



# Experience the new direction in care navigation.

## Smarter guidance. Better care.

Rightway dramatically improves employee health by pairing every member with a live, clinical guide who provides on-demand, tailored support throughout their care journey.

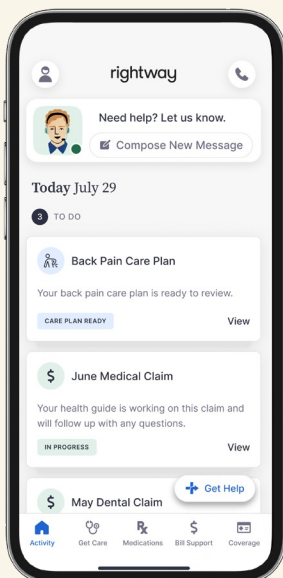
The user-friendly app and clinical-first care team act as a single point of contact to the healthcare system, delivering care decision support, benefits education, steerage to high-quality providers, billing advocacy, and increased utilization of point solutions.

Rightway's personalized, clinician-led approach radically improves the member experience, ensuring that members are healthier while eliminating wasteful and preventable spend.



## 4.8x ROI

When clinicians engage with members, they remove healthcare hurdles, improve their health outcomes, and drastically lower costs for plan sponsors.



## Increase value across every step of your team's healthcare journey.

### Intelligent clinical guidance.

Clinicians are the first point of contact for clinical needs and support members through their care journey.

### Benefits education and access.

Benefits specialists educate members on key specifics of their plan, optimizing benefits utilization.

### High-quality provider search.

Health guides steer members to high-quality, in-network providers and schedule their appointments.

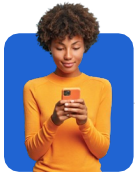
### Bill advocacy and resolution.

Health guides explain members' bills. If something looks off, they dispute the bill on the member's behalf.

## Leverage the Rightway advantage.

### Educated, engaged members.

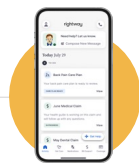
Rightway actively educates and engages members, driving them to utilize the service whenever a medical need arises.



**Member realizes a medical need.**

### A mobile-first front door to healthcare.

Rightway's modern technology serves as a central hub for all healthcare and benefits information, making it easy for members to navigate.



**They access Rightway's intuitive app.**

### Data-driven personalization.

Business rules route members to the appropriate care team member and turn robust data inputs into high-impact health guide intelligence.



**Intelligent routing to the appropriate team member.**

### Smarter clinical navigation.

Rightway's clinician-driven delivery model combines dedicated human guidance with proactive outreach informed by proprietary risk scoring.



**Clinician provides 1:1 support to member.**

## Trusted by over 1,500 clients.



## Proven value for employers and members.

**41%**

Member engagement.

**15%**

Lower health-care spend.

**+84**

Net Promoter Score.

"My chemo course was complete today so the hospital did a lil' celebration. Sharing the photo with you since you are a part of our journey. We are forever grateful to you for your support."

**RIGHTWAY MEMBER** after a chemotherapy care journey.

"Thank you for finding me a neurologist. I've been putting this visit off for a while and with your help it's finally happening. You don't realize how much you need these benefits until you get sick."

**RIGHTWAY MEMBER** after receiving a care plan.