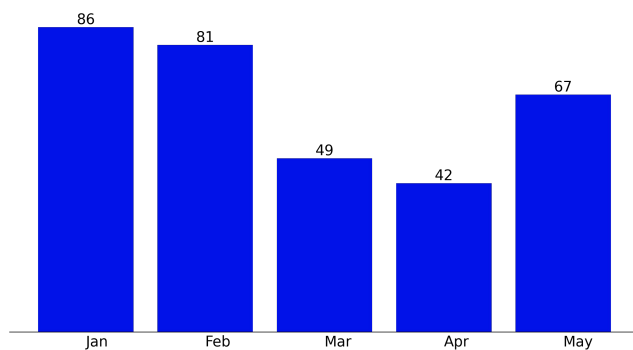
429

Total Visits This month

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New Registrations (Year to Date)

■ New Member Registrations



48,935

Total Covered Lives

13,617

Registrations Lifetime to date

27.8%

Registration Rate Lifetime to date

-

Employee Covered Lives

325

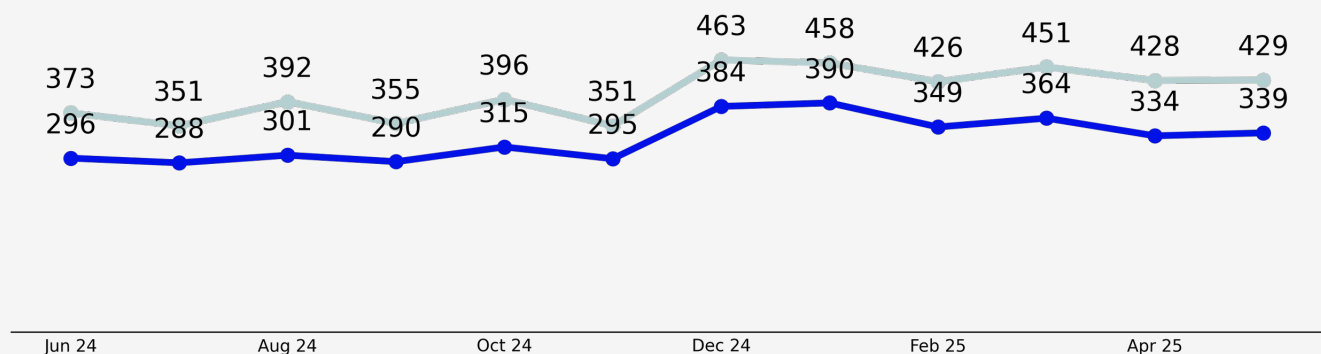
Registrations Year to Date

0.7%

Registration Rate Year to Date

Visits Last 12 Months

● Unique Visitors ● Total Visits



24,914

Visits Lifetime to Date

7,982

Unique Visitors Lifetime to Date

3.1

Avg Visits Per Visitor Lifetime to Date

16.3%

Engagement Rate (Visitors/Lives) Lifetime to Date

2,192

Visits Year to Date

1,282

Unique Visitors Year to Date

1.7

Avg Visits Per Visitor Year to Date

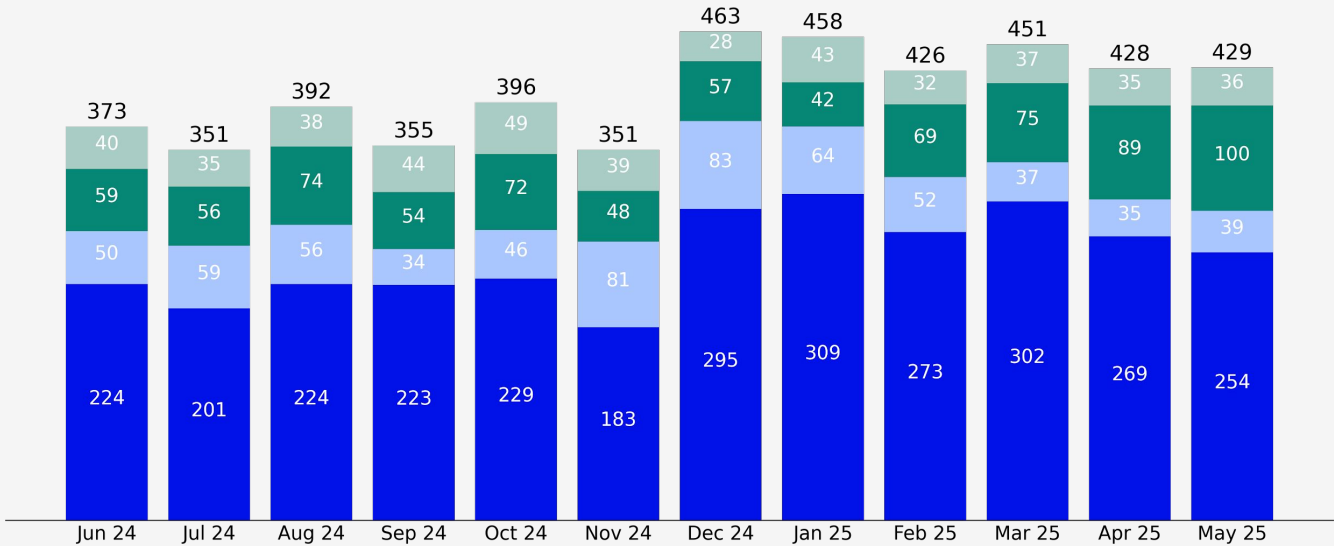
2.6%

Engagement Rate (Visitors/Lives) Year to Date

Medical & Behavioral Health Visits (Rolling)

