



# Virtual Care Engagement Monthly Report

UMR-UMR -

UMR-State\_of\_Nevada

Reporting Period

2025-01-01-2025-02-01

Member Engagement

56	336	392
Registrations This Month	Unique Visitors This Month	Total Visits This month

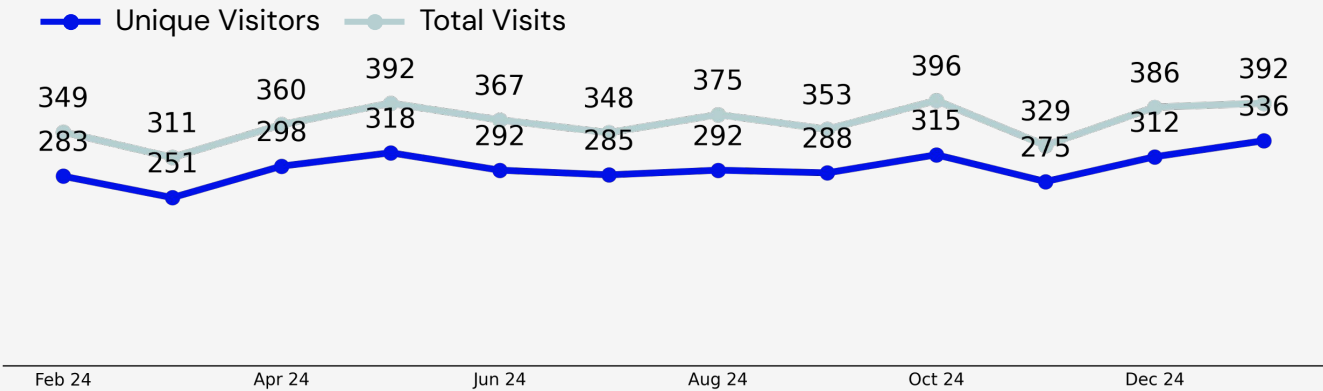
This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement 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)



0	4,645	0.0%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	56	0.0%
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months



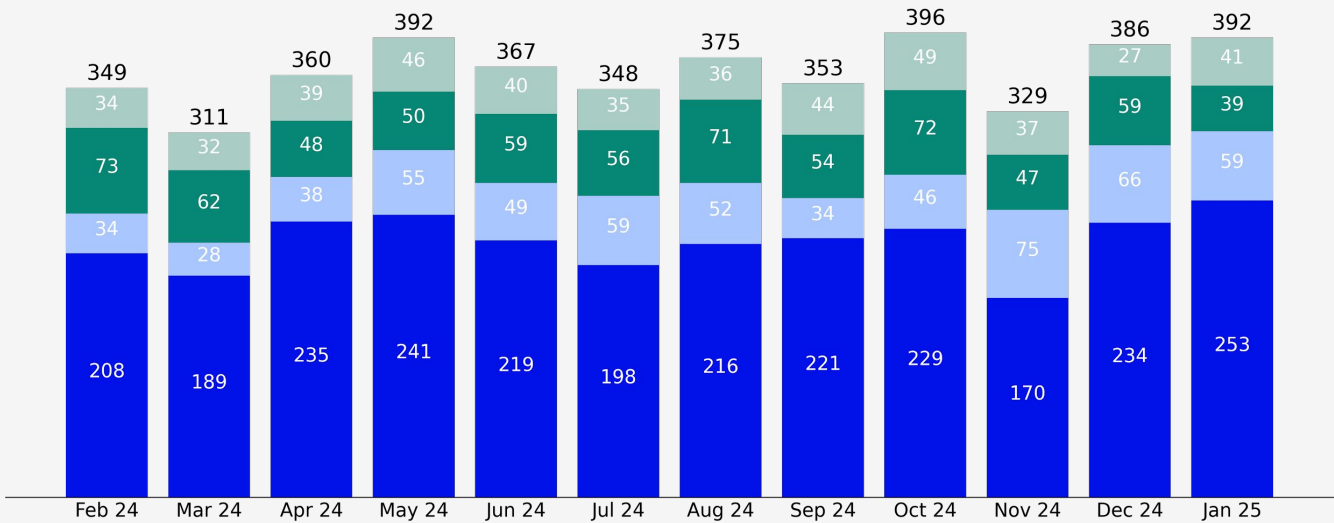
11,039	3,786	2.9	0.0%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
392	336	1.2	0.0%
Visits Year to Date	Unique Visitors Year to Date	Avg Visits Per Visitor Year to Date	Engagement Rate (Visitors/Lives) Year to Date

# Member Engagement



## Medical & Behavioral Health Visits (Rolling)

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



## Member Demand by Visit Type Year to Date

Was the visit scheduled?



