

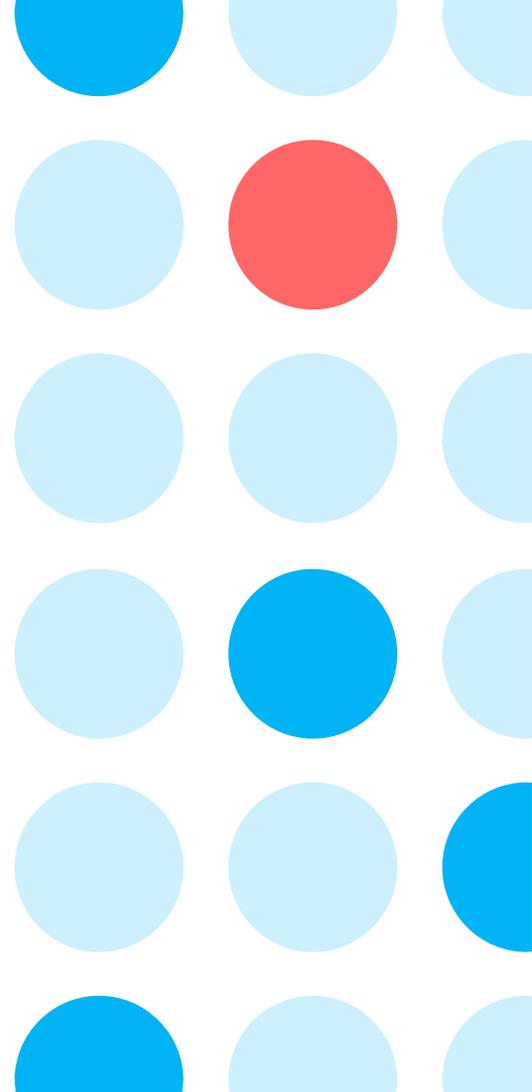
Grand Rounds + dr. on demand

are now



City of Reno Business Review

June 2022



Agenda

- 1 Introductions & Business updates
- 2 Executive summary
- 3 Program review
 - a. Member engagement
 - b. Value to members
 - c. Value to City of Reno
 - d. Additional opportunities
- 4 Closing and next steps



Introductions



Angela Davis
Management Analyst



Tanna Prince
Senior Vice President

Ashley Caballero
Account Manager

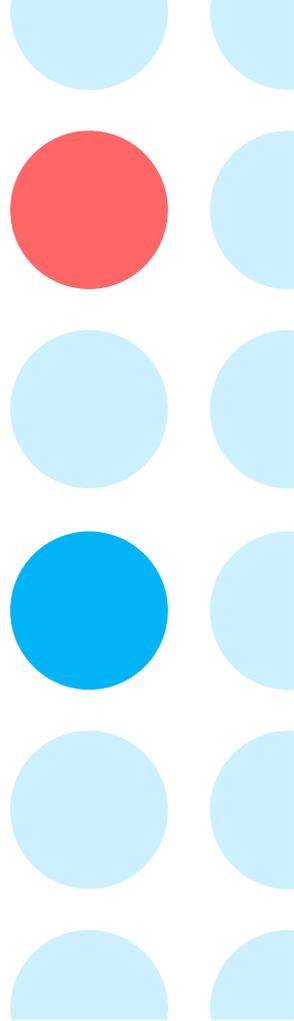


Camille Lyon
Sr. Client Success Manager

Traci Kubisiak
Director, Client Success



Business Updates – City of Reno



Partnership goals

What do we want to accomplish together?

Address healthcare costs

Ensure members are getting the right care.

