



Virtual Care Engagement Monthly Report

UMR - STATE OF NEVADA

Reporting Period:

07/01/24 to 08/01/24

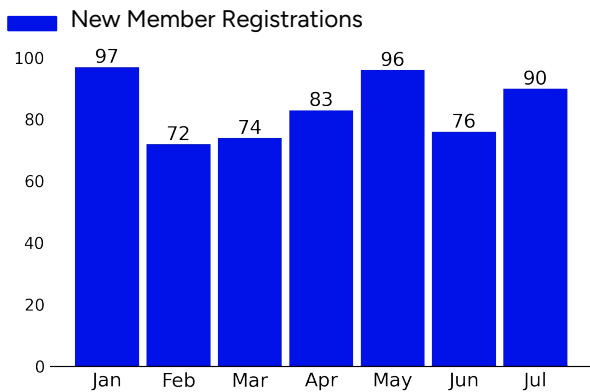
Member Engagement



90 Registrations This Month	3 Unique Visitors This Month	3 Total Visits This month
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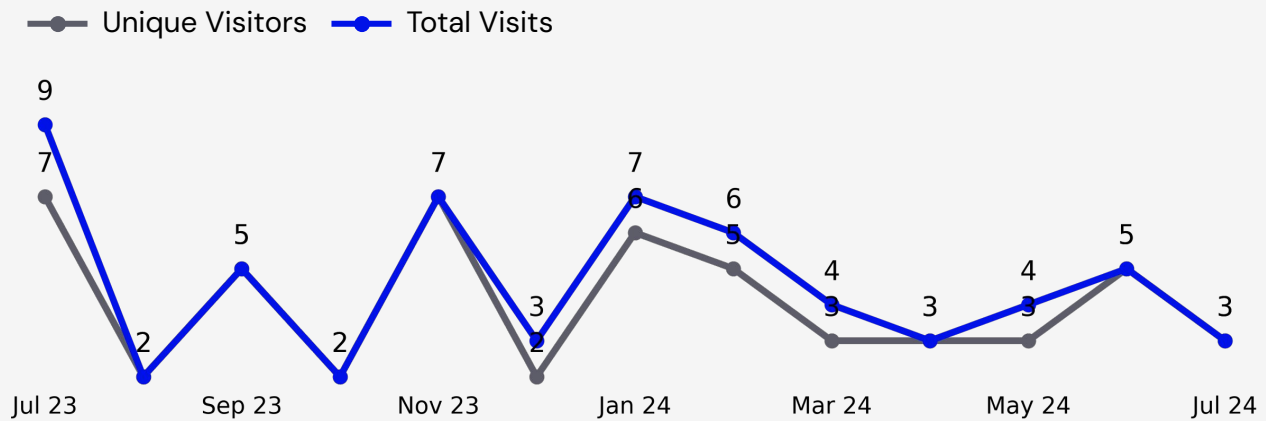
This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement is key to program success; changes in engagement can result from marketing initiatives or seasonality (e.g. cold and flu).

New Registrations (Year to Date)



-	4,140 Registrations Lifetime to date	-
-	588 Registrations Year to Date	-
Total Covered Lives	Registration Rate Lifetime to date	Registration Rate Year to Date
Employee Covered Lives	Registration Rate Year to Date	Registration Rate Year to Date

