

Frequently Asked Questions



- 1. Provide examples of how you have partnered with other customers to make a positive difference in their consumer experience.**

eHS has been in business for 15 years. We work with ~1,650 total clients and over 65 wellness partners to provide high level biometric health screening services. A positive difference is achieved two-fold:

 1. Providing an exceptional screening experience from a service level perspective.
 2. Providing awareness of potential health problems and or conditions based on risk stratification.
- 2. What is your client retention rate (in %) for the last calendar year?**

97.5%
- 3. In how many states are you able to do business?**

Services available in all 50 states and cities in the United States.
- 4. What screening modalities are available through eHealthScreenings?**
 1. Onsite workplace event
 2. Offsite lab
 3. Physicians Screening
 4. Home Test Kit
- 5. What is the implementation timeline?**

Onsite timeline – 6-8 weeks. Offsite option timeline – 2 weeks. Shorter windows can be accommodated upon request and availability.

6. Describe your organization's onsite biometric screening workflow.

1. Participants receive an initial event marketing email which includes an imbedded link to an animated educational video on the benefits of a biometric health screening.
2. Participants receive event marketing material (flyer) with program details and step-by-step instructions.
3. Participants can register online (smartphone, tablet, PC) or telephonically. HR admin scheduling capabilities also available.
4. On the day of the event, the participant will arrive (at their scheduled appointment time) and check in at the registration table.
5. The participant will advance to the first available wellness station and will be greeted by the Wellness Technician who will complete the biometric measurements and the blood draw.
6. If the event is finger stick, the participant will receive a multi-page risk stratification report (My Health Profile booklet) at the conclusion of the screening providing their biometrics and blood results. If the event is a venipuncture blood draw, only the biometric will be available at the event.
7. Within 5 business days, Participants will receive a results ready email providing accessibility to an online results portal containing an electronic copy of the My Health Profile, comprehensive lab report (venipuncture only), send results to Doc service, results dashboard report and educational animated videos per tested category.

7. What are the client's responsibilities during implementation ?

1. Submission of an intake document (screening request form)
2. Implementation kickoff call attendance
3. Weekly (or bi-weekly) project update call
4. How it works webinar attendance
5. Distribution of event communication material - auto marketing will also be provided through the eHealthScreenings system as a secondary vehicle for event marketing

8. For onsite screenings do you do finger stick tests and/or venipuncture tests? How long are appointments?

Either finger stick, or venipuncture can be incorporated based on client defined scope of work. The type of methodology only impacts the appointment intervals (finger stick = 12 minutes / venipuncture = 10 minutes).

9. Are there screening minimums?

Each onsite booked screening requires a screening minimum of 25 participants. Screening events with less than 25 participants can be accommodated with the caveat of a \$325 small site fee. An event with longer than a one-hour break (multi-shift) in between screenings will be considered a separate booked screening and subject to a 25 participant minimum.

10. How long is an event and how do you staff for the event?

A 4-5 hour screening day, per Wellness Technician is factored in with standard pricing. Request for shortened screening event durations may be subject to additional fees.

11. What are the standard operating hours for onsite screening events and is there a surcharge for events outside of standard hours?

Screening events conducted on weekends, holidays, and before 7am or after 8pm are subject to pass through premium hours at a rate of \$25/hour per Wellness Technician assigned to the screening event per premium hour worked.

12. How do you handle technician travel to events? Other expenses?

If extensive travel is required defined by a distance greater than 40 miles round trip from the starting location of the assigned Wellness Technician(s), a per mileage compensation not to exceed current federal regulated guidelines will be incorporated as a pass-through expense. If extensive travel or scheduling warrants hotel stays (distance greater than 80/miles each way), hotels will be booked at modest and reasonable rates as a pass-through billed back to the client.

A travel analysis can be provided to determine any potential travel if an onsite event zip code file containing # eligible per zip can be provided.

If event locations require paid parking that is not validated, pass through parking expenses to be billed.

13. Will you bring all supplies onsite for any onsite screening event?

Yes. The Wellness Technician team will bring all large testing supplies (stadiometer, scale, scale board, blood pressure equipment, stethoscope, etc.). As a standard, ancillary supplies will be shipped direct to client site (small boxes). Upon request and if included in the scope of work, ancillary supplies can be shipped to the Wellness Technician team versus client location.

14. Do you offer an onsite Standard Panel biometric screening service?

Yes, Standard (Premium) panel includes:

- Total Cholesterol
- HDL
- LDL
- Triglycerides
- Glucose
- Height
- Weight
- BMI
- Blood Pressure
- Waist Circumference
- Metabolic Syndrome Analysis

15. Do you offer an onsite Expanded Panel biometric screening service?

Yes. We offer comprehensive panel options. And we can customize panels per client scope of work requirements.

16. Is there a lockdown period for event minimums?

Yes. Client will determine initial event minimums at any time prior to event (typically 4-6 weeks out). eHS will add an additional 10% to the client defined minimum which client is not responsible for (internal buffer). Client will have until 10 calendar days prior to each event (lockdown period) to adjust their

minimum; either up or down. After the lockdown period, client will be responsible for the final minimum determined plus any additional participants screened above and beyond the established minimum.

17. What does company need to have on their end to be prepared for screening days?

One table, two chairs and small waste basket per Wellness station. One station per 25 estimated participants will be incorporated. Check-in staff can either be provided through eHS at a pass-through rate of \$200/event or via a client resource if available.

18. What type of participant communication support is provided?

1. Initial program marketing e-blast with an imbedded link to our educational animated video on the benefits of a biometric health screening
2. Customizable event marketing flyers
3. Auto event marketing campaigns
4. Appointment confirmation portal page
5. Appointment confirmation email
6. Appointment reminder email (24 hours)
7. Appointment reminder text message (14 hours)
8. Results ready email notification

19. How long does it take for results to be available to employees?

Venipuncture: Participants will receive immediate results of biometric measurements onsite (My Results Report). Within 5 business days, Participants will receive accessibility to an online results portal containing an electronic version of a multi-page risk stratification report (My Health Profile), comprehensive lab report, Send results to Doc service, results dashboard report, and educational animated videos per tested category.

Finger stick: Participants will receive immediate results onsite (My Health Profile) which are accompanied by a results overview session. Within 5 business days, Participants will receive accessibility to an online results portal containing an electronic version of the multi-page risk stratification report (My Health Profile), Send results to Doc service, results dashboard report, and educational animated videos per tested category.

20. What reporting is available to the employer? What is the frequency?

1. Online corporate HR admin dashboard (real-time)
2. Event tracker report (daily)
3. Sign-up list report (daily)
4. Registration report (daily)
5. Pending report (daily)
6. Completion report (daily)
7. Corporate aggregate report (7-10 business days post project)
8. Cohort report (7-10 business days post project)
9. Participant satisfaction report (7-10 business days post project)

21. Do you have SSO capabilities (singles sign on)?

Yes. Full SSO capabilities. SSO build time is approximately 2 weeks.

22. Do you have the ability to bill insurance?

We do not have the ability to invoice insurance as a claim for services but can bill direct if authorized by the payer. Alternately we can provide a batch bill to client to utilize for reimbursement (wellness credits) with payer.

23. Can you integrate with any wellness partner?

Yes. Integration includes but not limited to SSO, branding, project specific rules and data export.

24. What other services does eHealthScreenings provide?

1. Outcomes based incentive management
2. Health Risk Assessment (HRA)
3. Coaching
4. Hospital system/clinic data aggregation services

25. Is eHealthScreenings private or public?

eHS is owned and operated by Premise Health