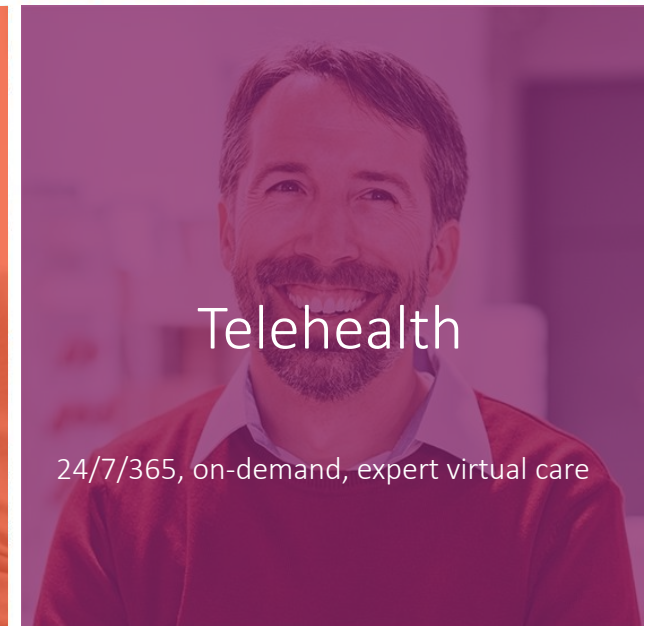
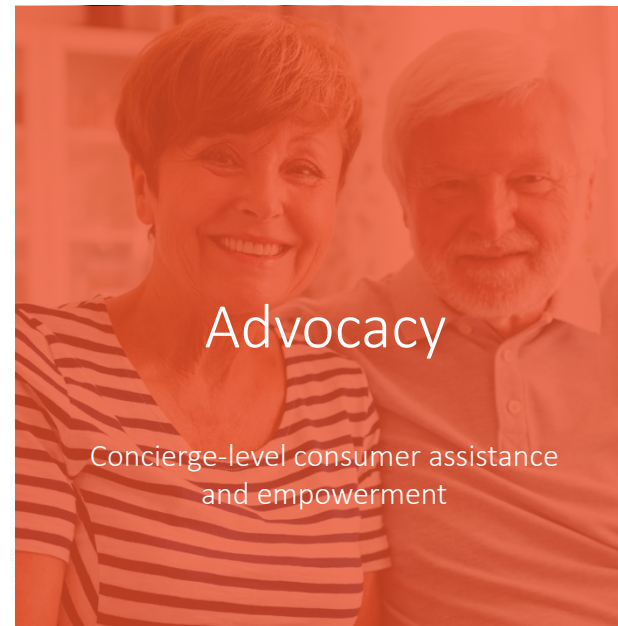
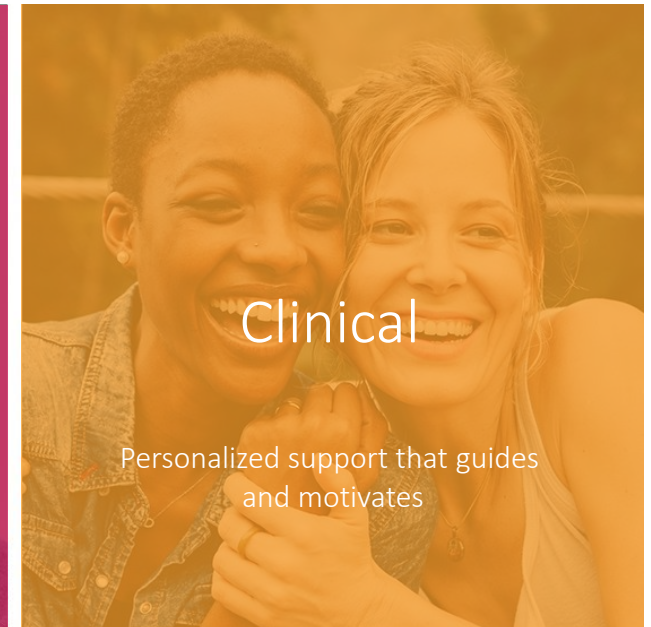
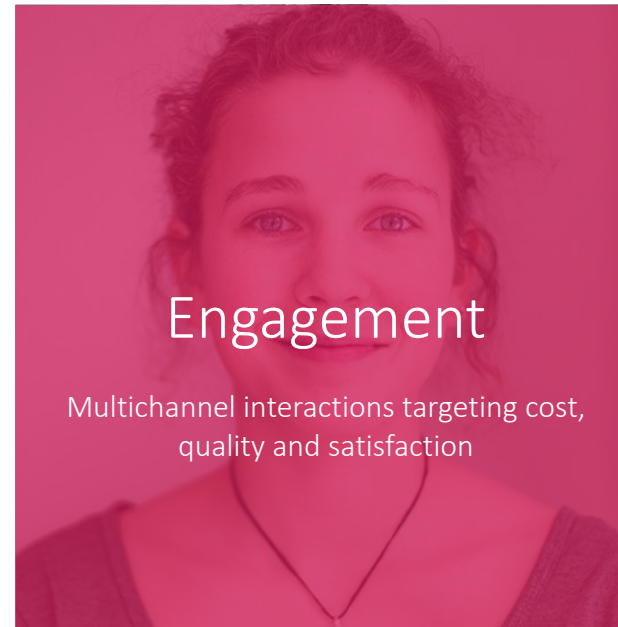