Visits Last 12 Months

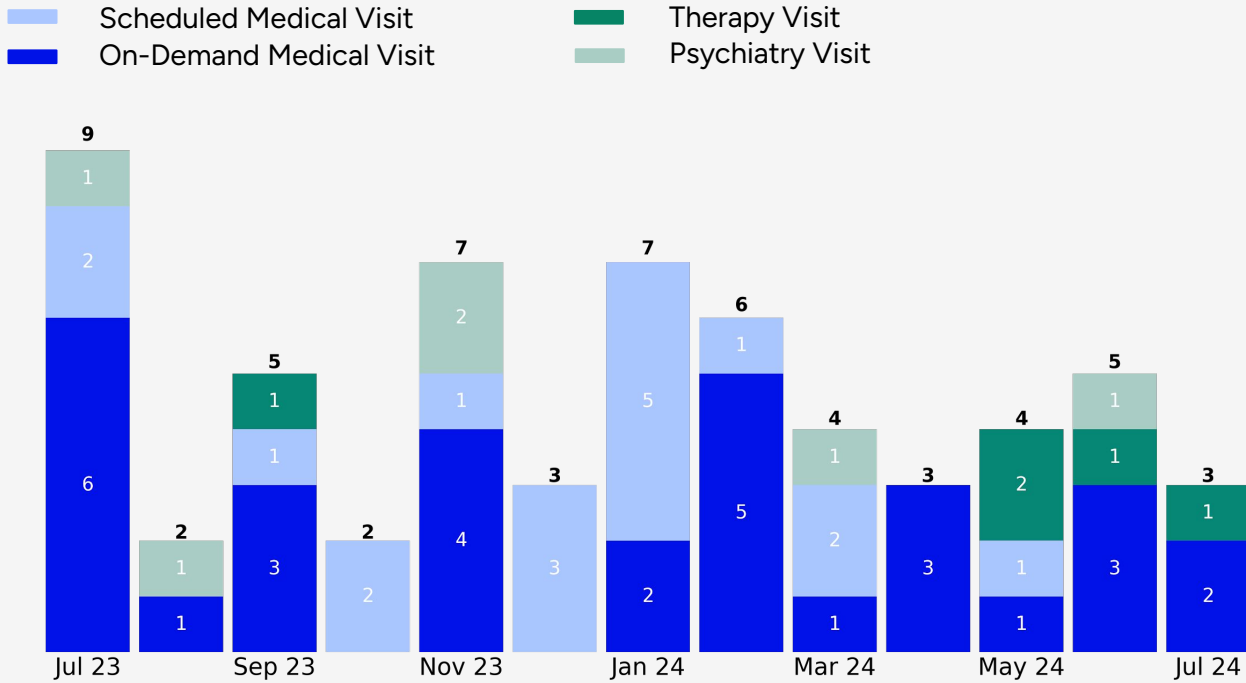


193 Visits Lifetime to Date	69 Unique Visitors Lifetime to Date	2.8 Average Visits Per Visitor Lifetime to Date	-
32 Visits Year to Date	17 Unique Visitors Year to Date	1.9 Average Visits Per Visitor Year to Date	-
		Engagement Rate Lifetime to Date (Visitors/Lives)	Engagement Rate Year to Date (Visitors/Lives)

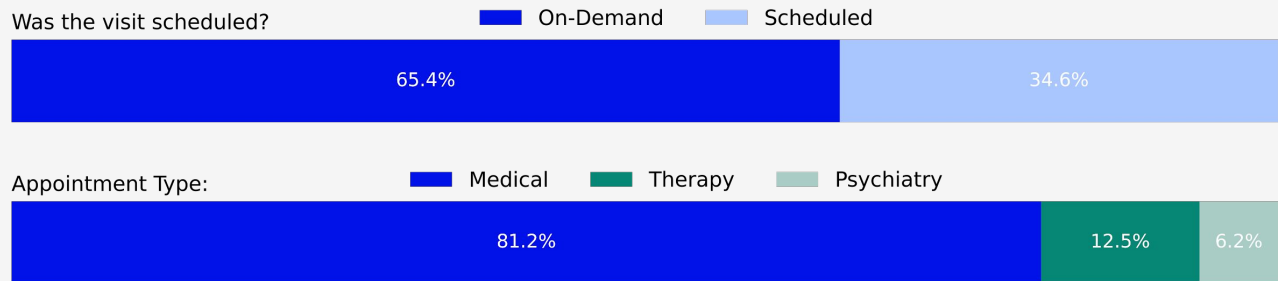
Member Engagement



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

Member Access

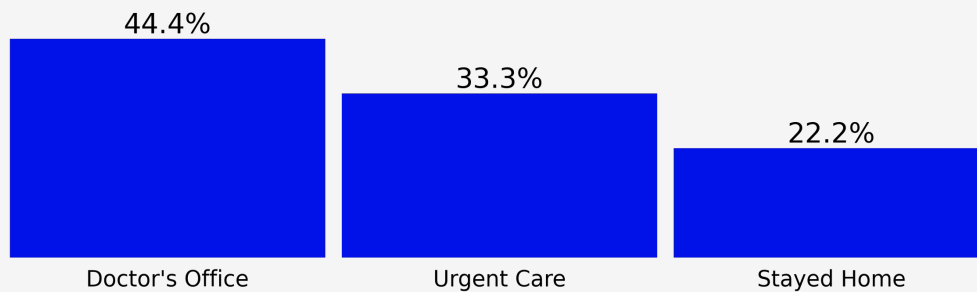


This section highlights our impact on increasing members' access to appropriate medical and behavioral health care, and their satisfaction with our services. We improve access to care by seeing members after hours (when brick & mortar providers are closed) and by making it easier to visit with a provider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

Without Included Health, where would you have gone?

