CareAngel™

Autonomous and Infinitely Scalable

A Digital Health Engagement Service

Meet Angel AI + Voice Nurse Assistant

AVIA

January, 2022

Who We Are – Experienced at Growing Profitable Health Tech Businesses

Highlights at-a-Glance

Angel, a human-like voice-first interface that conversationally checks in on populations at scale

2016 – Launched enterprise solution

2017 - Launched CCM Product with Humana MSO, via EliteHealth. Results published in NEJM, Spring 2021

LOB – MCR, MCD, Commercial and large partnerships

2018 - Signed Master Services Agreement with one of world's largest healthcare payers. Served over 1 million unique members since go live

2020 – Launched post discharge program to large payer to identify gaps and reduce readmission costs

41% engagement achieved

$20M annual savings. Reaching 7x the population at a fraction of the cost

COMPANY

Care Angel offers an intelligent nurse assistant to conversationally engage members at massive scale with 200+ voices, 70+ languages.

IMPACT OVERVIEW

- Deliver proactive, automated monitoring, management and assessments
- Provide patient support, improved safety, empowerment and satisfaction
- Identify risk and target for condition specific screening. Address preventative care
- Encourage interventions before a negative episode and/or ER or (re)admission occurs
- Deploy electronic notifications to PCP/care teams for continuity of care
- Improve performance measures – less chart reviews, pull data to track down members who fall out of compliance - Managing diabetes HBA1c levels

PROVEN RESULTS

- Millions in Care Management labor cost savings vs traditional methods
- Interventions that support cost reduction and preventable readmissions
- Medication adherence, care plan compliance
- Triage and navigation to virtual services first
- Improved quality of care outside the clinical setting

Highest Engagement. Lowest Cost. Unlimited Scale.

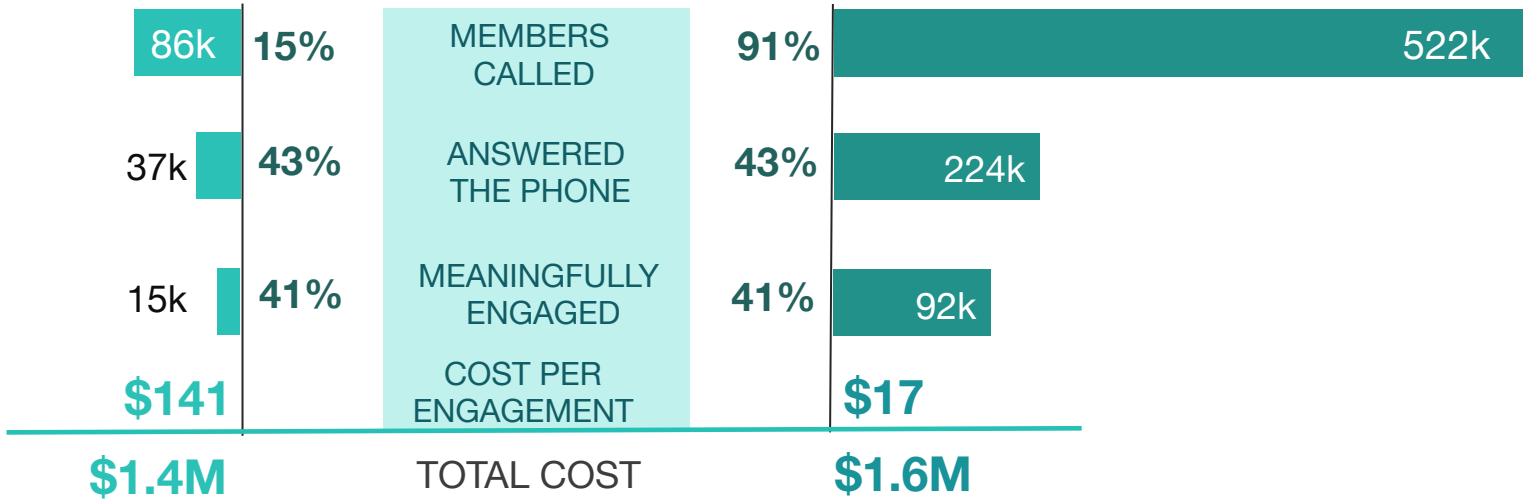## "TALE of the TAPE"