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

9
Total Visits & Follow-Up
Completed Within 1 Month



Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Appointment Type:



Most Popular Day for Visits
Year to Date

Wednesday

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

Supporting your population

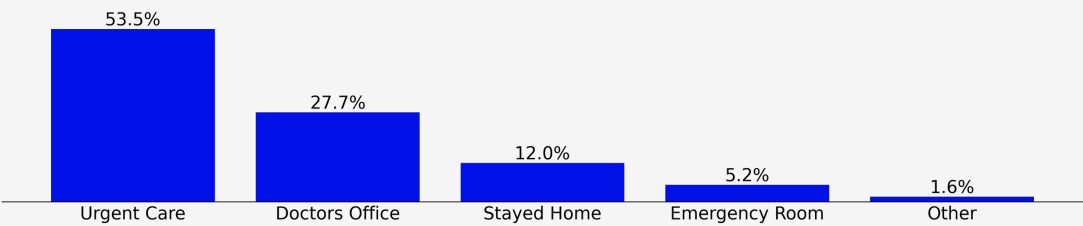


Member access, demographics, and experience

Without Included Health, where would you have gone?

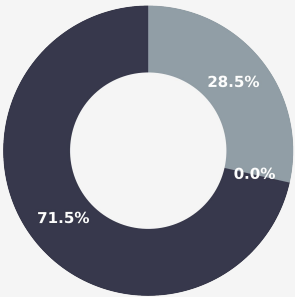
■ Percent Response Year to Date

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



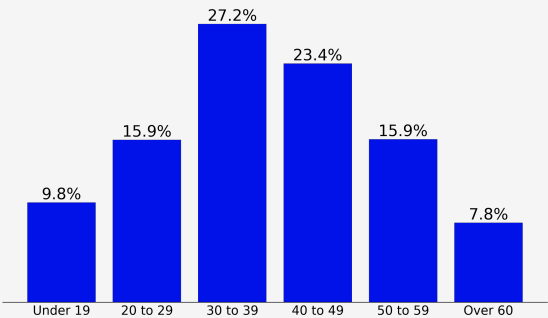
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	May	Year to Date
Average Member Rating	4.9 / 5 (N = 242)	4.9 / 5 (N = 675)
Median Wait Time for On-Demand Medical Appointments	4.2 min	5.8 min
Median Days to Scheduled Appointment (BH)	9.0 days	7.0 days

