



Healthcare, meet
Intelligent Engagement.™



We're opening the door to a new kind of healthcare consumer engagement.

With a unique approach we call Intelligent Engagement, we've combined data, technology, talented teams, clinical expertise and engagement experience from outside of healthcare to help the healthcare system work better for our clients and those they serve.

It's how we deliver industry-leading solutions for health plans, health systems, healthcare service companies and others. It's how we support 86 million healthcare consumers each year.

And it's how those individual interactions are collectively changing healthcare costs, outcomes and lives.

- Optimize revenue
- Improve care and outcomes measures
- Contain costs
- Boost efficiency
- Elevate your competitive advantage
- Enhance the consumer experience and increase satisfaction

Every experience. Every channel. Any time.

A telehealth consult at 3 a.m. Closing a gap in care that saves a life. Turning an ID card request into a loyalty-building moment. Whatever the consumer need, we can help your organization deliver cost-effective, personalized experiences.

Clients from across healthcare and partnerships that continue to strengthen over time.

Carenet Health collaborates with more than 250 of the nation’s premier health plans, health systems, providers and Fortune 500 businesses, bringing a strategic view from across the health and wellness ecosystem. Our meticulously trained teams serve as trusted extensions of our clients’ organizations and support the distinct needs of their healthcare consumers.

When you work with us, you’re gaining our knowledge as an industry engagement learning lab. We continually test strategies and redefine best practices to benefit all of our clients and their consumers, at every intersection along the healthcare journey.

1 in 4

Americans are supported by our teams

80%

of our clients have been with us for at least 7 years

30

years of consumer interactions that drive action and results



Intersecting at every point in the healthcare consumer journey



Awareness of healthcare benefits



Physician and practice relationship



Health and well-being advice

Medication support

Member and patient services

Care support/decision-making

“Our partnership with Carenet is vital to providing our members with exceptional customer service and guidance. We trust them completely to interact with our members as a seamless extension of our organization and culture.”

Senior Director, Member Strategy & Engagement
at a Leading National Health Plan



Engagement Solutions

Think of Carenet Health as your enterprise-wide engagement engine. We'll work with you to problem-solve and design data-driven solutions that educate and guide. The bottom-line goal is to deliver the right information to the healthcare consumer at the right time, in the right way.

HEDIS® and Stars Improvement

Closing gaps in care, patient experience and satisfaction measures, appointment scheduling, social determinants of health support, member education and medication adherence

Cost-Savings Initiatives

Unnecessary care diversion, readmissions reduction, in-network steerage, cost comparisons

Onboarding

Welcome calls, health assessments, retail-to-mail Rx, program enrollment, PCP selection

Customer Support Services

After-hours solution, benefits/claims assistance, referrals, eligibility verification

70K

healthcare consumer interactions every day

When you get engagement right,
you get healthcare right.

We can help you deliver the kind of experiences regularly found in other facets of consumer lives. Personalized, multi-channel, convenient and meaningful.



average engagement activation rate



average HRA completion rate

Healthcare Advocacy and Navigation

Carenet Health can serve as your expert designer and general contractor of a one-stop, high-touch, personalized concierge service. We'll help you define what a successful advocacy solution should include for your organization by mapping the member journey, defining data requirements and other needs, and assessing available resources—all to truly elevate your member experience.

The result is a solution that's exactly what your members need and nothing they don't, and everything your plan must have to establish a rich competitive advantage.

Consolidated Outreach Possibilities

Member onboarding, HRAs, care coordination, discharge follow-up support, outreach for high-risk/high-cost members, clinical and non-clinical decision support

Example Program Integrations

Health coaching, education services, telehealth solutions, and other vendor programs, i.e., smoking cessation, dental/vision coverage, wellness rewards, weight management programs



330+
clinical staff

\$162M
client savings/yr

99%
average patient
satisfaction after
interaction with
our nurses

80%
of members directed
to non-emergent
resources

"I have found Carenet to be a world-class organization. The executive staff is forward-thinking, utilizing state-of-the-art approaches to solve partner problems."

Vice President at a Leading Provider of Health Information Services

Clinical Support

Carenet Health offers the highest-quality clinical and support teams and patient engagement resources to help your organization improve outcomes and lower costs, while easing the workload of internal resources. Our clients leverage our optimized infrastructure—including our best-in-class virtual clinical workforce and bilingual talent—for maximum scalability and around-the-clock support.

Disease and Condition Management

Post-discharge follow-up, health coaching, remote patient monitoring, program enrollment, outreach for high-risk/high-cost members

Decision Support

Evidence-based education, shared decision-making, treatment/care plan information and comparisons

Telehealth Solutions

Our telehealth-trained and experienced care coordinators, registered nurses, physicians and behavioral health therapists deliver on-demand, 24/7/365 access to virtual care. Streamlined efficiencies and integration with our clients' systems fuel our inventive telehealth solutions, which are designed to give patients the care they need, when they need it, while avoiding unnecessary higher-cost care settings.

Virtual Clinic

One-point-of-access, carefully triaged telehealth experience that typically lowers client costs by about 67%

24/7 Nurse Triage/Nurse Advice Line

Offering both a nurse-first model and acuity/call-back model

Behavioral Health Crisis Support

Expanding your on-demand telehealth services with just-in-time specialty support that stabilizes situations 24/7



Partnering with us can be game-changing. Here's why.