Engaging.  
For the better.™



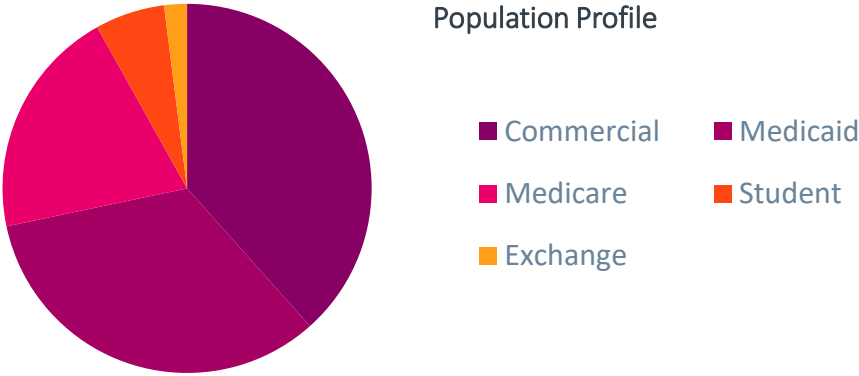
Better **consumer engagement** is the ultimate difference-maker in moving **healthcare forward**.

And we're the **leading** clinical and consumer engagement **partner** in the industry.

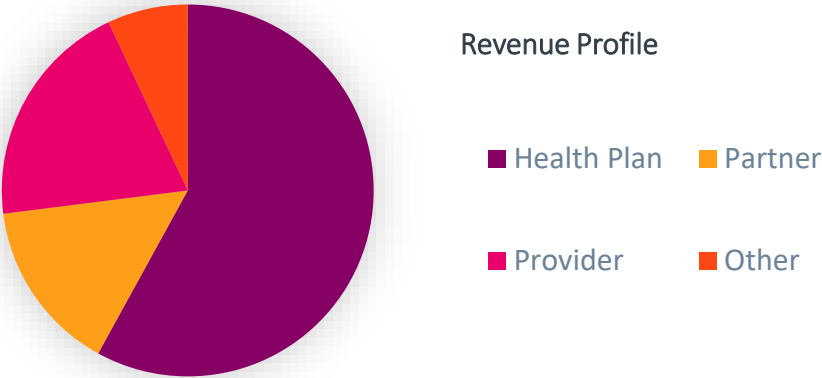


# CORPORATE OVERVIEW

Population Profile



Revenue Profile



# GUIDING PHILOSOPHY

Challenge. Learn. Optimize. Repeat.