Appointment Type:



Most Popular Day for Visits  
Year to Date

Thursday

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



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.

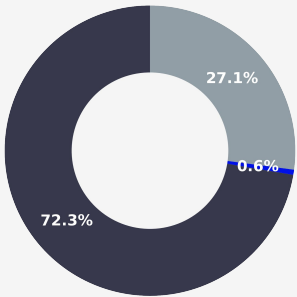
## Without Included Health, where would you have gone?

■ Percent Response Year to Date

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

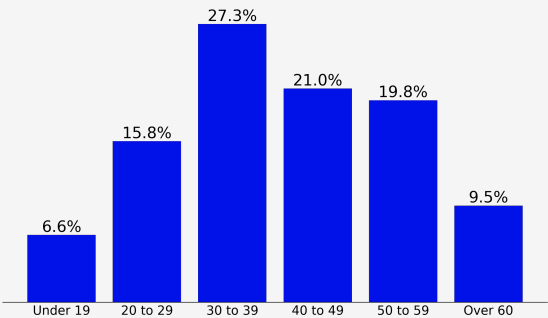
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	January	Year to Date
Average Member Rating	0.0 / 5 (N = 0)	0.0 / 5 (N = 0)
Median Wait Time for On-Demand Medical Appointments	19.6 min	19.6 min
Median Days to Scheduled Appointment (MD & BH)	2.0 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	49
Cough	39
Urinary tract infection (UTI)	21
Other injury	18
Sore throat	17
Eye issue	17
Fever	11
Nasal congestion	11
Rash	11
Anxiety	9

## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	117
Anxiety disorders	62
Mood disorders	34
Administrative/social admission	23
Urinary tract infections	23
Inflammation; infection of eye..	19
Cough, unspecified	18
Other upper respiratory disease	18
Viral infection	13
Adjustment disorders	12

# 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.

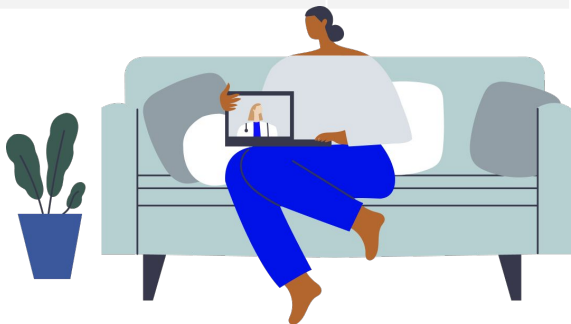
## Prescriptions and Testing Summary

<b>407</b> Prescriptions This Month	<b>70.7%</b> of visits resulted in a prescription order Year to Date	<b>60</b> Lab Orders This Month	<b>1.8%</b> of visits resulted in a lab order Year to Date
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## Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
amoxicillin and clavulanate potassium	27
ipratropium bromide	23
prednisone	19
fluticasone propionate	19
albuterol sulfate	17
benzonatate	16
nitrofurantoin (monohydrate/macrocrystals)	14
oseltamivir phosphate	13
ondansetron	12
sertraline hydrochloride	12

Top Labs	Count (YTD)
HbA1c (hemoglobin A1c), blood	4
lipid panel, serum	4
CMP, serum or plasma	2
urinalysis complete, reflex culture	2
TSH + free T4, serum	2
TSH, serum or plasma	2
CBC w/ auto diff	2
culture, urine	1
C diff toxin A+B, qual IA, stool	1
testosterone, total, serum	1



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
<b>Behavioral Health Visit</b>	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.
<b>Covered Lives</b>	Total count of member lives (employees and dependents) eligible for Included Health services.
<b>Employee Lives</b>	Total count of employee lives eligible for Included Health services.
<b>Engagement Rate</b>	Total number of unique visitors as a percentage of eligible lives.
<b>Medical Visit</b>	<p>Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians.</p> <p><b>Urgent Care:</b> Our Everyday &amp; 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 &amp; urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression</p> <p><b>Virtual Primary Care</b> - 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>
<b>ICD-10 Code and Description</b>	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
<b>Member Rating</b>	Average visitor rating of 1-5 stars submitted upon visit completion.
<b>Patient Reported Symptoms</b>	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
<b>Registration</b>	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.
<b>Reported Age and Gender</b>	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.
<b>Visit</b>	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
<b>Visitors</b>	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 -