2020-21 Highlights:

- 70% treatment change rate across 13 Expert Medical Opinions
- 50% of members seeking clinical support routed away from Emergency or Urgent Care

Drive access to quality care

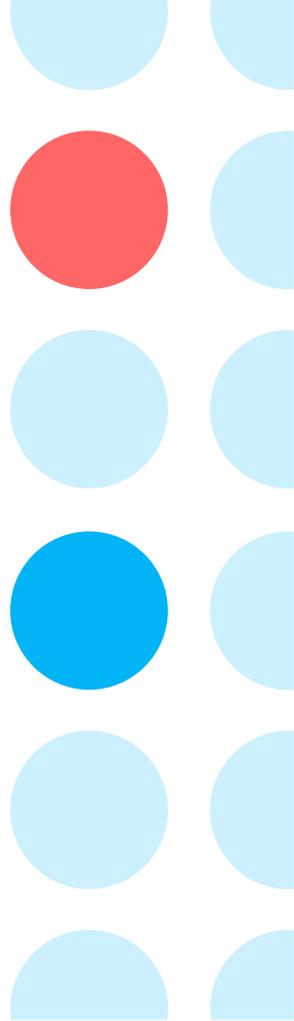
Direct members to high quality local care whenever possible.

2020-21 Highlights:

- 98 high quality providers referrals
- 50% of referrals were to primary care providers



Business Updates – Included Health



Included Health 2021 Year in Review...Impacts

For everything



Introduced All-Included Care™ a unified care platform that supports members across their entire healthcare experience

Expanded our offerings with

74 clients

who saw the promise of creating a more connected care experience for their members



Built trusted relationships through comprehensive, wraparound support, leading to our current average member rating of **4.9 / 5**

For everyone

Grew our diverse clinical team to better support all members



Partnered with many of our clients, including Fortune 500 companies, to better support the health needs of the

LGBTQ+ and Black communities

Opened up access to better mental healthcare for our members across the U.S. with a **33% growth** in behavioral health providers on staff ¹



Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.

For outcomes



Delivered more than **3 million** member interactions ²

Saved members \$3.5M in direct out-of-pocket medical expenses by fixing incorrect bills and other claims issues ³



Awarded as one of the best places to work by FORTUNE and Inc. Magazine

“ I felt validated. As parents, we are our children’s advocates.”

“ The right doctors make such a difference and we wouldn’t have found them if not for Included Health.”

“ After five years of searching, we finally had an answer.”

“ A while ago, I felt like a lost cause and that there was nothing to be done, but now I finally have some hope.”

¹) The 33% growth in behavioral health providers on staff represents the increase in total active psychology and total active psychiatry providers from January 2021 to November 2021

²) In our fiscal year ended June 30, 2021.

³) As measured over the period from January 2021 to December 2021.

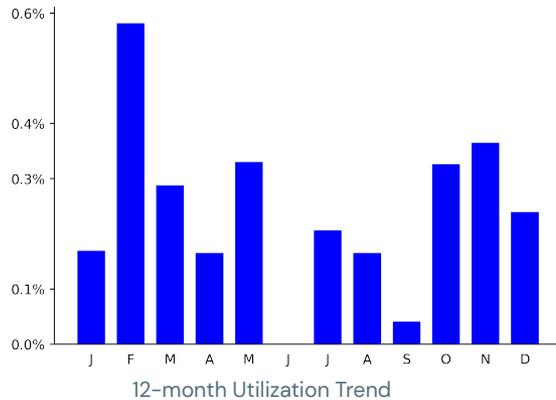
Member engagement overview

City of Reno is outperforming relative to peers in utilization

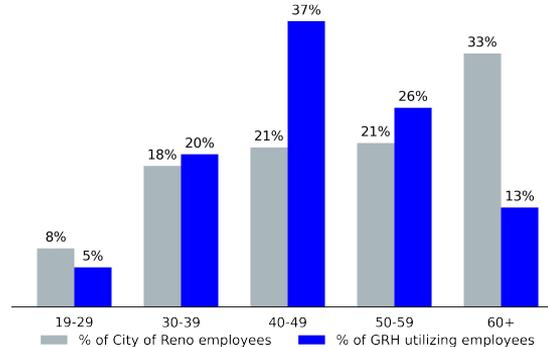
Registration and utilization

9% Household registration rate

6.1% Utilization in Q120-Q42021 (vs. 2% benchmark)