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 Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Cold	202
Urinary tract infection (UTI)	151
Cough	147
Eye issue	105
Other injury	96
Sore throat	87
Anxiety	66
Nasal congestion	63
Fever	54
Influenza	54

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	493
Anxiety disorders	390
Mood disorders	186
Urinary tract infections	147
Adjustment disorders	119
Inflammation; infection of eye..	116
Administrative/social admission	101
Attention-deficit conduct and ..	87
Cough, unspecified	78
Viral infection	71

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

415 Prescriptions This Month	79.6% of Medical and Psychiatry visits resulted in a prescription order Year to Date	22 Lab Orders This Month	3.9% of Medical visits resulted in a lab order Year to Date
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Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	152
albuterol sulfate hfa 90 mcg/a	116
amoxicillin 875 mg-potassium c	102
nitrofurantoin monohydrate/mac	96
prednisone 20 mg tablet	91
fluticasone propionate 50 mcg/	88
azelastine 137 mcg (0.1 %) nas	83
ondansetron 4 mg disintegratin	60
ipratropium bromide 42 mcg (0.	51
benzonatate 100 mg capsule	50

Top Labs	Count (YTD)
urinalysis complete, reflex culture	27
cmp, serum or plasma	15
cbc w/ auto diff	9
lipid panel, serum	8
hba1c (hemoglobin a1c), blood	8
tsh + free t4, serum	8
culture, urine	8
rpr (rapid plasma reagin), serum	7
urinalysis, complete	6
trichomonas vaginalis rna	6

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Engagement Rate	Total number of unique visitors as a percentage of eligible lives.
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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.
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Virtual Care Engagement Monthly Report

UMR-State of Nevada
June 2025

Member Engagement



53

Registrations This Month

298

Unique Visitors This Month

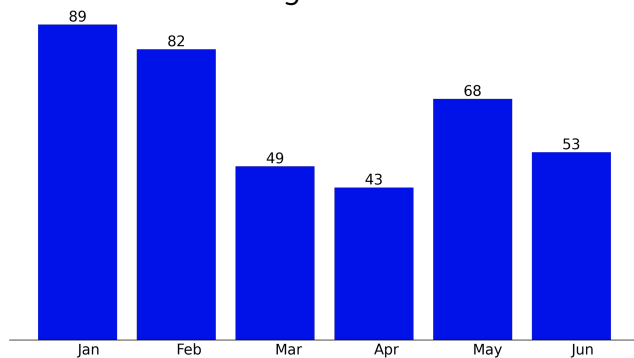
389

Total Visits This month

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New Registrations (Year to Date)