UMR-State\_of\_Nevada

Reporting Period

2025-02-01-2025-03-01



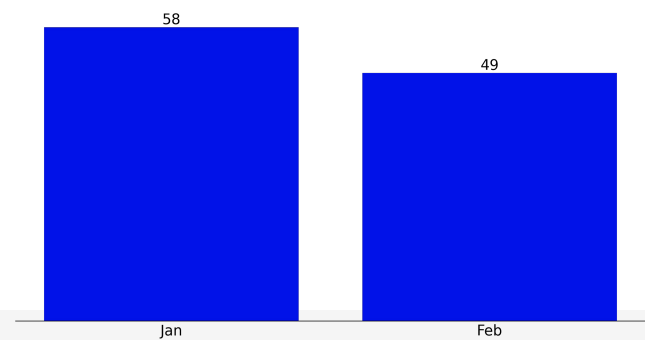
Member Engagement

49	299	360
Registrations This Month	Unique Visitors This Month	Total Visits This month

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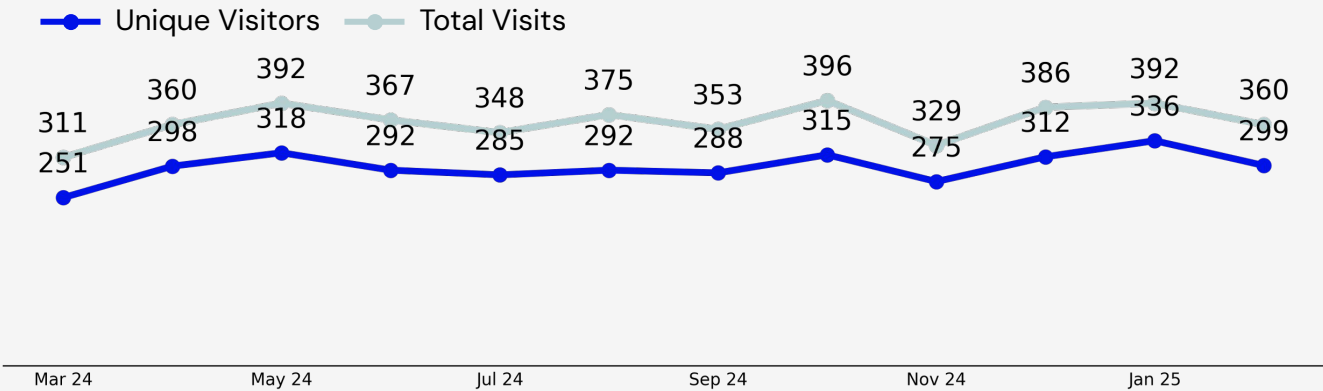
New Registrations (Year to Date)

New Member Registrations



0	4,792	0.0%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	107	0.0%
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months



