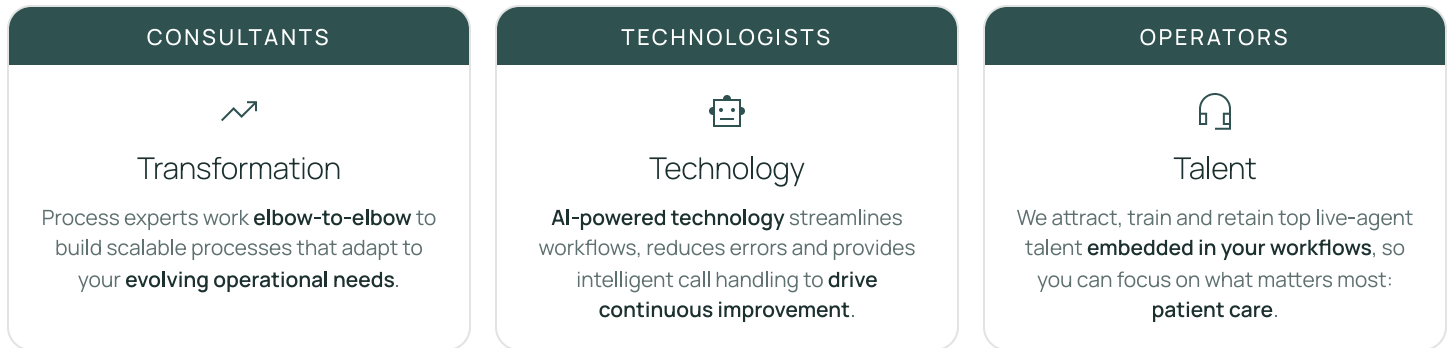


One group to four, front office to back office — the *trusted* operating partner behind Astrana

 The *Third Way* model — AI plus human operations, end to end



WHO ASTRANA IS

Astrana Health is a **risk-bearing MSO — a payvider** carrying risk for roughly **2.5M members**, and it owns four provider groups directly — each independent going in, on separate EHRs. TWH unified the front office across all four.

EARNED GROUP BY GROUP

 AMG 30+ providers · CA FRONT OFFICE STOOD UP ✓ Inbound patient call center ✓ Outbound patient engagement ✓ Automated appointment-reminder texting ✓ Online self-scheduling +14% visits +\$132K revenue \$1.6M saved Google 2.7→4.8	 Valley Oaks Nevada IN-HOUSE CENTER + FRONT-OFFICE-AS-A-SERVICE ✓ In-house inbound call center (replaced offshore) ✓ Online self-scheduling ✓ Eligibility verification & medical records ✓ Care gap closure ✓ Reminders & no-show follow-up \$1.1M · -35% +11% volume +9,500 AWWs Google +3.3
 SoCal Heart 12 providers FRONT OFFICE + ACCESS MANAGEMENT ✓ Inbound call center & wait-time reduction ✓ Referral management ✓ Prior authorizations ✓ No-show follow-up abandonment → <5% \$314K saved +15% productivity	 Anthem 4th group added FOURTH GROUP + ENTERPRISE UNIFICATION ✓ Full front-office model replicated ✓ System-wide analytics & reporting ✓ Standardized outreach protocols ✓ Voice AI across separate EHRs One front office · 4 groups Enterprise digital transformation

Earning the *harder* work — from front office to back office

As the front office kept performing, Astrana handed TWH progressively more complex work. Starting with the contact center and expanding over ~2 years, TWH earned each new back-office workflow the same way — by running the last one for less, and better.

CONTACT CENTER

2.5M
MEMBERS

WORKFLOWS RUN

- ✓ Member services & reimbursements
- ✓ Provider services & disputes
- ✓ Quality management (outbound)
- ✓ Care-gap closure via AWV / HEDIS

3.2→4.7 CSAT

+40% AWVs scheduled

+90% abatement

BACK OFFICE · ADOPTED OVER ~2 YRS

20K
PROVIDERS

WORKFLOWS ADOPTED

- ✓ Appeals & grievances
- ✓ Utilization management
- ✓ Eligibility management
- ✓ Benefits management
- ✓ Provider data management
- ✓ Credentialing

5× faster appeals

2.5× UM daily output

+50% benefits productivity

“ There are few to no vendors with whom we have built such a close and trusting relationship as Third Way Health. Their speed and impact on our operations has been transformative.

PRESIDENT & CEO · ASTRANA HEALTH

A seat in the room

Astrana flew a TWH ops director in for a **two-day credentialing working session** — the only outside partner invited to redesign the process side by side.

Certificate of appreciation

The COO/CFO awarded TWH a signed certificate for **clearing a 2,800+ case backlog in under two months** — an outcome Astrana considered unheard of.

WHY IT MATTERS

Across every workflow, TWH delivered the same pattern — **the same work for ~40% less, with a performance lift on top, and technology layered in over time**. That blend of consulting, operations and technology is why Astrana came to treat TWH as a *trusted* advisor, hand in hand with leadership — even on the complex payer side.