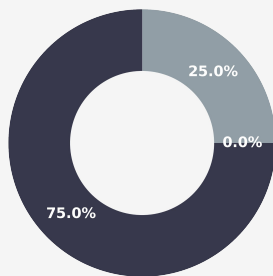
■ Percent Response Year to Date

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



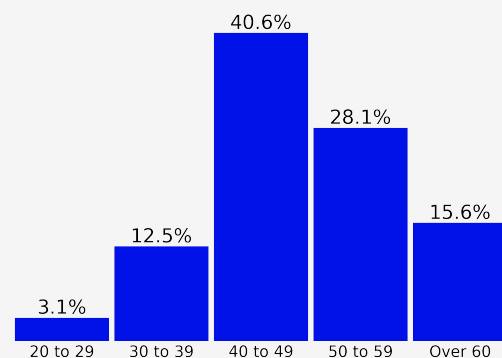
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Year to Date
Average Member Rating	5.0 / 5 (N = 3)	5.0 / 5 (N = 25)
Median Wait Time for On-Demand Medical Appointments	37.1 min	6.8 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
Dizzy / lightheaded	1	5
Difficulty sleeping	1	8
Congestion / sinus problem	1	12
Swelling	1	1
Mood changes	1	5
Feeling lonely / down / depressed	1	1
Anxiety / stress / worry	1	2
Night sweats	1	2
Life transition or traumatic event	1	2
Other	1	1

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Year to Date
Other upper respiratory infections	1	12
Other complications of pregnancy	1	1
Anxiety disorders	1	5
Miscellaneous mental health disorders	1	1
Contraceptive and procreative management	0	0
Other lower respiratory disease	0	3
External cause codes: Natural/environment	0	0
COVID-19	0	1
Nausea and vomiting	0	0
Inflammation; infection of eye (except that c..	0	1

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.

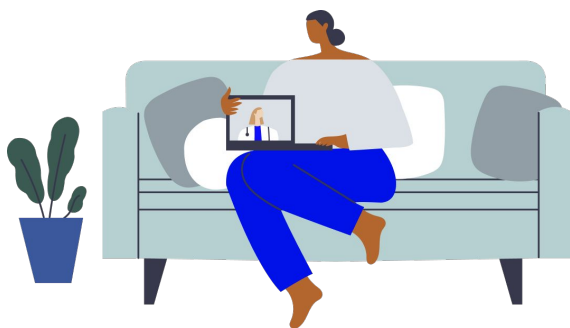
Prescriptions and Testing Summary

3 Prescriptions This Month	65.6% of visits resulted in a prescription order Year to Date	0 Lab Orders This Month	3.1% of visits resulted in a lab order Year to Date
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Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Year to Date
methylprednisolone	1	2
albuterol	1	3
doxycycline hyclate	1	1
atorvastatin	0	0
sulfamethoxazole-tri..	0	0
prednisone	0	2
azelastine nasal	0	2
ciprofloxacin	0	0
miconazole nitrate	0	0
escitalopram oxalate	0	0

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



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.