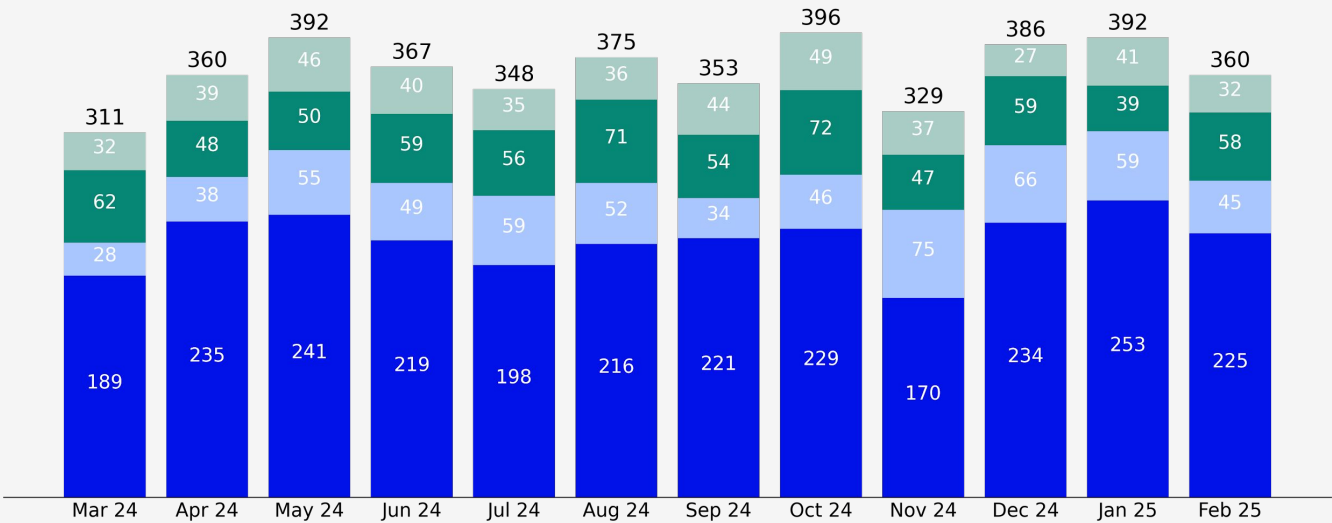
11,399	3,860	3.0	0.0%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
752	564	1.3	0.0%
Visits Year to Date	Unique Visitors Year to Date	Avg Visits Per Visitor Year to Date	Engagement Rate (Visitors/Lives) Year to Date

# Member Engagement



## Medical & Behavioral Health Visits (Rolling)

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



## Member Demand by Visit Type Year to Date

Was the visit scheduled?



Appointment Type:



Most Popular Day for Visits  
Year to Date

**Wednesday**

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



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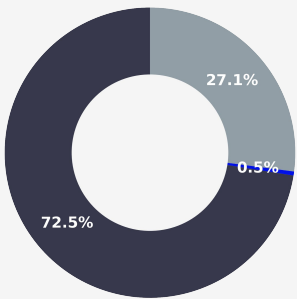
## Without Included Health, where would you have gone?

■ Percent Response Year to Date

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

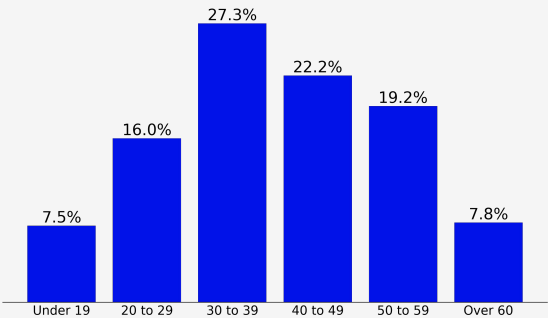
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	February	Year to Date
Average Member Rating	0.0 / 5 (N = 0)	0.0 / 5 (N = 0)
Median Wait Time for On-Demand Medical Appointments	14.7 min	17.3 min
Median Days to Scheduled Appointment (MD & BH)	2.0 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	98
Cough	61
Urinary tract infection (UTI)	44
Sore throat	34
Eye issue	29
Other injury	29
Anxiety	23
Fever	21
Influenza	20
Nasal congestion	20

## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	210
Anxiety disorders	128
Mood disorders	65
Urinary tract infections	44
Administrative/social admission	38
Cough, unspecified	34
Inflammation; infection of eye..	31
Adjustment disorders	29
Attention-deficit conduct and ..	29
Viral infection	29

# Clinical Service Delivery



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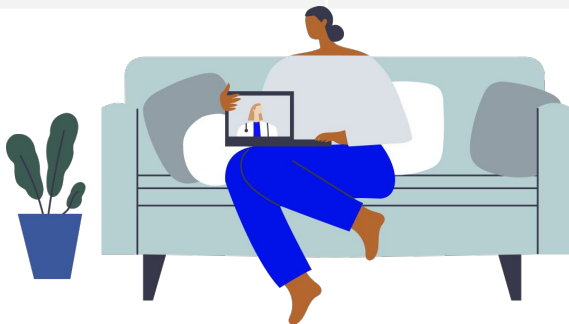
## Prescriptions and Testing Summary

