

All-Included Care™

Elevating healthcare for everyone, for every health need.

The standard experience of today's healthcare system is full of confusion, fragmentation, and inaccessibility. 50% of the population struggles to understand their insurance, 3 in 5 individuals with a mental illness receive no treatment, and 85M Americans live in areas with primary care shortages. We are raising that standard. For everyone.

Because excellent, convenient, and cost-efficient healthcare is out of reach for so many people, we are breaking down barriers to provide high quality care for all. From someone who has just moved and doesn't know how to get care to a member with chronic conditions; from traditionally underserved populations to high-cost members who just don't know what to do next. We are making the care experience better from start to finish for all people.

We are making the care experience better from start to finish for all members – in partnership and coordination with your network.

- **Reach at-risk members** with targeted outreach and focused care plans provide high-touch, customized care to populations with complex and chronic conditions
- **Care navigation and guidance** connects members with high quality in-network care when needed, while directing them to other network benefits at the right time
- **Employed, diverse provider practice** brings on-demand, accessible care to rural and highly mobile populations
- **Innovation in DEI support** addresses the specific needs of underserved populations through compassionate care, personalized guidance, empathetic support, and informed advocacy.
- Integrated record sharing, connected clinical and behavioral health practices, and a 360 degree member view ensures **members are proactively directed to the care they need**



Results

For healthier and happier members:

45%

of members seen for chronic care who did not previously have a PCP

63%

reduction in PHQ-9 depression symptoms

4.9/5.0

member satisfaction for primary care

95%

case resolution rate

For savings and operational efficiencies:

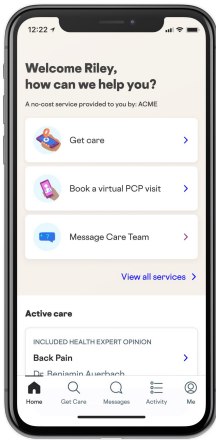
\$9.8k

avg. savings per expert medical opinion

up to **7%pt**

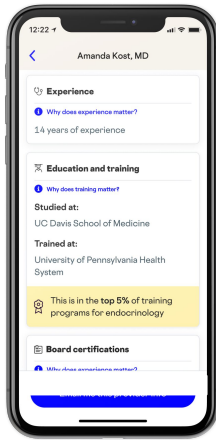
lower healthcare trend than the national average

¹ KFF, 2020



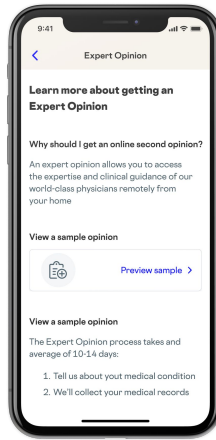
Healthcare at your fingertips

Integrated experience



Match with a high quality provider

Provider Match



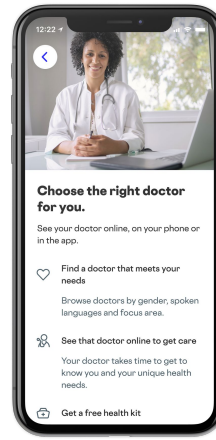
Guidance from world-class experts

Expert Opinion



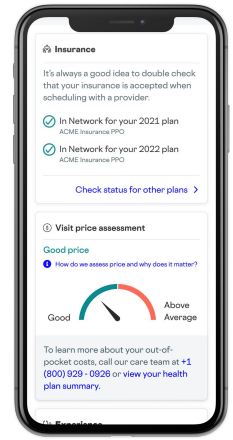
Referrals to other relevant benefits

Benefits Routing



Integrated whole-person care

Virtual Primary Care



Insight into the cost of care

Cost Transparency

An integrated care experience for a wide range of needs

Administrative Needs



New employee trying to **find and understand** health benefits



Mom looking for **care options** for a sick kid on the weekend



Remote worker looking for easier access to a **primary care** provider



Gay male looking for a **LGBTQ+** knowledgeable therapist

Complex Needs



Spouse trying to navigate a **rare diagnosis** for partner

Contact enterprise@includedhealth.com for a demo.



Grand Rounds + Doctor on Demand are now **Included Health**

© 2021 Grand Rounds, Inc. doing business as Included Health — Proprietary and confidential