# KEY STATISTICS

Headquarters San Antonio, Texas

Total Employees 1,250, including 250+ licensed healthcare professionals (RNs, health coaches, behavioral health specialists and more)  
700+ engagement specialists

Average Client Tenure Top 10: 9 years  
All: 7 years

# AWARDS & ACCREDITATIONS

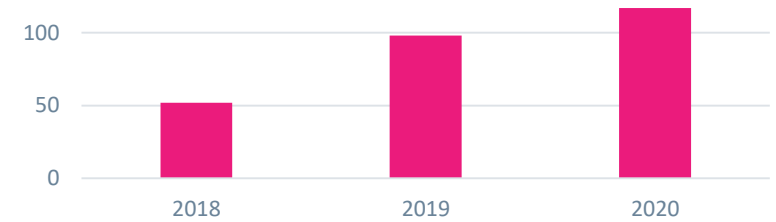


We deliver powerful one-on-one connections that change minds, influence behavior and support the transition to value-based care.

# Sample industry impact

**\$98M**

industry cost-savings  
generated in 2019 from  
unnecessary care diversion



ER cost-savings Trend

Patient Service Center:  
**327,000** appointment,  
medication and transportation  
needs met

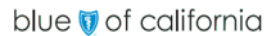
Nearly **40,000**  
emergency-level 911 calls  
managed in 2019

**25M+**  
consumer  
interactions per year

Market leader supporting over  
**100** of the nation's top  
health plans



A trusted extension of 250+ of the nation's premier healthcare organizations



HEALTH PLANS



PROVIDERS

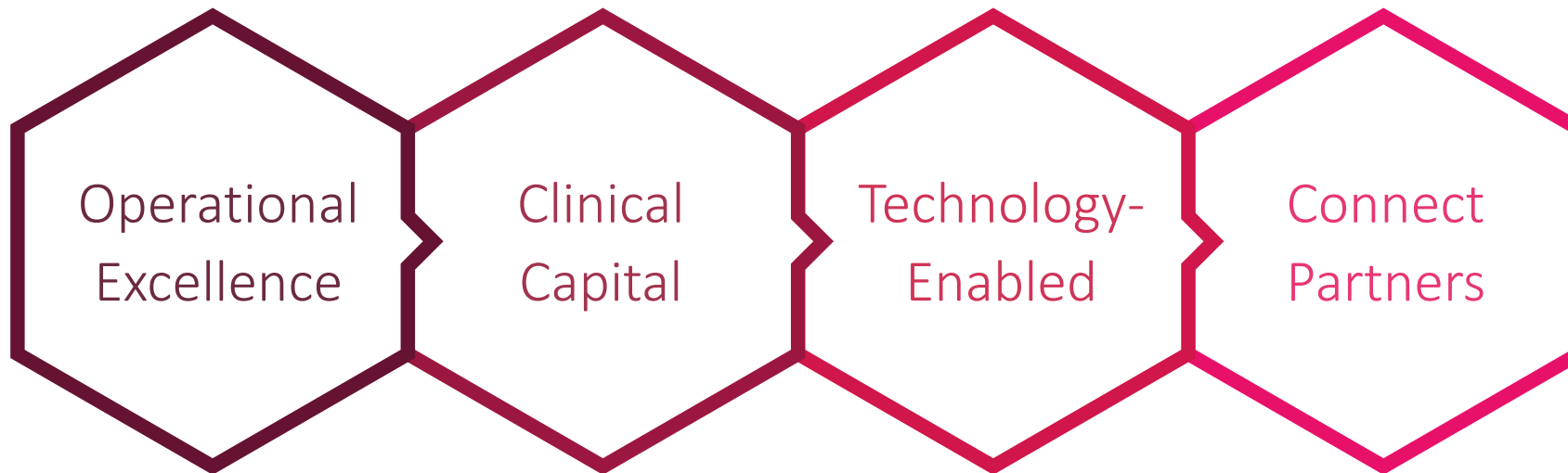


EMPLOYERS



HEALTHCARE SERVICE COMPANIES

Our **Intelligent Engagement**<sup>TM</sup> approach delivers a differentiated consumer experience for any size healthcare organization.