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08/01/24 to 09/01/24

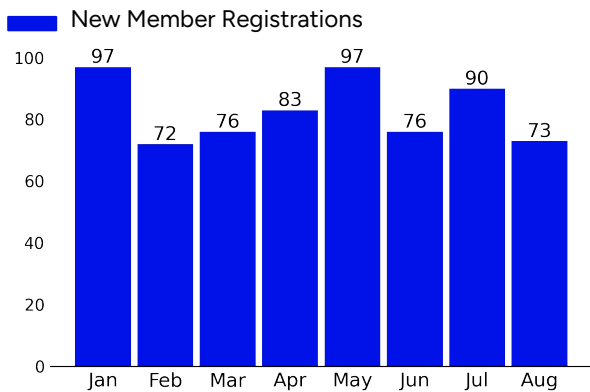
Member Engagement



73 Registrations This Month	3 Unique Visitors This Month	5 Total Visits This month
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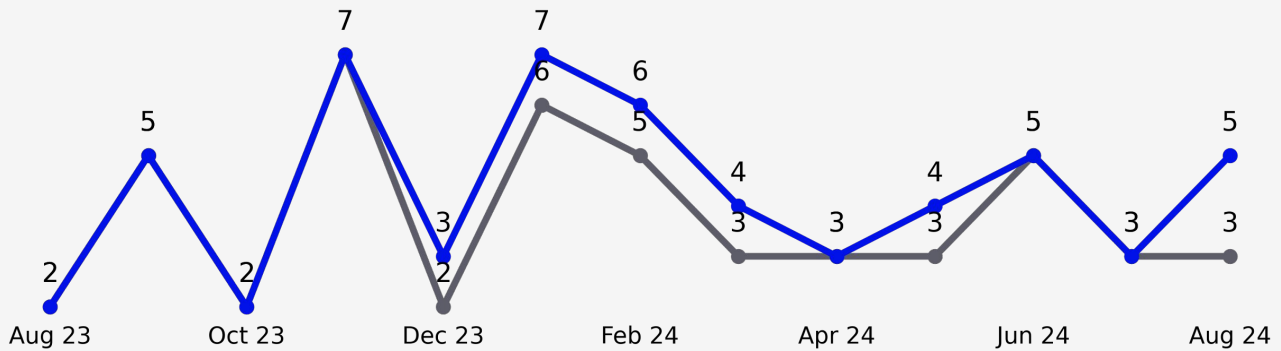
New Registrations (Year to Date)



-	4,285 Registrations Lifetime to date	-
-	664 Registrations Year to Date	-
Total Covered Lives	Registration Rate Lifetime to date	Registration Rate Year to Date
Employee Covered Lives	Registration Rate Year to Date	-

Visits Last 12 Months

— Unique Visitors — Total Visits

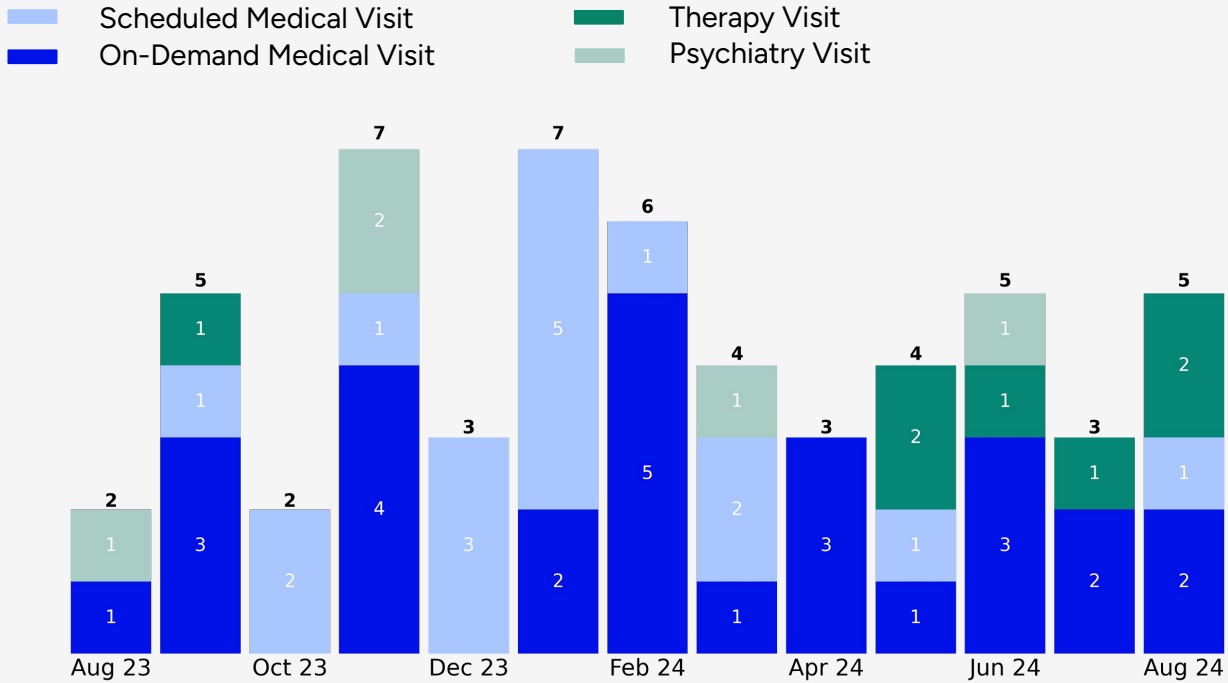


198 Visits Lifetime to Date	69 Unique Visitors Lifetime to Date	2.9 Average Visits Per Visitor Lifetime to Date	-
37 Visits Year to Date	17 Unique Visitors Year to Date	2.2 Average Visits Per Visitor Year to Date	-
		Engagement Rate Lifetime to Date (Visitors/Lives)	Engagement Rate Year to Date (Visitors/Lives)

