Ⓒntrak health

The Ontrak WholeHealth+ Program

## Deeper Engagements That Drive Proven, Durable Outcomes

Roughly 6% of U.S. adults with unmet behavioral healthcare needs + chronic physical conditions **drive nearly half of total healthcare costs**. We focus on this unaddressed group who represent a **5.4x greater cost savings opportunity** compared to lower-acuity behavioral health populations[1].

We use AI to reach and engage people with multiple, complex co-morbidities and unaddressed behavioral health conditions that represent a disproportionate cost to health plans. We decrease unnecessary utilization and medical spend by providing highly specialized care coaching and connecting members with behavioral health providers to drive durable outcomes.

Outcomes[2]

63% reduction in in-patient (IP) admissions
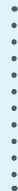
42% reduction in ER visits

$22M average annual savings for 500K lives[3]

2.6 ROI across book of business

Whole-Person, Coach-Enabled Approach

› Care Coaches uncover and remove barriers to care

› Evidence-based methodologies, member-centric goal-setting and management

› Continuous member outreach to and through care through telephonic, SMS-based, and in-app chat

Human Care Supported by Technology

› Advanced analytics identify high-cost populations with unaddressed behavioral health needs, even absent a diagnosis

› Virtual care and in-person visits with providers and specialists increase access and support member engagement preferences

› AI-infused services allow coaches to understand the complexity and acuity of members' disease burden, and allow providers to create a personalized treatment plan tailored to members' needs.

Personalized Program Content

› In-app and SMS-based videos, articles, activities, notifications, and reminders

› Informational and action-oriented mail and email

› Improves health literacy and reinforces skill building and behavior change

› **Sustained Engagement and Member Satisfaction**

› 6-10 month program that drives lasting behavior change

› Average member tenure of 7+ months

› High member satisfaction: industry-leading member Net Promoter Score (NPS) of 70[4]

› 55% average graduation rate[5]

How Does the Program Work?

Identify: Sophisticated Analytics

› Claims-based analytics and predictive modeling identify eligible members with high medical costs and diagnosed or undiagnosed depression, anxiety or substance use disorder

› These members may be ready to engage in behavioral health treatment with the Ontrak WholeHealth+ Program

› AI-driven eligibility profile prioritizes outreach based on members' readiness to engage

Engage: Whole-Person Care

› Experienced Member Engagement Specialists enroll members through persistent, empathetic outreach

› Care Coaches gain members' trust , help remove barriers to care, and provide the human connection and accountability critical to behavior change

› Our coaches leverage evidence-based methodologies, personalized coaching plans, and deep bi-directional communication with preferred provider groups.

Treat: Critical Access to Providers

› Our personalized care pathways match members to the right in-network providers and treatment plans

› Provider visits available in person and virtually

› AI-infused measurement feedback assures robust clinical outcomes and cost efficiencies at the individual and population health level.

› Timely care — referrals to providers within 30 days of enrollment

Activate: Durable Outcomes

› Validated, durable medical claims savings, reduction in IP and ED utilization, and first year ROI

› Member activation: Ontrak graduates develop self-efficacy to fully manage their health and engage in high-value preventive and managed care with their providers

› Improved preventive and managed care utilization

Learn More

To learn more about Ontrak Health and the Ontrak WholeHealth+ Program, visit our corporate website at www.OntrakHealth.com. or our enrollment website at www.StayOntrak.com.

Schedule a Meeting

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Ontrak® health

www.OntrakHealth.com