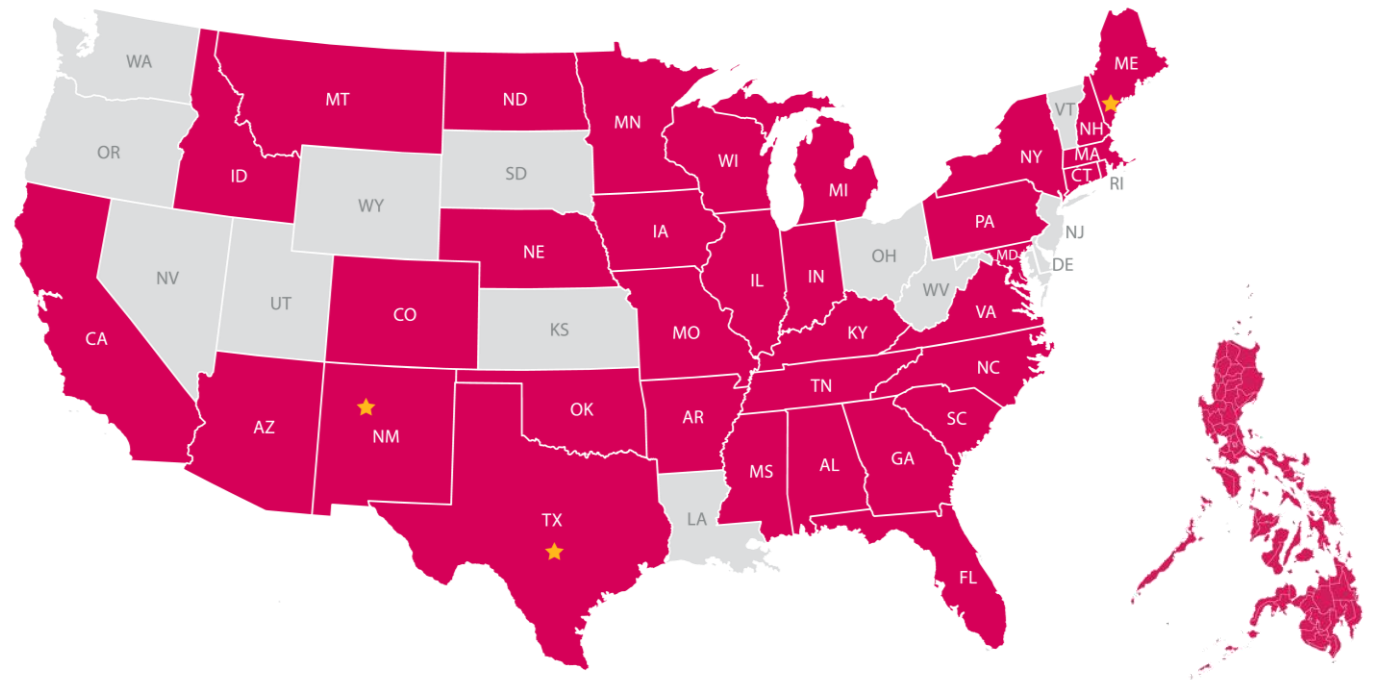


# Built to Build

We are innovators, consultants and collaborators. Our infrastructure enables us to quickly co-create new solutions when competitive threats demand an agile approach. And our learning lab and expanding partnerships accelerate collaboration.