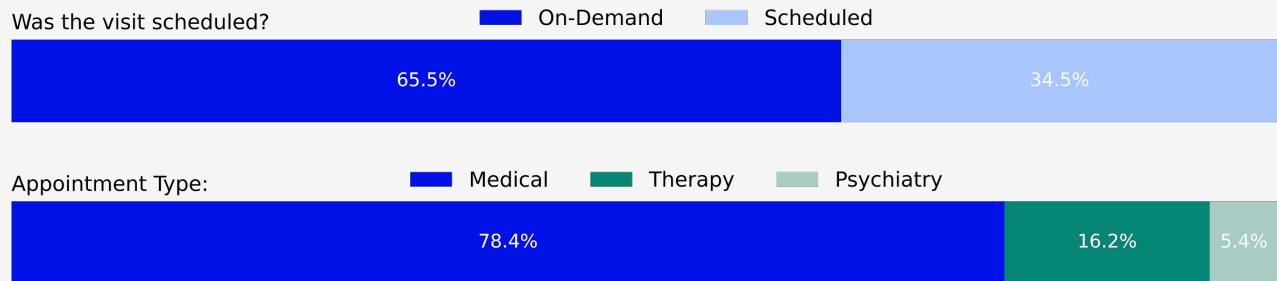
Member Engagement



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

10AM - Noon

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

Member Access

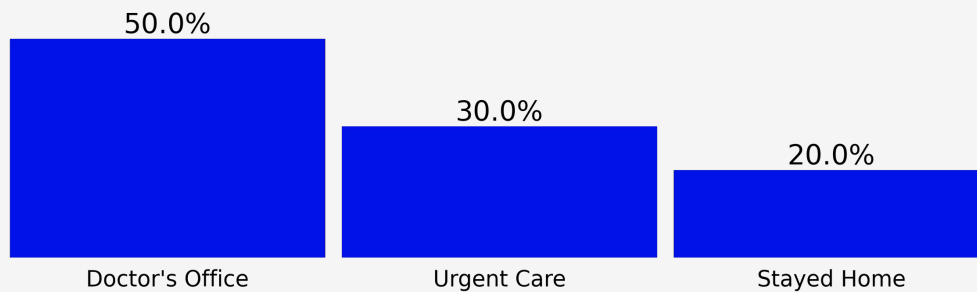


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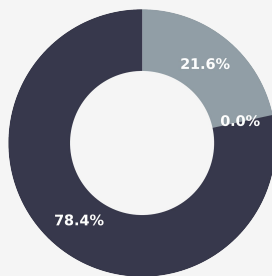
■ Percent Response Year to Date

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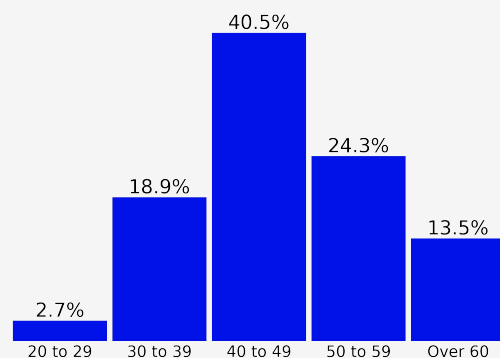
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Year to Date
Average Member Rating	5.0 / 5 (N = 4)	5.0 / 5 (N = 29)
Median Wait Time for On-Demand Medical Appointments	20 min	7.4 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	12
Congestion / sinus problem	1	13
Sputum / productive cough / phlegm	1	5
Shortness of breath	1	4
Wheezing	1	1
Nasal discharge	1	11
Discomfort / burning with urination	1	4
Frequent urination	1	4
Blood in urine	1	2
Fatigue / weakness	1	9

