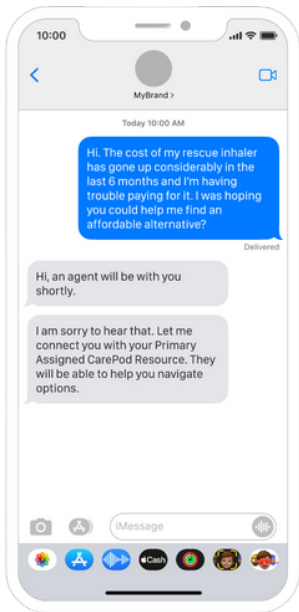


# Provide a Friction-Free Healthcare Experience Pager's App-less Engagement Solution

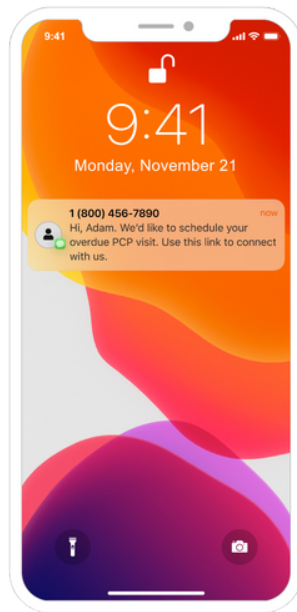
Considering that only 20% of Medicaid members feel confident in navigating their benefits and the healthcare system, it pays to look hard at the ways you engage your members to ensure they get the right care when and where they need it.

With a unique blend of personalization and technology tailored specifically to Medicaid members, Pager is the guide to receiving care and support. The result is a timely, high quality, convenient member experience that delivers significant cost savings.



### Inbound SMS

Members can connect with their health plan through convenient, secure, SMS text messaging. This convenient option leads to increased engagement by members.



### Outbound SMS

The member receives a push notification from the agent, free of PHI. Ability to authenticate the member outside of health plan portal or app, which then allows for conversations that include PHI.



*"It's so comforting knowing that I don't have to leave my house and I can talk to somebody that's knowledgeable.*

*The person I spoke to gave me good advice and offered a follow up call in a few days as well."*

**— Patient**

*41 years old, New Jersey*

## Pager's approach & track-record takes the guesswork out of personalized care.

In our support across dozens of clients and 23 million+ members globally, we provide the proven tools and resources you need to stitch together the optimal care experience for Medicaid members.



### "No Wrong Door to Care"

Seamless entry point to finding, getting, and receiving care or post-care support.



### SMS Communications

Omnichannel communication, led heavily by SMS and chat to meet population preferences.



### Surrounded by a Care Team

Multiple care team providers available to support the member, ranging from case managers, customer service reps, nurses, clinicians, health coaches, and more.



### Saved Chat Histories

Asynchronous communications so that members don't have to repeat themselves in every conversation.



### Compassionate Clinical Expertise

White-glove care experience that eliminates device switching, call transfers, and unwelcomed hand-offs between care providers.

**88+** Net Promoter Score

**\$210** Savings Per Encounter

**92%** Network Guidance

**Choose Pager when the stakes are high and time is of the essence.**

If member satisfaction and a connected care experience are critical priorities for your health plan, no virtual care solution can match the recipe for success you receive from Pager.