

Primary Care

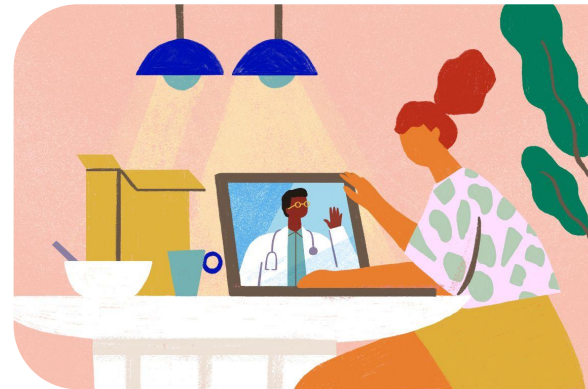
High-quality, virtual-first, primary care integrated with behavioral health.

36% of adults in their 30s do not have a primary care provider (PCP) and nearly half of the US population hasn't had a visit with a primary care provider in a given year¹. At the same time, evidence shows that those who see a PCP have 19% lower odds of premature death². To improve the overall health and wellness of your employees while reducing healthcare costs, you need a primary care option that is flexible, convenient, and compatible with employee lifestyles, and purpose-designed and proven to improve clinical outcomes and reduce overall healthcare costs.

Our Primary Care solution delivers virtual-first, integrated, longitudinal PCP-led whole person care across the full continuum of medical and behavioral health needs for your employee population: from employees needing preventive care to those needing more extensive care plans to help manage chronic conditions support.

Improving the employee health benefits experience:

- **High-quality, diverse, employed providers** and an expert Care Team that have the ability to build long-term relationships with employees
- A Collaborative Care model that **fully integrates behavioral health capabilities** to holistically address medical and behavioral health comorbidities
- Empowered providers that can **connect employees to high-quality, in-network resources** for a comprehensive, coordinated care experience
- **Flexible care modalities, easy-to-use interfaces, remote monitoring and condition care kits, and ability to sync with Apple HealthKit and Google Fit** for an enhanced employee experience
- Data-driven Engagement Engine identifies and connects with employees early in their care journey to drive **engagement with rising-risk and at-risk employees**



Results

>55%

of members with chronic conditions completed at least one nutrition visit³

95%

case resolution rate

3–5x

better 14-day revisit rate vs. competitors

4.9/5.0

member satisfaction score

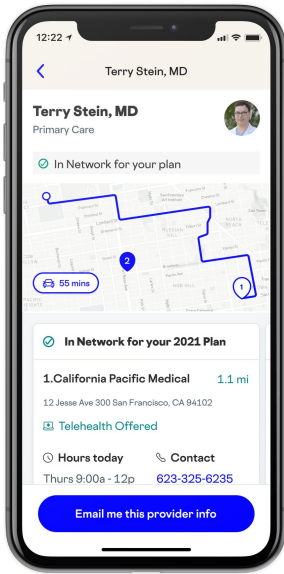
¹ AIM, 2020.

² ICE, 2013

³ Results from select implementations



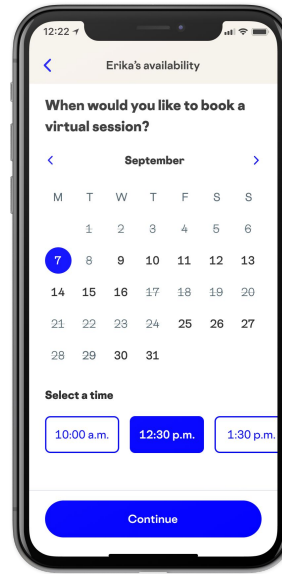
Engaged members
through targeted outreach



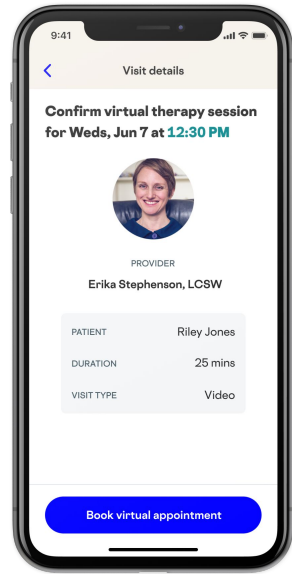
Referrals to in-network providers through our high-tech + high-touch platform



Preventive care and chronic conditions management nudges



24x7 care anytime, anywhere simplifying barriers to health



Diverse, employed providers for better care outcomes



Following surgery, Janet was looking for answers about a prescription. By reaching out to [Included Health], she received support far beyond this needed. During the visit, the team uncovered several comorbidities and set up a customized multi-week care plan covering asthma, MS medication, mental wellbeing, nutrition, and arthritis management. Knowing the impact her physical conditions have had on her mental health, Janet's PCP connected her to our behavioral health team for ongoing therapy."

-Primary Care Member

Contact enterprise@includedhealth.com for a demo.



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

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