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Year to Date
Anxiety disorders	3	8
Administrative/social admission	2	4
Urinary tract infections	1	4
Residual codes; unclassified	1	1
Inflammation; infection of eye (except that c..	0	1
Diabetes mellitus with complications	0	0
Inflammatory diseases of female pelvic organs	0	0
Inflammatory conditions of male genital organs	0	0
Miscellaneous mental health disorders	0	1
Acute candidiasis of vulva and vagina	0	2

Clinical Service Delivery



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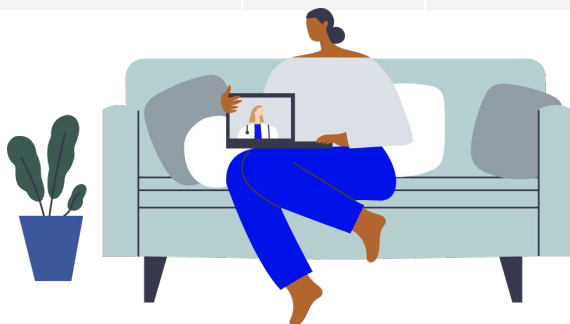
Prescriptions and Testing Summary

<h3>6</h3> <p>Prescriptions This Month</p>	<h3>64.9%</h3> <p>of visits resulted in a prescription order Year to Date</p>	<h3>0</h3> <p>Lab Orders This Month</p>	<h3>2.7%</h3> <p>of visits resulted in a lab order Year to Date</p>
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Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Year to Date
fluticasone nasal	1	1
cephalexin	1	2
citalopram hydrobrom..	1	2
doxycycline hyclate	1	2
fosfomycin trometham..	1	1
albuterol	1	4
polymyxin b-trimetho..	0	0
erythromycin ophthal..	0	1
amoxicillin	0	0
benzonatate	0	4

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



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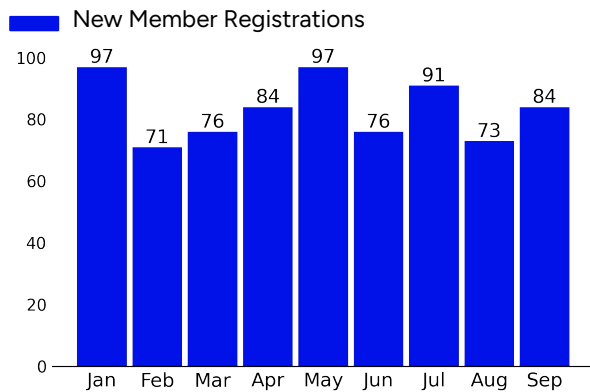
Member Engagement



84 Registrations This Month	6 Unique Visitors This Month	7 Total Visits This month
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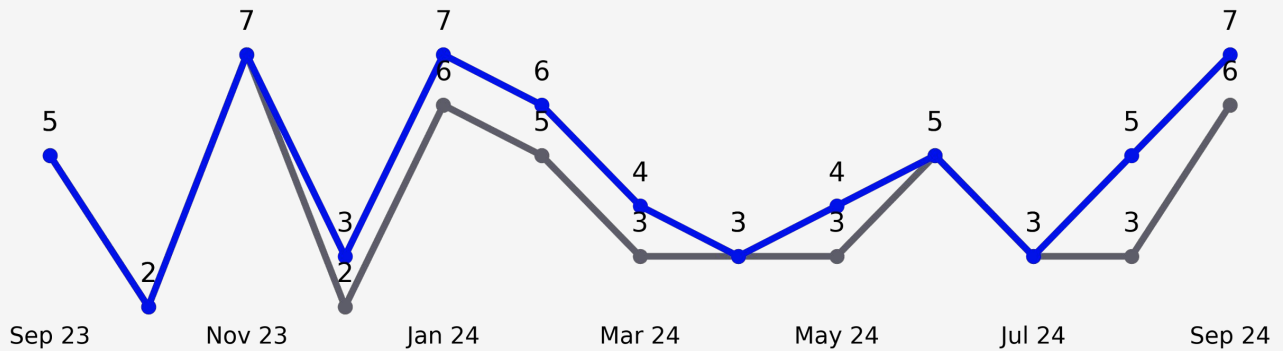
New Registrations (Year to Date)



-	4,409 Registrations Lifetime to date	-
-	749 Registrations Year to Date	-
-	Total Covered Lives	Registration Rate Lifetime to date
-	Employee Covered Lives	Registration Rate Year to Date