Leading engagement professionals

Carenet Health is one of the leading engagement and telehealth partners for U.S. health plans and providers. Our team includes experts who have helped guide engagement efforts for not only groundbreaking organizations in healthcare, but also brands such as Amazon, Citibank and American Express.

Clinical capital

With nearly 300 clinicians on staff, important quality accreditations and the use of evidence-based content, we're known for our clinical proficiency and expertise.

Operational excellence

A flexible infrastructure, outstanding talent acquisition measures, extreme scalability and enterprise approach ensure our clients have confidence in our solutions.

Advanced CRM technology

Carenet Health's customer relationship management (CRM) technology is multi-dimensional and engineered to provide holistic data views and drive proactive interactions throughout the healthcare consumer lifecycle.

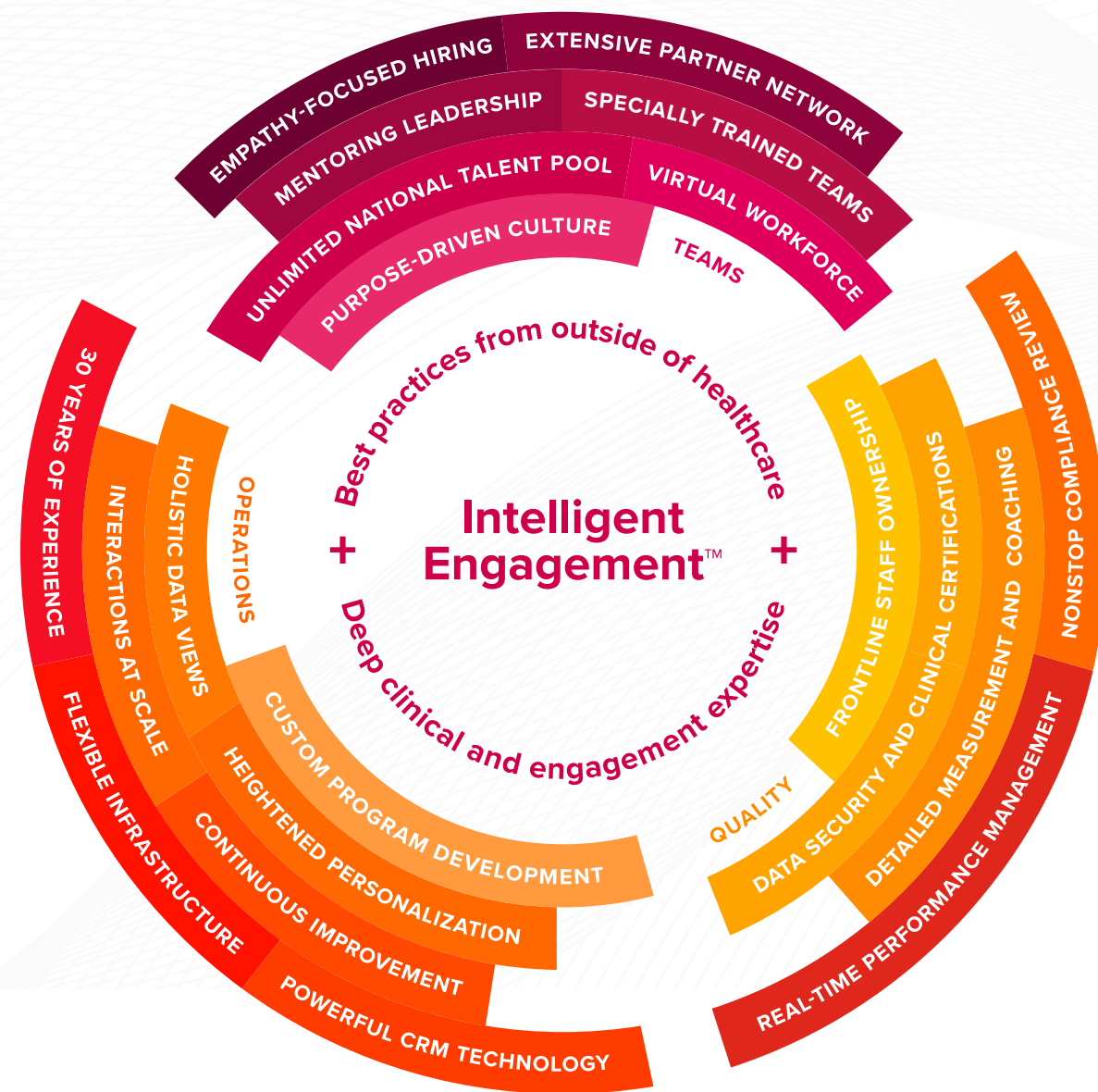
Flexible interoperability

We have a robust history of working with an extensive range of partners and integrating with other technical systems. Proven data management processes, a stellar IT team and established alliances mean we make secure connections that provide convenience and performance.

How do we deliver on our promises?

Intelligent Engagement.™

Our Intelligent Engagement methodology includes more than 20 finely tuned organizational elements. These factors, strategically aligned, create a comprehensive package proven to drive remarkable results.



Join us in moving healthcare forward.

Imagine your organization delivering an unprecedented level of engagement, in which each connection is relevant, timely and important.

Email us at marketing@carenethealthcare.com, call 800.809.7000 or learn more at carenethealth.com.