<b>314</b> Prescriptions This Month	<b>64.9%</b> of visits resulted in a prescription order Year to Date	<b>16</b> Lab Orders This Month	<b>1.5%</b> of visits resulted in a lab order Year to Date
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## Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
amoxicillin and clavulanate potassium	42
fluticasone propionate	39
prednisone	36
ipratropium bromide	31
albuterol sulfate	30
benzonatate	27
nitrofurantoin (monohydrate/macrocrystals)	27
oseltamivir phosphate	27
ondansetron	25
methylprednisolone	18

Top Labs	Count (YTD)
HbA1c (hemoglobin A1c), blood	5
lipid panel, serum	5
CBC w/ auto diff	4
TSH, serum or plasma	3
CMP, serum or plasma	3
culture, urine	2
TSH + free T4, serum	2
urinalysis complete, reflex culture	2
CT + NG RNA, PCR, unspecified specimen	1
mycoplasma genitalium DNA, qualitative, PCR	1



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# Virtual Care Engagement Monthly Report

**UMR-State of Nevada**

**Reporting Period**

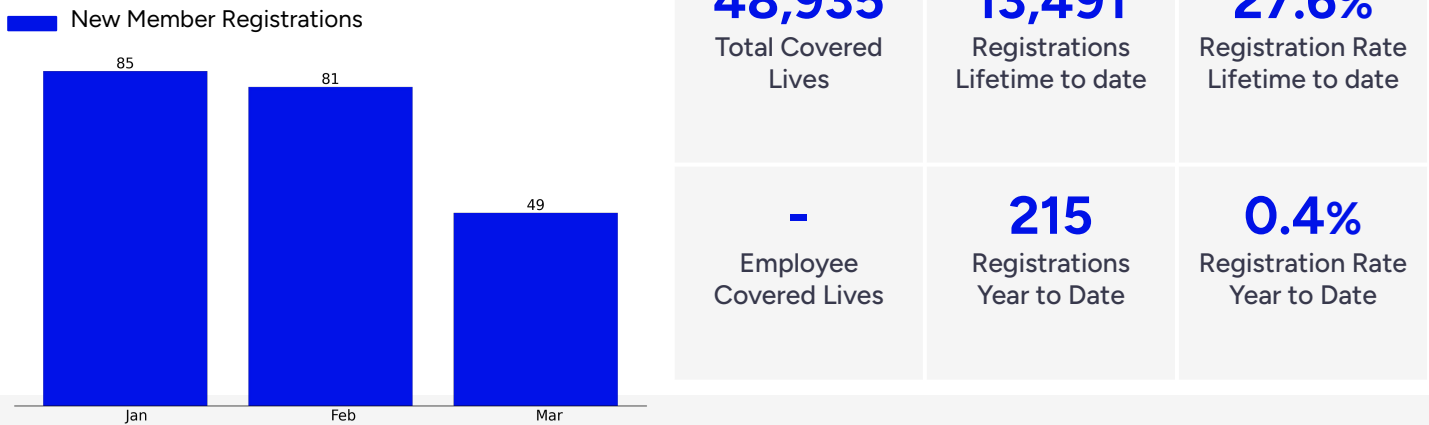
**2025-03-01-2025-04-01**

Member Engagement

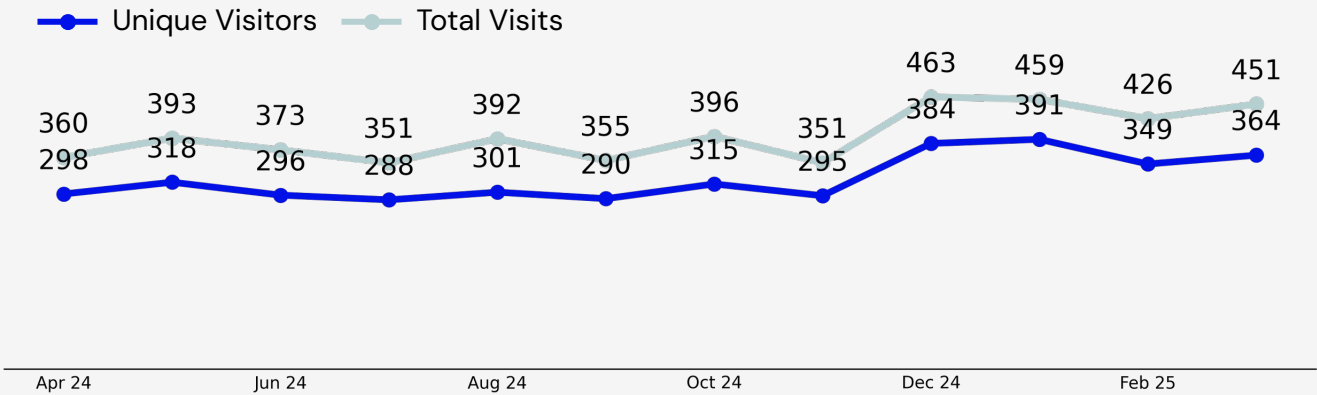
49	364	451
Registrations This Month	Unique Visitors This Month	Total Visits This month