Age distribution



Demographics



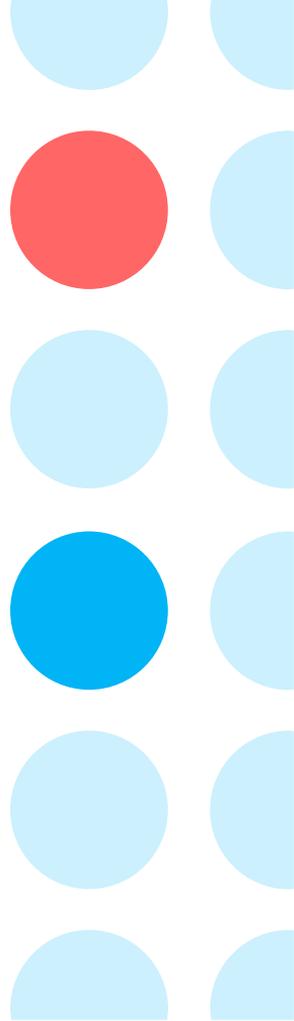
54% female, 46% male (vs. 47% / 53% in overall City of Reno population)



79% primaries, 21% dependents (vs. 44% / 56% in overall City of Reno population)

Utilization defined as (# of services / # of eligible employees)

Program review



City of Reno current services

We ensure your members get the right diagnosis and treatment



Member



Live Support,
Messaging, App



High-Quality Provider Referrals

Match with high-quality providers and facilities, and get help scheduling the appointments



Live Clinical Support

Get answers for questions about current care from clinicians



Expert Medical Opinions

Review complex cases with world-class experts



Executive summary

January 1, 2020 – December 31, 2021

Program results at a glance

6.1%
utilization
(vs. 2% benchmark)

171
Unique users

70%
change in treatment
(vs. 67% benchmark)

1.06x
ROI

Utilization overview

- 98 High quality provider referrals
- 27 Treatment Decision Support cases
- 13 Expert Medical Opinions

Expert opinion condition categories

- Nervous system
- Neoplasms
- Musculoskeletal
- Skin and subcutaneous tissue
- Digestive
- Injury and poisoning
- Blood diseases

Top referrals by specialty

- Primary care (50% of referrals)
- Dermatology
- Psychiatry
- OB/GYN
- Cardiology
- Neurology
- Otolaryngology
- Pediatrics



“I must say that I am very happy with my experience. On a 1–10 point scale with 10 being the top, I would rate my my experience with GR a 15. **The communication was perfect and the speed of getting the opinion was amazing.**”