## GEO DIVERSIFICATION

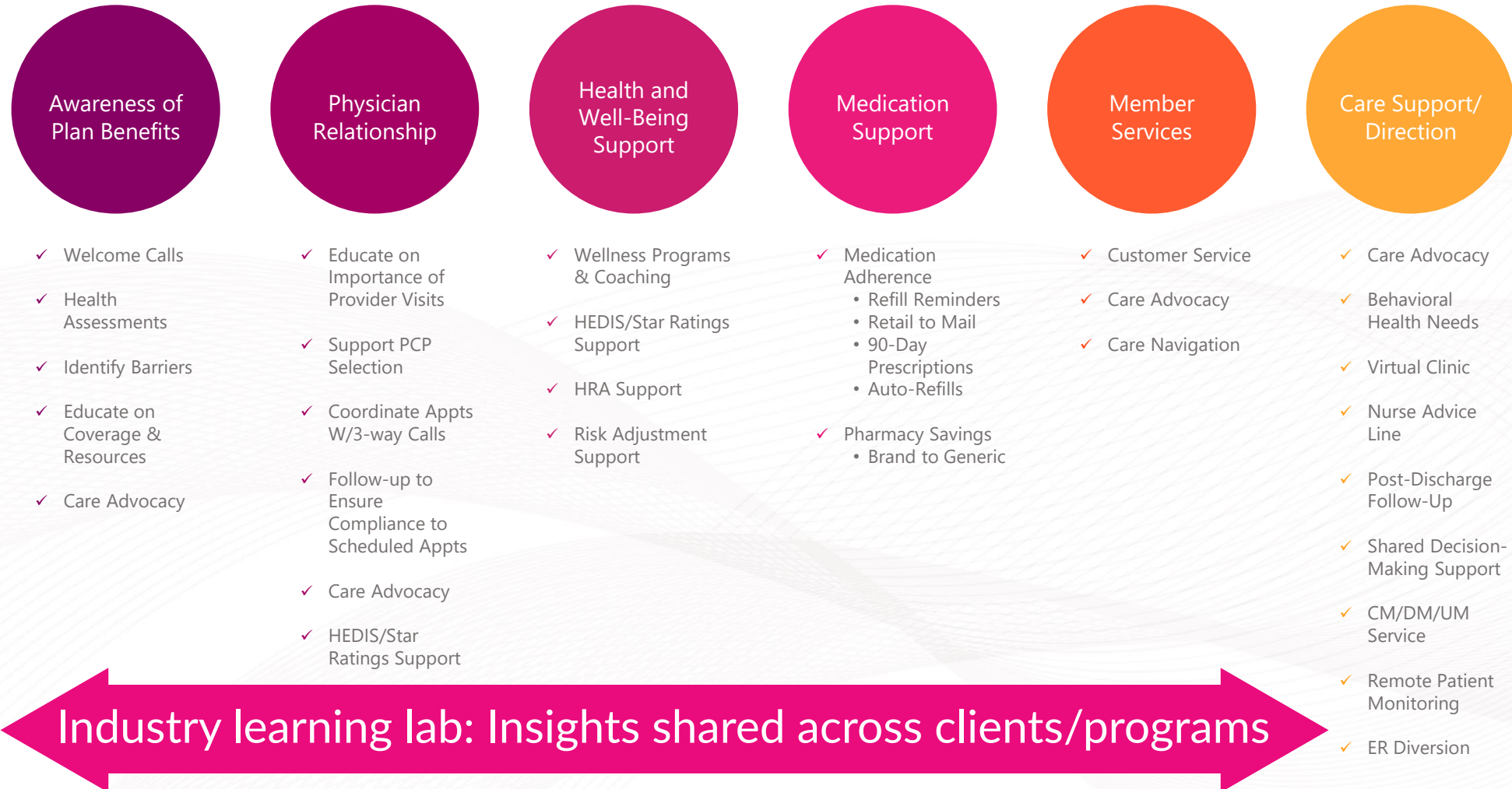
- Reliable 24/7 support
- Access to the best—limitless talent pool
- Progressive Carenet-at-Home virtual platform provides flexibility, ability to scale