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New Registrations (Year to Date)



Visits Last 12 Months



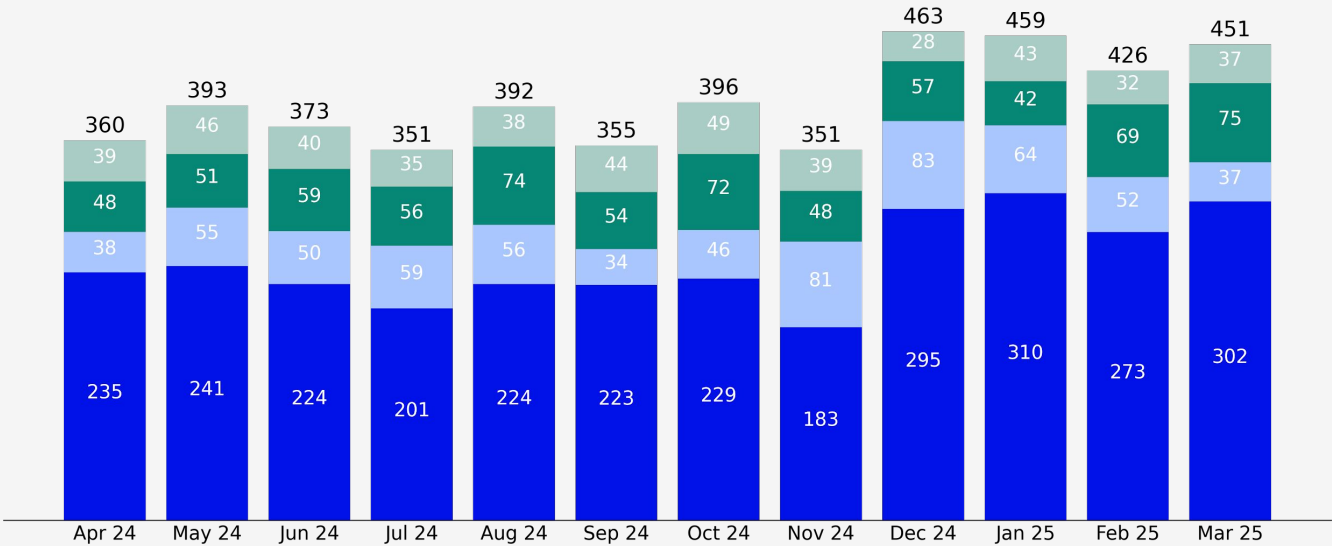
24,058	7,852	3.1	16.0%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
1,336	909	1.5	1.9%
Visits Year to Date	Unique Visitors Year to Date	Avg Visits Per Visitor Year to Date	Engagement Rate (Visitors/Lives) Year to Date