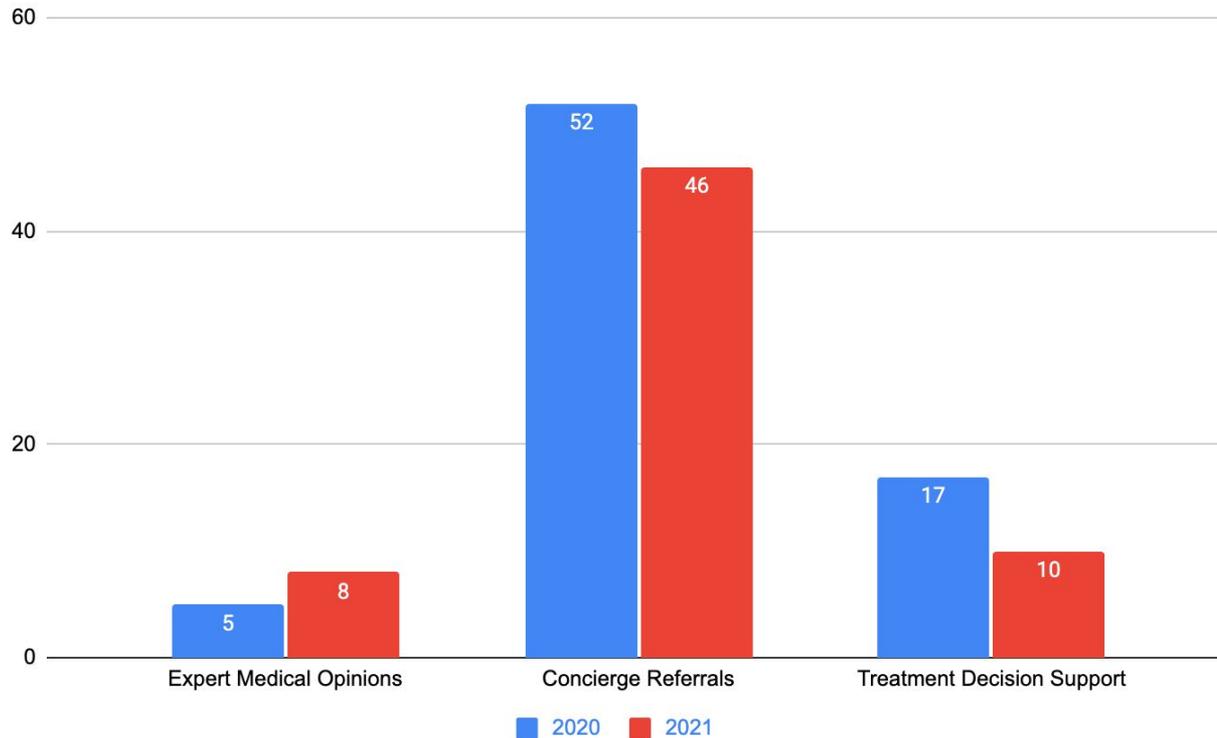
–City of Reno Member

Benchmark based on clients with similar service scope and time period



2020-21 Year over year utilization

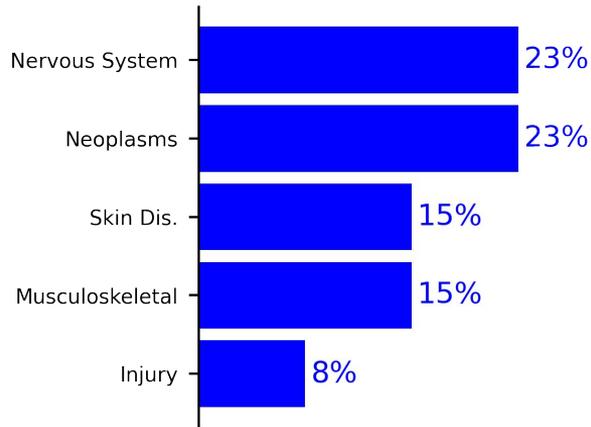
138 total completed cases



How members are using our services

7

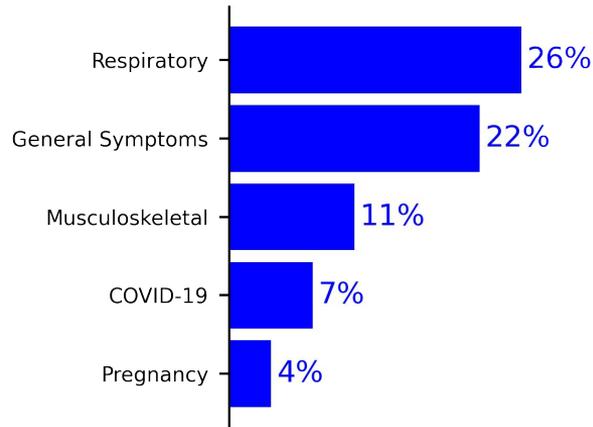
Conditions addressed via Expert Medical Opinions



% of City of Reno's 13 EMO cases

13

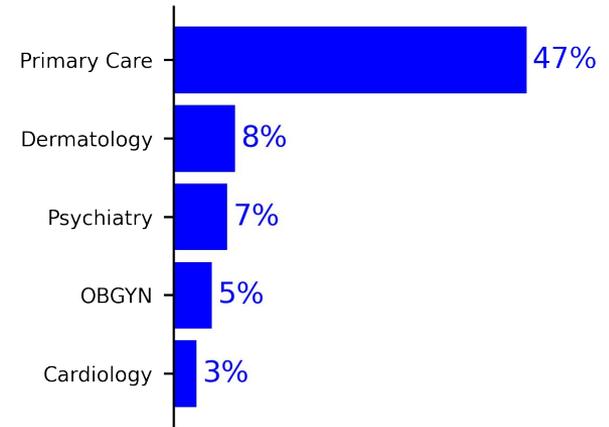
Conditions addressed via Live Clinical Support