■ New Member Registrations



48,935

Total Covered Lives

13,690

Registrations Lifetime to date

28.0%

Registration Rate Lifetime to date

-

Employee Covered Lives

384

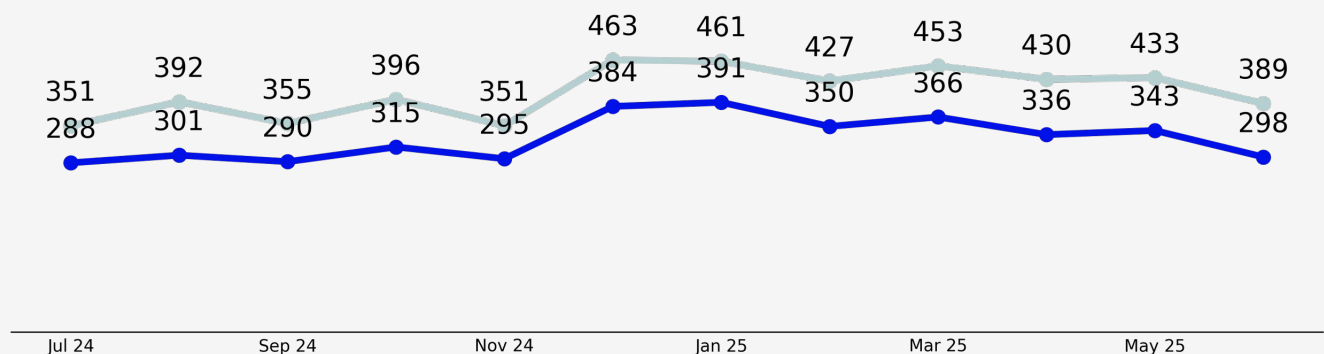
Registrations Year to Date

0.8%

Registration Rate Year to Date

Visits Last 12 Months

● Unique Visitors ● Total Visits



25,315

Visits Lifetime to Date

8,055

Unique Visitors Lifetime to Date

3.1

Avg Visits Per Visitor Lifetime to Date

16.5%

Engagement Rate (Visitors/Lives) Lifetime to Date

2,593

Visits Year to Date

1,439

Unique Visitors Year to Date

1.8

Avg Visits Per Visitor Year to Date

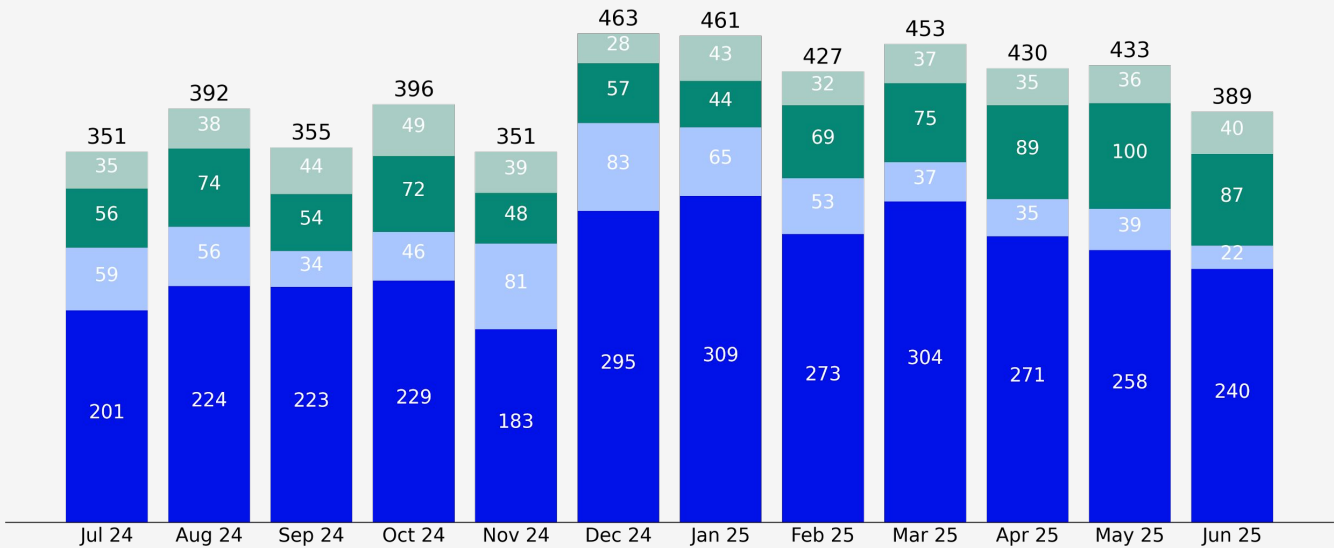
2.9%

Engagement Rate (Visitors/Lives) Year to Date

Medical & Behavioral Health Visits (Rolling)

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

2
2024 Annual Report
Comprehensive AT&T Analysis



Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Appointment Type:



Most Popular Day for Visits
Year to Date

Monday

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

Supporting your population

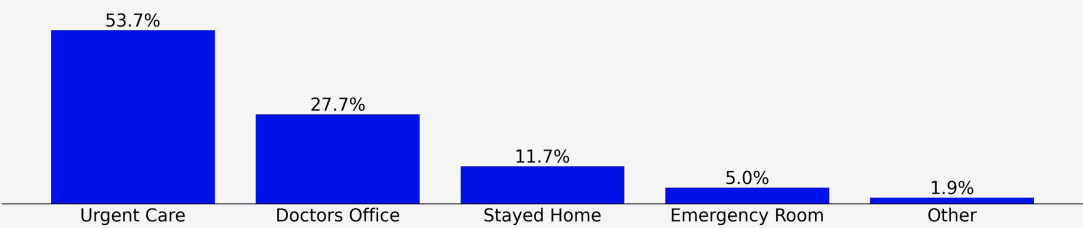


Member access, demographics, and experience

Without Included Health, where would you have gone?

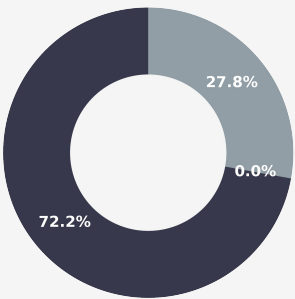
■ Percent Response Year to Date

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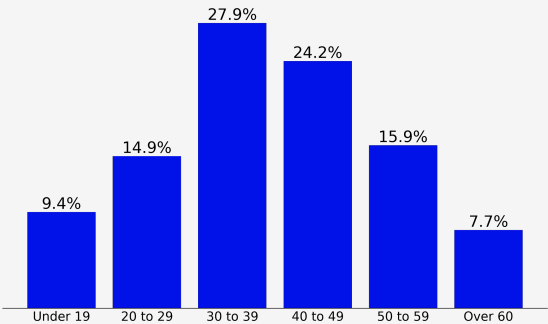
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	June	Year to Date
Average Member Rating	5.0 / 5 (N = 209)	4.9 / 5 (N = 888)
Median Wait Time for On-Demand Medical Appointments	3.5 min	5.4 min
Median Days to Scheduled Appointment (BH)	9.0 days	7.0 days

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 Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Cold	213
Urinary tract infection (UTI)	176
Cough	164
Eye issue	113
Other injury	108
Sore throat	99
Anxiety	83
Nasal congestion	72
Fever	63
Earache	59

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	545
Anxiety disorders	474
Mood disorders	233
Urinary tract infections	170
Adjustment disorders	151
Administrative/social admission	131
Inflammation; infection of eye..	125
Attention-deficit conduct and ..	101
Viral infection	89
Cough, unspecified	79

Clinical Service Delivery



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Prescriptions and Testing Summary

357 Prescriptions This Month	79.1% of Medical and Psychiatry visits resulted in a prescription order Year to Date	11 Lab Orders This Month	3.6% of Medical visits resulted in a lab order Year to Date
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Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	163
amoxicillin 875 mg-potassium c	123
albuterol sulfate hfa 90 mcg/a	123
nitrofurantoin monohydrate/mac	114
prednisone 20 mg tablet	106
fluticasone propionate 50 mcg/	97
azelastine 137 mcg (0.1 %) nas	90
ondansetron 4 mg disintegratin	71
ipratropium bromide 42 mcg (0.	54
doxycycline hyclate 100 mg cap	53

Top Labs	Count (YTD)
urinalysis complete, reflex culture	30
cmp, serum or plasma	15
cbc w/ auto diff	9
culture, urine	8
tsh + free t4, serum	8
lipid panel, serum	8
hba1c (hemoglobin a1c), blood	8
rpr (rapid plasma reagin), serum	8
urinalysis, complete	6
hiv 1+2 ab + hiv1 p24 ag, quantitative immunoassay...	6



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