Visits Last 12 Months

— Unique Visitors — Total Visits

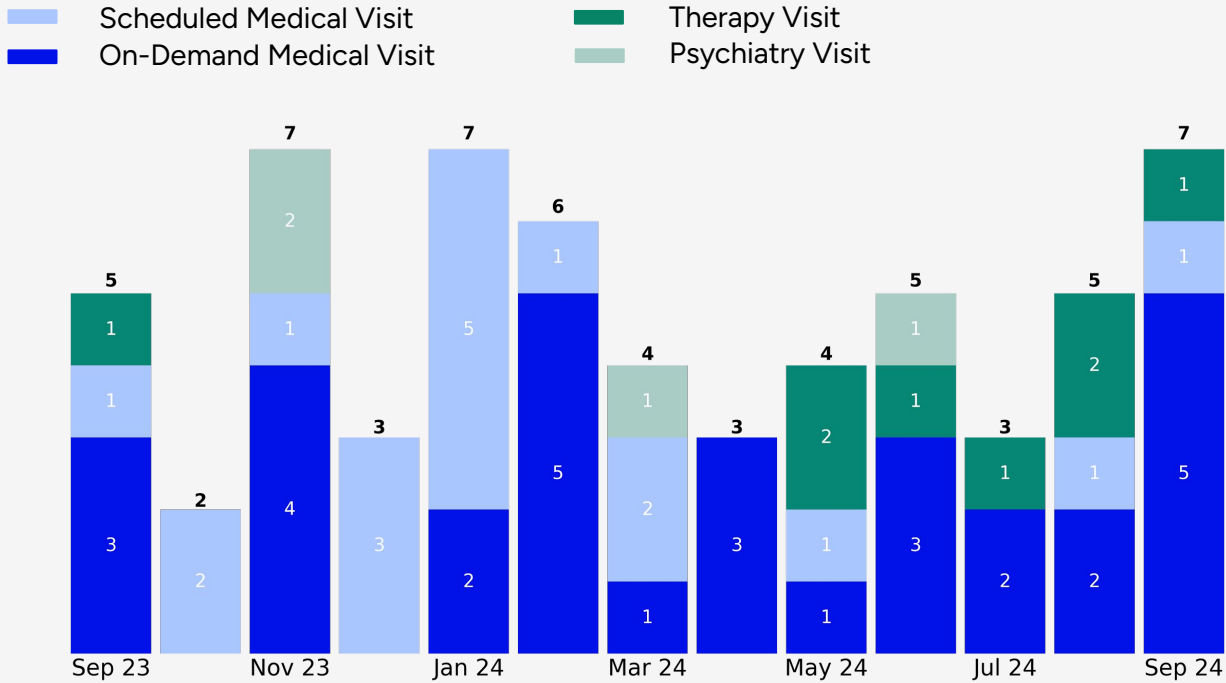


205 Visits Lifetime to Date	69 Unique Visitors Lifetime to Date	3.0 Average Visits Per Visitor Lifetime to Date	-
44 Visits Year to Date	20 Unique Visitors Year to Date	2.2 Average Visits Per Visitor Year to Date	-
Engagement Rate Lifetime to Date (Visitors/Lives)			
Engagement Rate Year to Date (Visitors/Lives)			