% of City of Reno's 27 Live Clinical Support cases

18

Specialties represented via Referrals

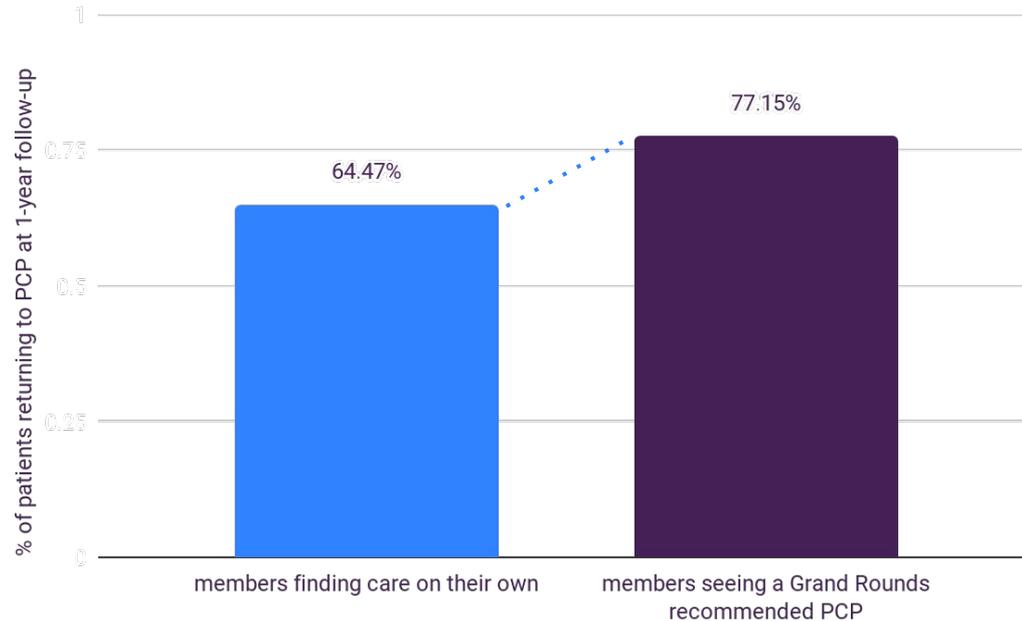


% of City of Reno's 98 Referral cases



Personalization

Better matched PCPs result in repeat clinical engagement and better compliance



Patients seeing a recommended PCP are **20% more likely to return** to the same provider than a patient seeing a non-recommended PCP.

Studies show that new patient retention is correlated with clear physician communication and patient trust. These factors, in turn, are correlated with patient adherence to physician recommendations.

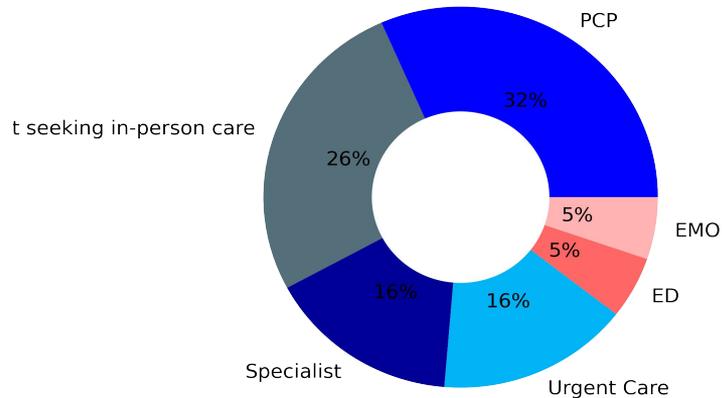
*Data is for Included Health Navigation BoB. Analysis only members with a demonstrated need to return to their PCP in the following 12 months, defined as members with more than \$5K in spend following their first PCP visit.