Care Teams
Traditional outreach, limited capacity

VS
573k discharged
522k - valid contacts

Angel
Unlimited Capacity, multi-lingual, highest and best productivity

Care Teams			Angel	
86k	15%	MEMBERS CALLED	91%	522k
37k	43%	ANSWERED THE PHONE	43%	224k
15k	41%	MEANINGFULLY ENGAGED	41%	92k
$141		COST PER ENGAGEMENT		$17
$1.4M		TOTAL COST		$1.6M

$13M
Cost to Achieve Care Angel Capacity

7x More Expensive | **8x Clinical Capacity**

$11.4M
Net Savings

114
FTE Needed to Reach Care Angel Capacity Equivalence

7:1
ROI

Angel delivers proven engagement savings
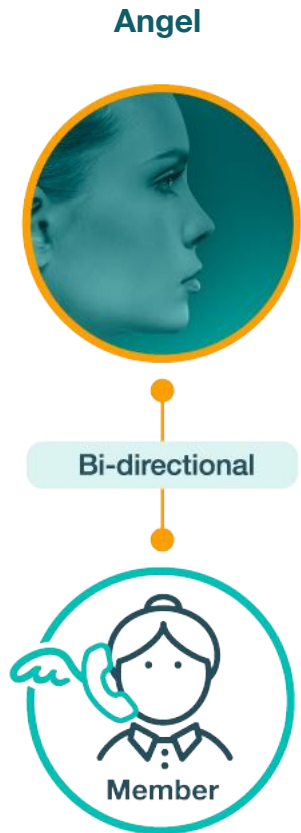
CareAngel

BONUS

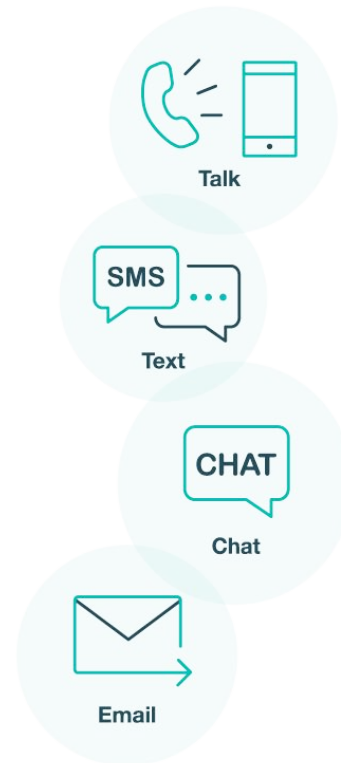**Care Managers** can practice at the top of their license, reduce burnout, tackle the nurse shortage

Care Angel delivers lowest cost, operational scale. Optimizes and automates administrative efficiency. Improves Stars, HEDIS, RAF
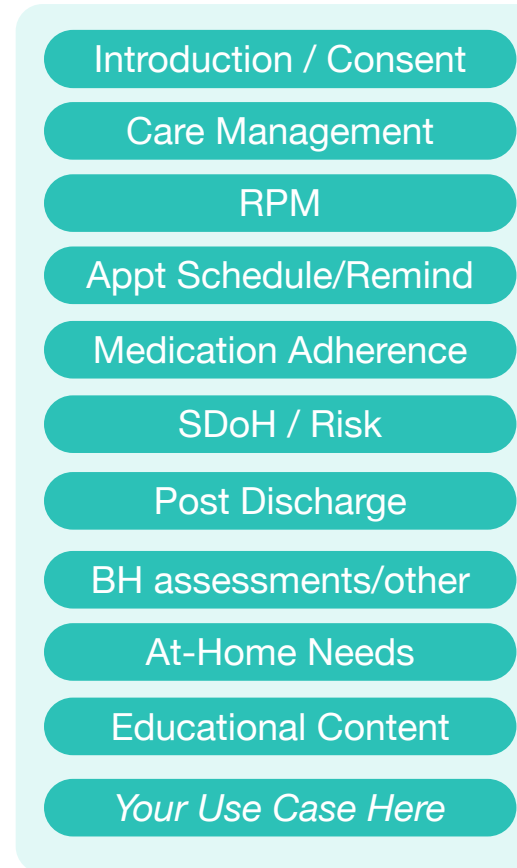
Engagement Program Workflow Automation
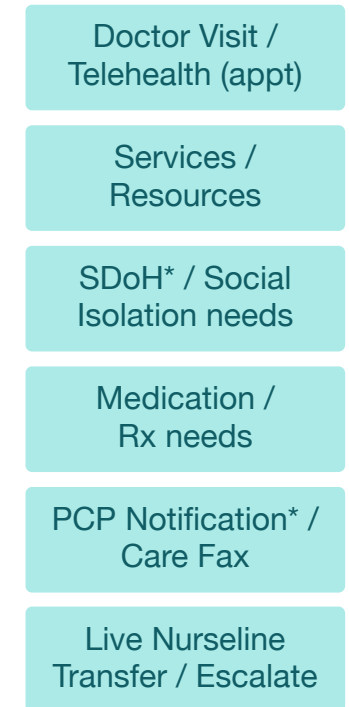
ENGAGEMENT AT SCALE

