



HITRUST



PACK[®] HEALTH

A Quest Diagnostics Company

A better way to better health.



HERE'S WHAT WE KNOW

Americans now are more likely to have unmet health needs than 20 years ago.¹

- Adults with a chronic disease had a 20% chance of skipping a doctor visit due to cost in 2017 — 63% worse than 1998¹.
- To equip and empower patients to lead their healthiest life, they need support that alleviates burdens associated with chronic condition management.



**MEDICATION
NONADHERENCE
IMPACTS UP TO HALF OF
THOSE WITH CHRONIC
CONDITIONS⁴**



**AS HIGH AS 25% OF
PATIENTS WITH AT LEAST
ONE CHRONIC
CONDITION ALSO
EXPERIENCE
DEPRESSION³**



**PATIENTS WITH
CHRONIC
CONDITIONS ARE
MORE LIKELY TO BE
FOOD INSECURE**



**THE MORE CHRONIC
CONDITIONS A PERSON
HAS IS ASSOCIATED
WITH HIGHER
FINANCIAL DISTRESS²**

about Pack Health

Pack Health is a patient engagement platform that equips and empowers patients to take back control of their health. We help patients improve their health behaviors and increase engagement for partners.



Provide one-to-one support to keep patients engaged



Understand and address the real-life, unspoken patient barriers



Keep patients connected to their care experience



Provide ongoing value and improve retention



Reduce overall healthcare expenditures

OUR
CLIENTS
INCLUDE

REGIONS



Humana

BlueCross BlueShield
of North Carolina



BlueCross BlueShield
of Alabama

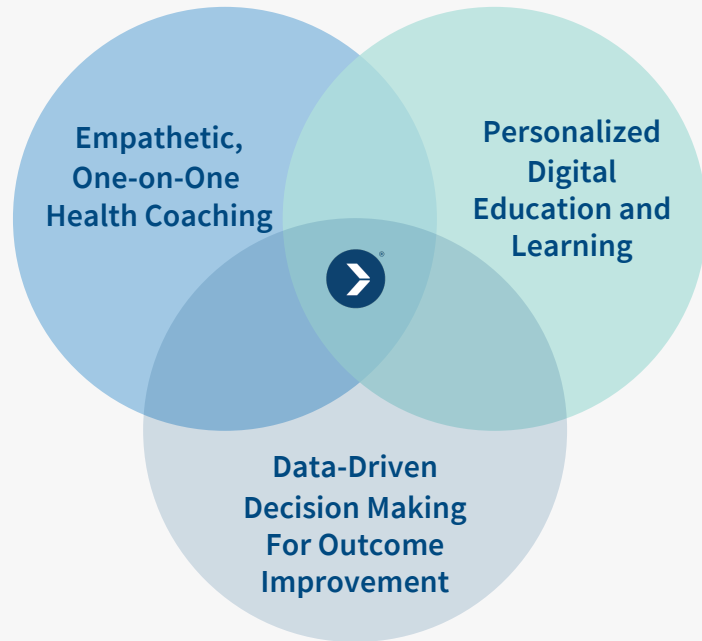
Janssen

UAB

AMGEN



Pack Health platform delivers support for patients through:



We support patients across 30+ chronic conditions and comorbidities:

CARDIOMETABOLIC

- A-Fib
- Chronic Kidney Disease
- Coronary Artery Disease
- Type 2 Diabetes
- Diabetes Prevention
- Dyslipidemia
- Heart Failure
- Hypertension
- Weight Management

PULMONARY

- Asthma
- COPD
- Idiopathic Pulmonary Fibrosis

AUTOIMMUNE

- Lupus
- Crohn's and Colitis
- IBD/IBS
- Psoriatic Arthritis
- Multiple Sclerosis
- Rheumatoid Arthritis

SPECIALIZED

- Depression
- Anxiety
- Food Insecurity
- High Stress
- Chronic MSK Pain
- Chronic Pain

ONCOLOGY

- ALL/CLL
- Breast
- Prostate
- CAR T-Cell
- Multiple Myeloma
- Tumor Agnostic
- Survivorship
- Caregiving

Treating the whole person means all of their conditions. 40% of Americans have 2+ conditions. We can address all a members' conditions at once.