Affordability

Ensuring that members do not pay for unnecessary care

Where would the member have gone in the absence of Live Clinical Support?



50%

members who were planning on seeking care at ED/UR visits were routed away from ED/UR (vs. 31% benchmark)

Better health outcomes—Expert Medical Opinions

Expert Medical Opinions have significantly changed members' treatment paths

13 EMO cases completed

70%

change in
treatment
(vs. 67% BoB)

40%

surgeries
cancelled/delayed
(vs. 38% BoB)

50%

medications
changed
(vs. 57% BoB)

“I am very happy with this experience – I was pleased with the turnaround time and it was smooth without any problems. **I plan to tell my coworkers about this service as it is a great addition to our benefits.** This was both helpful and reassuring. I feel like I will be able to manage my [condition] better due to this report. Thank you!”

Reflects 13 Expert Opinion cases completed during 2020–2021.





City of Reno Member Case Study

We helped member better understand his recent diagnosis and how best to manage it



Meet the expert

Dr. Burton Scott

Professor of Neurology

Duke University

Member situation

- This City of Reno employee came to us after recently being diagnosed with Parkinson's disease. He had a history of a worsening right tremore in his hands as well as other symptoms – constipation, forgetfulness and balance issues.
- His PCP referred him to a neurologist who did an MRI and examined him; based on this, he felt the member had Parkinson's, but did not feel he was at the point where he needed to start on medication.
- The member reached out to IH to determine if this was the best course of action and to determine if this was the correct diagnosis.

How we helped

- A dedicated clinician was assigned to the member's case and collected a detailed history to help guide records collection and craft personalized questions.
- Provided background information on Parkinson's

Results

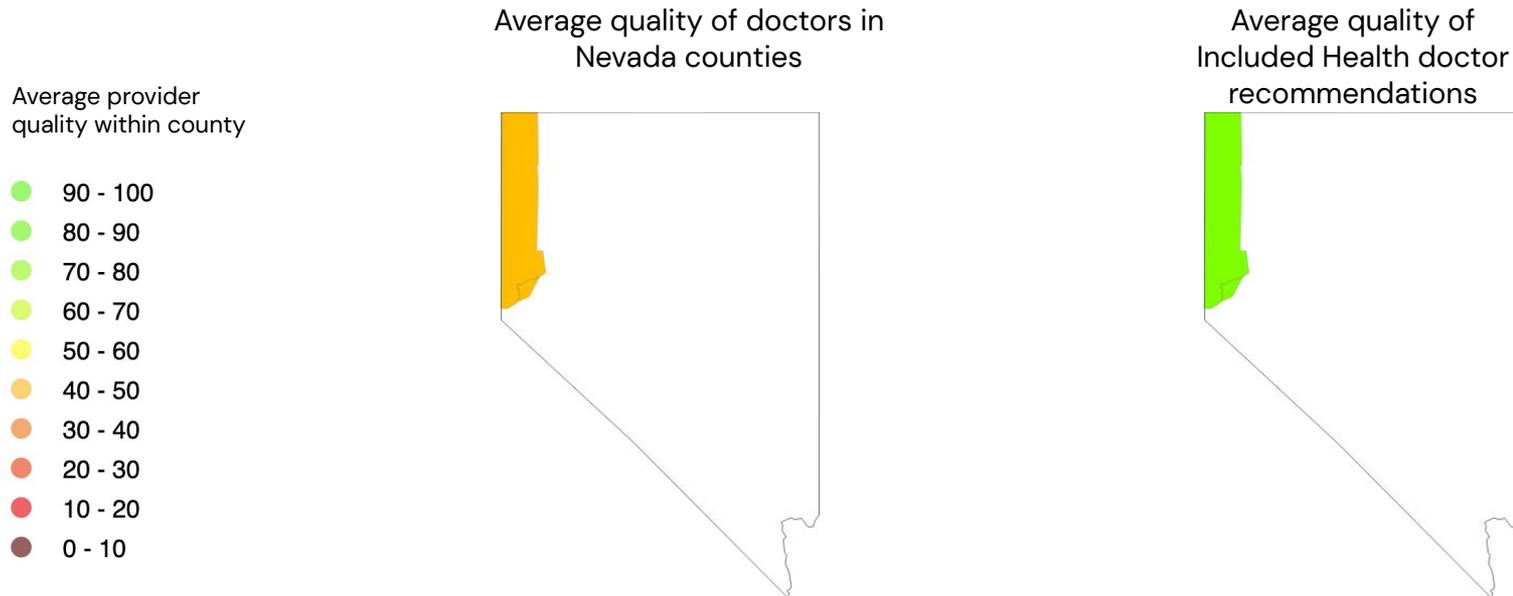
- Dr. Burton agreed with the diagnosis of Parkinson's Disease, or PD, given that he has a resting tremor of the left hand that is also apparent when walking. He explained that PD results from the brain not producing sufficient quantities of brain chemicals called dopamine, the mainstay of treatments for PD is to increase dopamine in the brain by the use of a medication containing carbidopa-levodopa.
- Dr. Burton did not feel that the member needed to start medication right now – he should wait until the symptoms of resting tremor, stiffness and slowness become bothersome. In the meantime he encouraged the member to stay active and exercise as evidence has shown that PD patients who stay active function better and longer than those who are inactive.
- The member was incredibly thankful for the detailed recommendations the expert provided.