United States

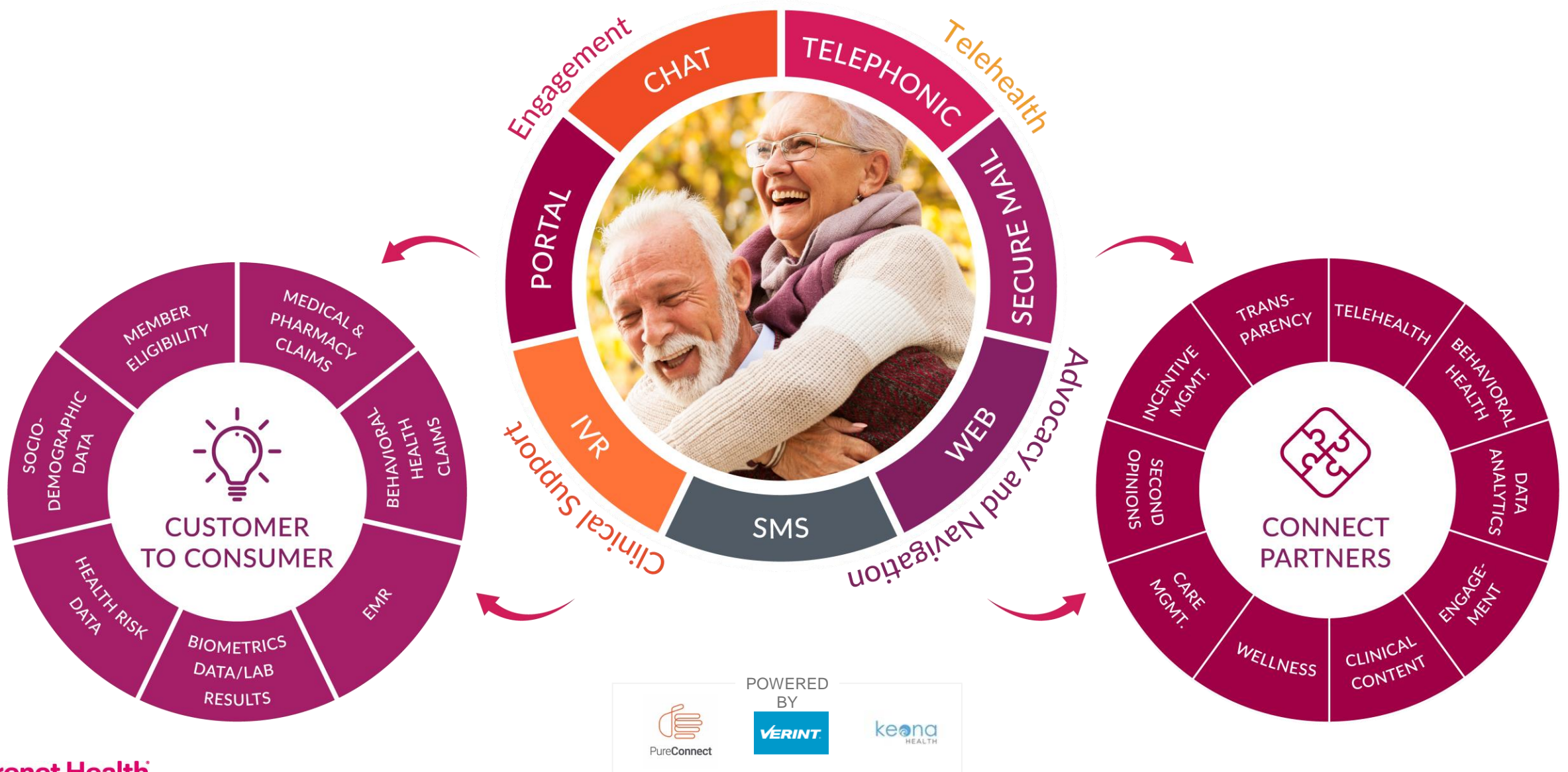
Philippines

# Interacting at every experience touchpoint





# Intelligent Engagement™ Platform



# Flexible infrastructure

Our open platform is built and equipped to integrate with any of our clients' systems and partners, as well as our own Connect Partner network.

This also means you can pair the best one-on-one healthcare connections with the latest in digital health.



## Product/Capability

- Advocacy and Navigation
- Virtual Care
- Value-Based Care

## Market Expansion

- Employer
- Pharma
- Health Systems

## Operational Excellence

- Virtual Talent
- Near Shore/Far Shore
- AI/Robotics/Natural Language

## Partners

- Analytics/Data Collaboration
- Platform Providers
- Engagement/Modalities

# Our Road Map

**Carenet Health**

Engaging. For the better.™

It's a new day in  
healthcare consumer  
engagement.

Let's change the industry, together.  
For the better.



# Thank You



**Carenet Health<sup>®</sup>**  
Engaging. For the better.™

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