Angel

Bi-directional

Member

OMNI-CHANNEL

Talk

Text

Chat

Email

CONVERSATIONS

Introduction / Consent

Care Management

RPM

Appt Schedule/Remind

Medication Adherence

SDoH / Risk

Post Discharge

BH assessments/other

At-Home Needs

Educational Content

Your Use Case Here

ALERTS / NAVIGATION
(example)

Doctor Visit / Telehealth (appt)

Services / Resources

SDoH* / Social Isolation needs

Medication / Rx needs

PCP Notification* / Care Fax
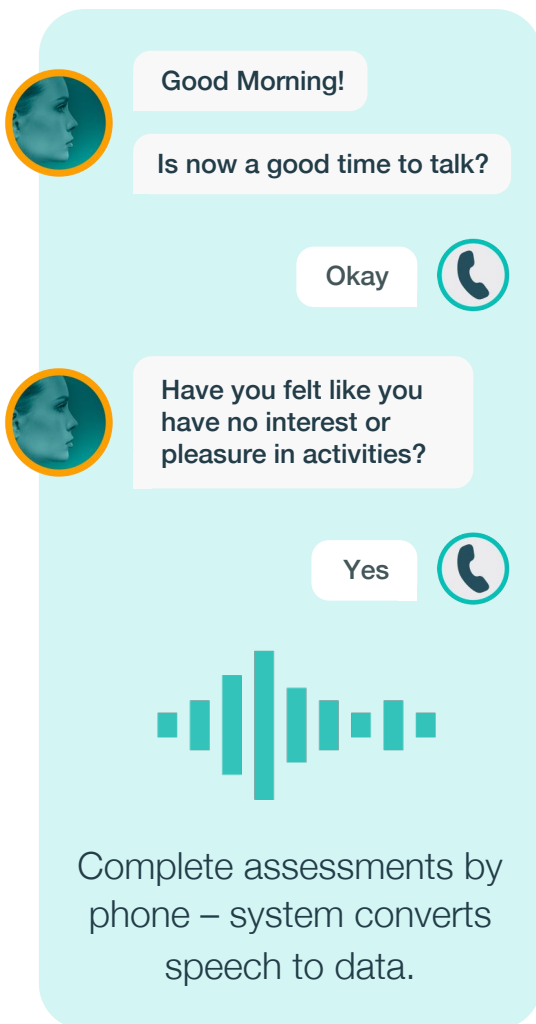
Live Nurseline Transfer / Escalate

*Proprietary Care Angel Services

Engage at scale, then quickly connect members to care, resources, information, education or act on social determinants to improve outcomes, lower costs and increase ROI, Stars/HEDIS.

Ubiquity of Telephone + Digital Solutions to Support Omni-Channel Approach

CareCall

Good Morning!

Is now a good time to talk?

Okay

Have you felt like you have no interest or pleasure in activities?