How it Works

We don't overcomplicate patient engagement. We use communicate in ways patients are already familiar with and keep the focus on them.

HOW WE DO IT



12 weeks of trusted, two-way engagement with a dedicated Health Advisor.



Individually tailored support resources delivered via text & email.



Evidence-based engagement across 30+ conditions designed to remove the fragmentation from the patient experience.

WHY IT MATTERS



When patients are equipped to take back control of their health, their **health self-efficacy improves.**



Increased health self-efficacy leads to **improved patient outcomes.**



Improved patient outcomes directly translates to **improvements in Stars, HEDIS measures, and cost savings.**

HOW WE CONNECT



phone
WEEKLY; ~15 MINS

Our primary method of connecting with members. Each week, we discuss a new topic.



text
WEEKLY; 2-3 TIMES

Used to motivate and educate outside of calls. Members also have unlimited inbound access.



email
WEEKLY; 1 TIME

Used to prep members for their weekly call. This keeps members informed and prepped to ask questions on their weekly call.

To fully treat the whole person, we combine support with the tools patients need to make their lifestyle goals a reality.

Care Escalation

- Care escalated for emergency or highly urgent medical needs
- Medical emergency
- Mental health emergency
- Personal safety emergency

EXAMPLES

- “Hang up with me and dial 911”
- Transfer to a suicide prevention hotline
- Providing mental health first aid

Care Coordination

- Care coordination for medical needs beyond Pack Health’s scope of care
- Social services
- Non-emergency medical services
- Overcome SDOH barriers

EXAMPLES

- Food supplements
- Help finding a doctor
- Coordinating Social Services
- Scheduling an Uber Health ride
- Medication discount program

UBER
Health

Lifestyle Resources

- Additional resources for members that are not included in core curriculum
- Education materials
- Digital information and resources
- Partners can “bring their own”

EXAMPLES

- Recipes
- Educational videos
- Workout plans
- App recommendations
- Meal plan

Aunt
BERTHA

Pack Health's platform is proven to create meaningful impact and close care gaps across use cases.

PACK HEALTH'S PLATFORM FOR **Food as Medicine**



Weekly one-to-one engagement via calls, texts, and emails



Condition specific food boxes delivered right to members' doors



Recipes to effectively utilize the provided healthy foods



Support to manage comorbidities, SDoH, and barriers

PACK HEALTH'S PLATFORM FOR **Post-Discharge**



30, 90, or year-long one-to-one support post-discharge



Designed to prevent unnecessary hospital readmissions



Keeps patients adherent to treatment plans from providers



Support to manage comorbidities, SDoH, and barriers

PACK HEALTH'S PLATFORM FOR **Behavioral Health**



Designed to concurrently support patient mental and physical health



Focuses on identifying, handling, and mitigating behavioral health needs



Measures changes in behavioral health; escalated when necessary



Support to manage comorbidities, SDoH, and barriers

Patients stay engaged and improve outcomes when the burden of engagement isn't placed on them.

OUTCOMES



52%

Who were not adherent to meds are now adherent



68%

of those at risk for depression are no longer at risk



22%

improvement in health self-efficacy

ENGAGEMENT



14 minutes

Avg. call length



70%

of those who enrolled engaged



70

Net Promoter Score



1:3

Inbound to outbound touchpoint rate



“I love our talks because I know **I've got someone that I can always call** other than my family.”

- Pack Health Member



HITRUST



**With Pack Health,
there's a **better way**
to better health.**

Want more information?

Contact us at

sales@packhealth.com

or visit us online at

www.packhealth.com.