“ I am very happy with this experience – I was pleased with the turnaround time and it was smooth without any problems. I plan to tell my coworkers about this service as it is a great addition to our benefits. This was both helpful and reassuring. I feel like I will be able to manage my PD better due to this report. Thank you!”

– City of Reno member

Better health outcomes—Referrals

In Nevada, the state with the highest volume of provider referrals, Included Health improved the average provider quality by 27 points



Color represents the average quality of physicians that were recommended to City of Reno patients within each Nevada county.





Notable member cases

Included Health couples real-time clinical guidance with referrals to quality local care

MEMBER BACKGROUND

City of Reno dependent, female in her late 60's

Condition: Mole that has changed shape

Services used: Concierge Referral

Included Health impact

- This member reached out for assistance locating a dermatologist to look at a mole that has changed over the past six months. Her PCP saw it one year ago but she would prefer to see a specialist who can biopsy it if needed. She indicated Mondays and Wednesdays work better for appointments.
- We were able to match her with a high-quality in-network dermatologist during her desired day of the week.

“It was great meeting the doctor and I will definitely be recommending her to anyone I know who needs the type of care she provides. The procedure was quick, over before I knew it and the biopsy came back benign. Office staff was very helpful and friendly. **Thank you very much for assisting me in locating this doctor.**” –City of Reno member

MEMBER BACKGROUND

City of Reno dependent, male in his early 40's

Condition: New PCP, men's health concerns

Services used: Concierge Referral

Included Health impact

- This member reached out for help locating a new PCP in their insurance network. He was hoping to find a primary care provider who can address men's health issues who are over age 40.
- The team at Included Health was able to match the member with a high-quality in-network provider who met these criteria. The member was very pleased with this provider.

“The visit went well and did blood work the same day. The Doc referred me to Pulmonary and Sleep Medicine, which I need to return their call. **Thanks for checking in.**”