Yes

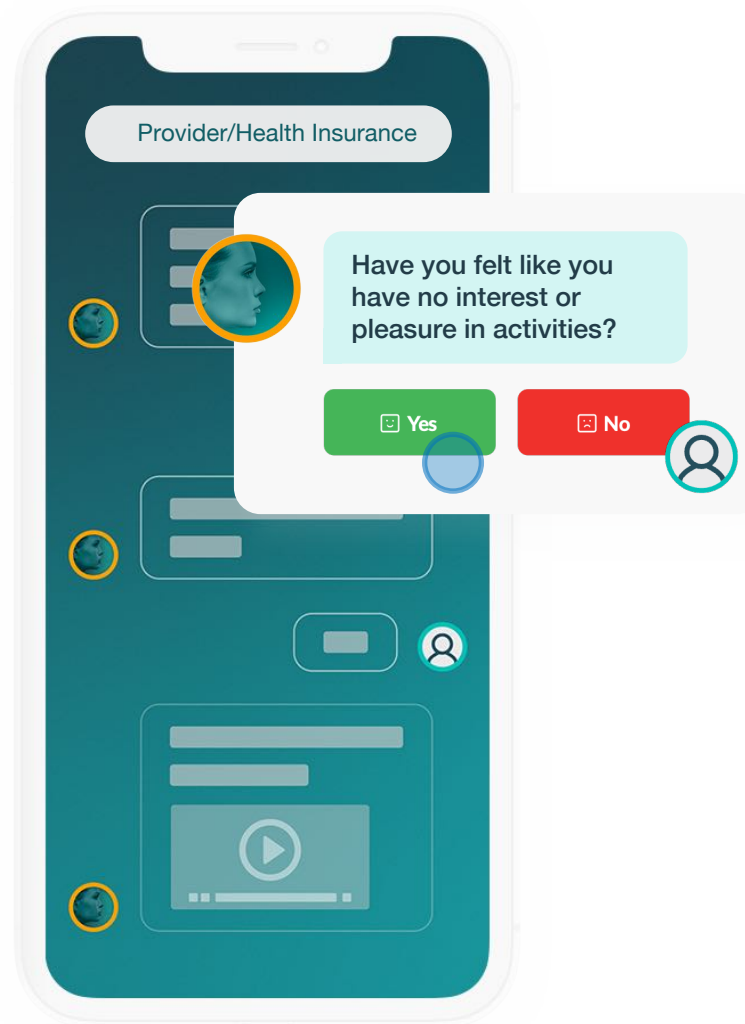Complete assessments by phone – system converts speech to data.

CareText

Member receives a text message with URL to assessment.

Link takes member to a secure environment.

Begin your assessment now:
https://bit.ly/3zb8IQB

CareChat

Provider/Health Insurance

Have you felt like you have no interest or pleasure in activities?

☺ Yes   🖼 No

CareContent

Provides real-time information and resources

I found some **Content** to support your wellbeing!

1 Watch this mental wellbeing video, it will help you in different ways…

2 I've also found that you need to finish…

Fill out Health Risk Assessment (OVERDUE)

OVERVIEW

Care Angel Offers Health Plans, Provider Networks and Hospitals/Health Systems the value of a health tool that features an AI + Voice nurse to check in on members proactively. She can contact entire populations at a fraction of the cost of a call center to quickly identify risk or non-adherence.

Members can participate in their health journey. Payers and providers can stay informed across the care continuum. Health plans and providers dramatically optimize labor costs, extend care, improved population management, care coordination, performance measures and ROI.

Care Angel is proven to positively impact medication and care plan adherence, identify gaps in care, lower utilization costs and prevent or redirect unnecessary ED utilization.

TECHNOLOGY

Care Angel's next-gen **Digital Health Engagement Service** is flexible and configurable for a full end-to-end integration that includes multi-lingual conversations, data consolidation, risk stratification, triage, care intervention, care coordination, care notifications and care navigation and resolution – leveraging patient reported data to detect risk quickly. The platform is HIPAA compliant, VISRA certified and currently finalizing HITRUST certification. There is nothing to install and clients can go live within 30 days without disruption to existing workflow.