# Member Engagement

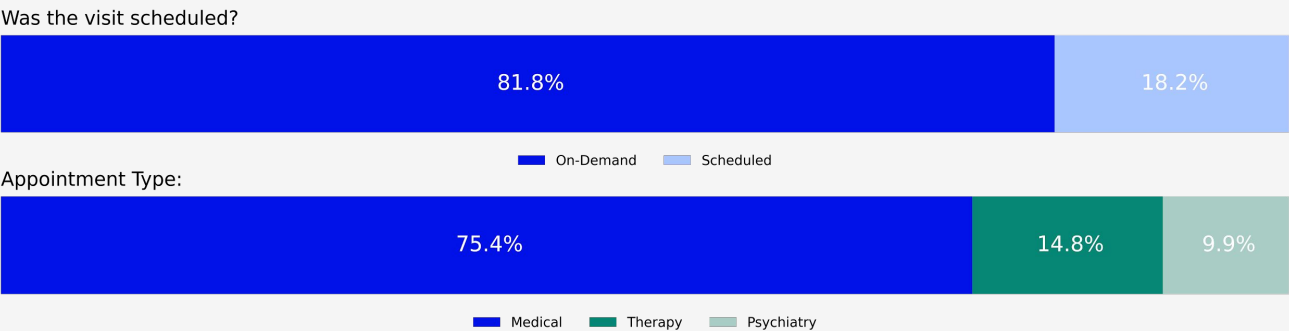


## Medical & Behavioral Health Visits (Rolling)

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



## Member Demand by Visit Type Year to Date



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

# Member Access

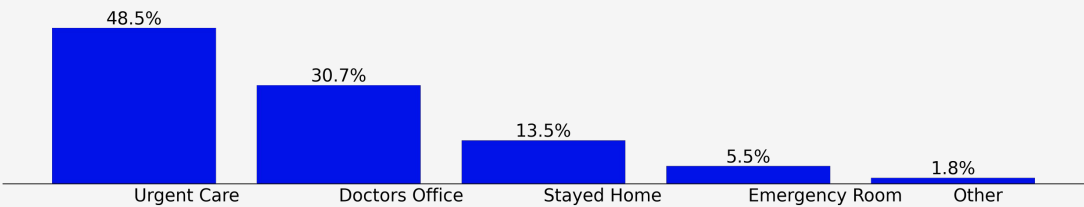


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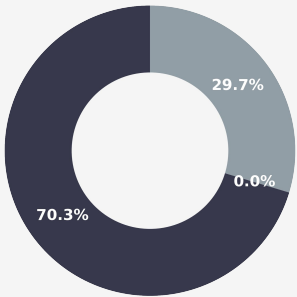
■ Percent Response Year to Date

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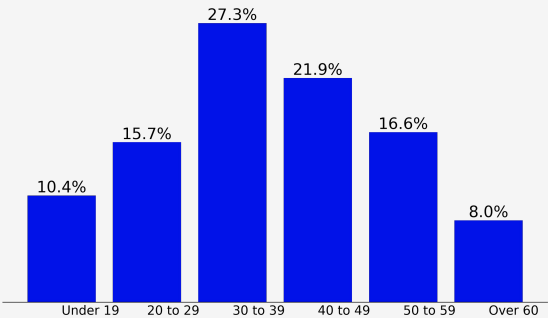
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	March	Year to Date
Average Member Rating	4.9 / 5 (N = 189)	4.9 / 5 (N = 206)
Median Wait Time for On-Demand Medical Appointments	3.0 min	7.8 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	148
Cough	103
Urinary tract infection (UTI)	87
Eye issue	64
Sore throat	60
Other injury	57
Anxiety	44
Influenza	42
Fever	40
Nasal congestion	37

## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	337
Anxiety disorders	214
Mood disorders	108
Urinary tract infections	83
Inflammation; infection of eye..	71
Administrative/social admission	65
Cough, unspecified	64
Adjustment disorders	58
Viral infection	56
Attention-deficit conduct and ..	50

# 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

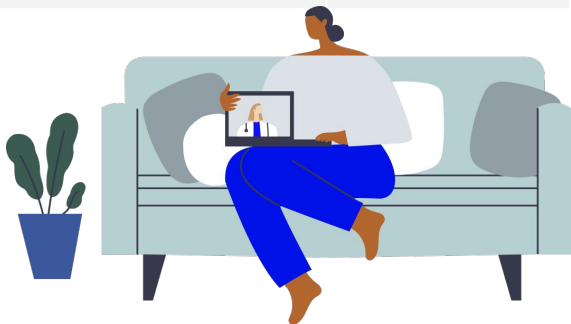
<b>378</b> Prescriptions This Month	<b>63.2%</b> of visits resulted in a prescription order Year to Date	<b>19</b> Lab Orders This Month	<b>1.4%</b> of visits resulted in a lab order Year to Date
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## Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
prednisone	70
fluticasone propionate	69
amoxicillin and clavulanate potassium	68
albuterol sulfate	55
oseltamivir phosphate	50
nitrofurantoin (monohydrate/macrocrystals)	48
ondansetron	46
ipratropium bromide	40
benzonatate	38
methylprednisolone	32

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

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# Data & Metric Definitions



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