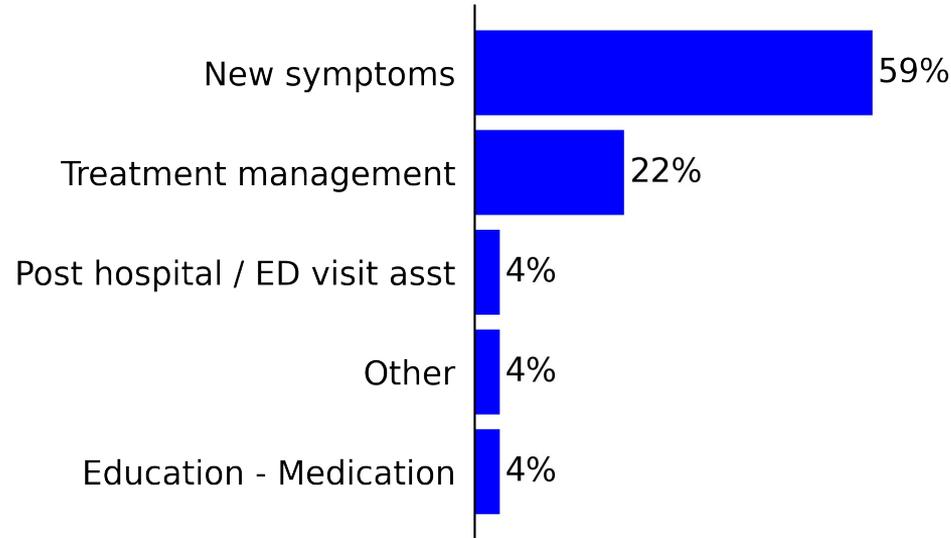
– City of Reno member



Better health outcomes—Live Clinical Support

Real-time clinical guidance provides timely support to members needing care

Top 5 most common member needs for live clinical support



Top 5 most common conditions

Condition	% of Cases
Respiratory	26%
General Symptoms	22%
Musculoskeletal	11%
COVID-19	7%
Digestive Dis.	4%



Lower costs

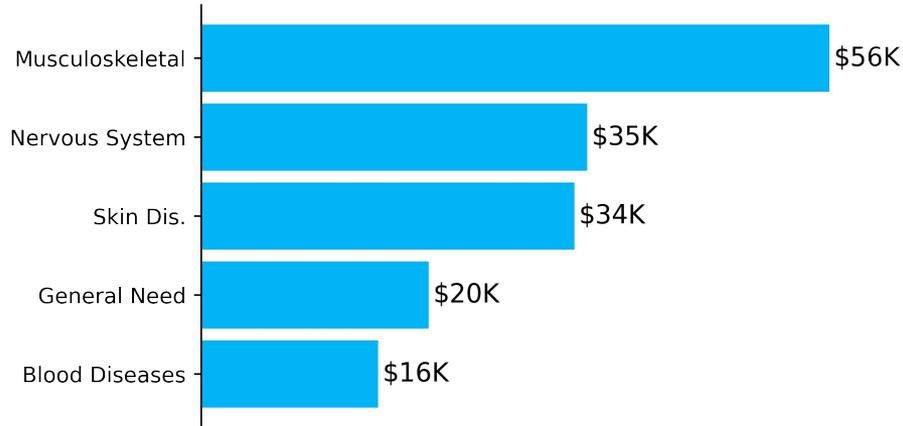
\$256.9K savings achieved in 2020–2021 resulting in a 1.06:1 ROI

\$256.9K
Gross savings

1.06x
ROI
(vs. 1:1 performance guarantee)

\$10.5K
Average savings per Expert Medical
Opinion (vs. \$9.8k benchmark)

Top 5 Condition Categories by Savings



Top 5 EMO Condition Drivers of Savings

Condition Category	% of City of Reno Savings	% of BoB Savings
Musculoskeletal	33%	41%
Nervous System	22%	9%
Skin Dis.	18%	3%
Blood Diseases	12%	1%
Neoplasms	9%	12%



Detailed savings breakdown

		2020	2021
Expert Medical Opinions	# of cases	5	8
	Total savings	\$55k	\$81.6K
Concierge Referrals / Provider Match	# of cases	52	46
	Total savings	\$62K	\$51K
Live Clinical Support	# of cases	17	10
	Total savings	\$5k	\$2K
Savings	Gross	\$122k	\$135K
	Net	\$209	\$15k
	ROI	1x	1.3x



Next Steps