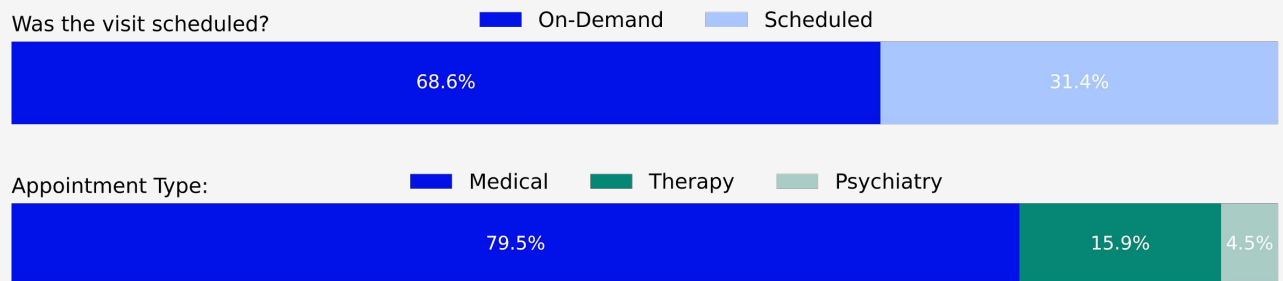
Member Engagement



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

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Member Access

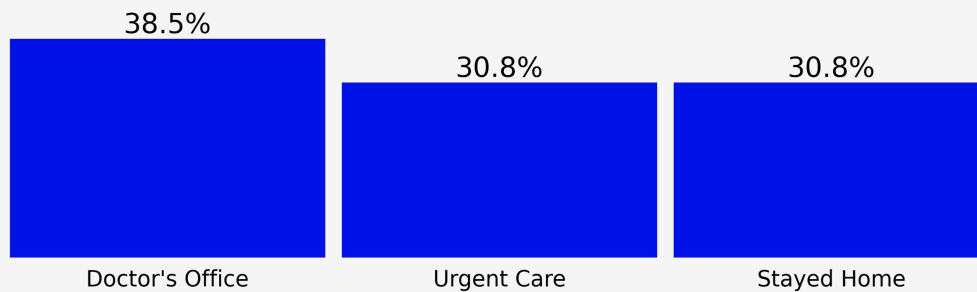


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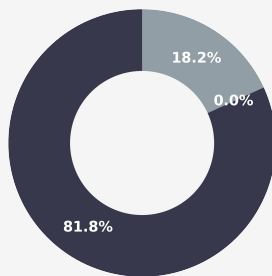
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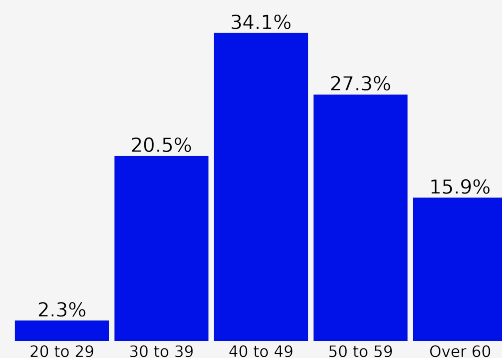
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	This Month	Year to Date
Average Member Rating	5.0 / 5 (N = 5)	5.0 / 5 (N = 34)
Median Wait Time for On-Demand Medical Appointments	10.2 min	9.5 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
Fatigue / weakness	4	13
Eye redness / discharge	4	8
Congestion / sinus problem	4	17
Headache	4	16
Difficulty / pain swallowing	2	7
Cough	2	11
Nasal discharge	2	13
Ear pain	2	5
Sputum / productive cough / phlegm	2	7
Difficulty sleeping	2	10

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits This Month	Visits Year to Date
Other upper respiratory infections	2	14
Inflammation; infection of eye (except that c..	2	3
Acute bronchitis	1	1
COVID-19	1	2
Administrative/social admission	1	5
Asthma	1	2
Anxiety disorders	1	9
Nausea and vomiting	0	0
Mood disorders	0	2
Urinary tract infections	0	4

Clinical Service Delivery



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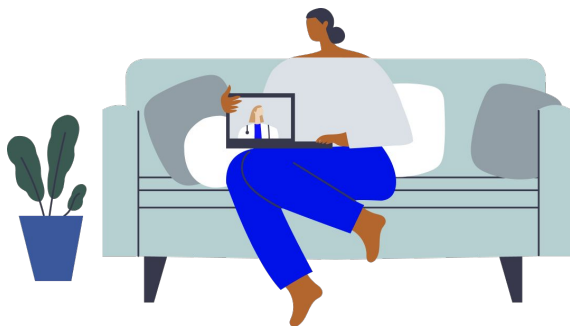
Prescriptions and Testing Summary

<h3>10</h3> <p>Prescriptions This Month</p>	<h3>68.2%</h3> <p>of visits resulted in a prescription order Year to Date</p>	<h3>0</h3> <p>Lab Orders This Month</p>	<h3>2.3%</h3> <p>of visits resulted in a lab order Year to Date</p>
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Top Prescriptions and Testing Orders

Top Prescriptions	Count This Month	Count Year to Date
prednisone	2	4
ipratropium nasal	1	2
benzonatate	1	5
azelastine nasal	1	3
fluticasone propionate	1	1
amoxicillin/potassiu..	1	2
azithromycin	1	1
polymyxin b sulfate/..	1	1
erythromycin ophthal..	1	2
dextromethorphan-pr o..	0	1

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



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