



Autonomous and Infinitely Scalable

A Digital Health Engagement Service



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

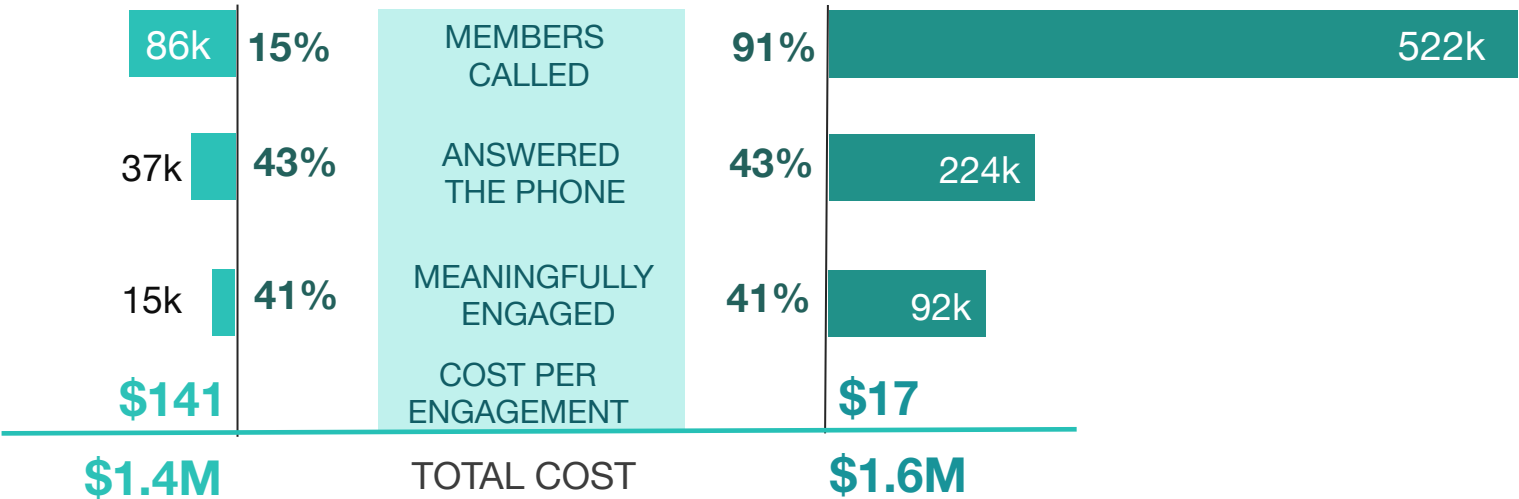
Traditional outreach,
limited capacity

VS

573k discharged
522k - valid contacts

Angel

Unlimited Capacity, multi-lingual,
highest and best productivity



\$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



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

BONUS

Care Angel delivers lowest cost, operational scale. Optimizes and
automates administrative efficiency. Improves Stars, HEDIS, RAF

Engagement Program Workflow Automation

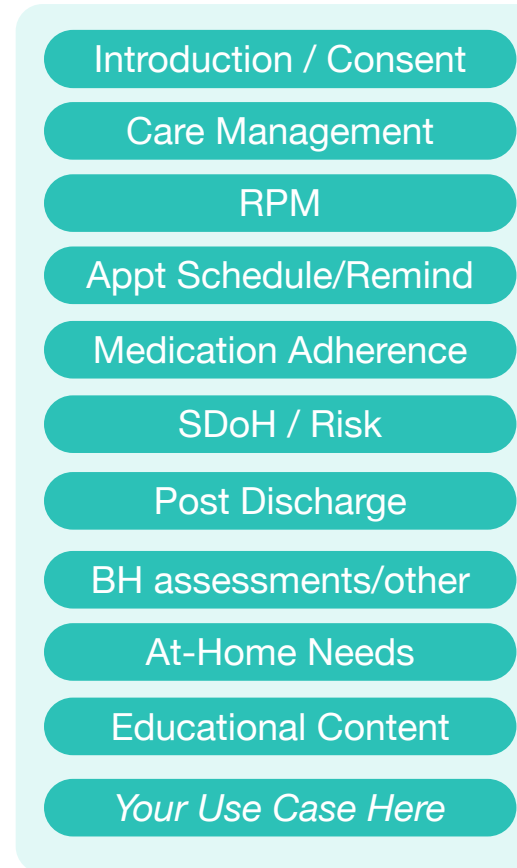
ENGAGEMENT AT SCALE



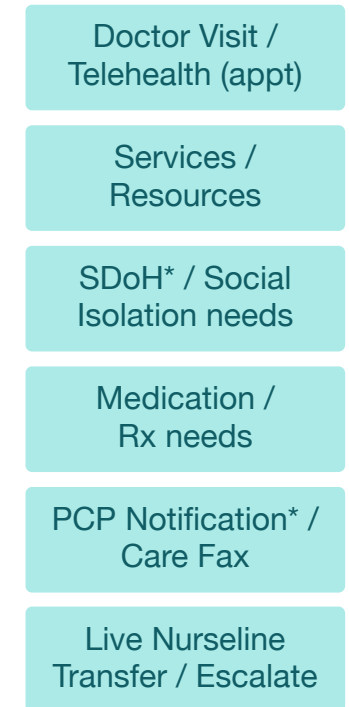
OMNI-CHANNEL



CONVERSATIONS



ALERTS / NAVIGATION (example)

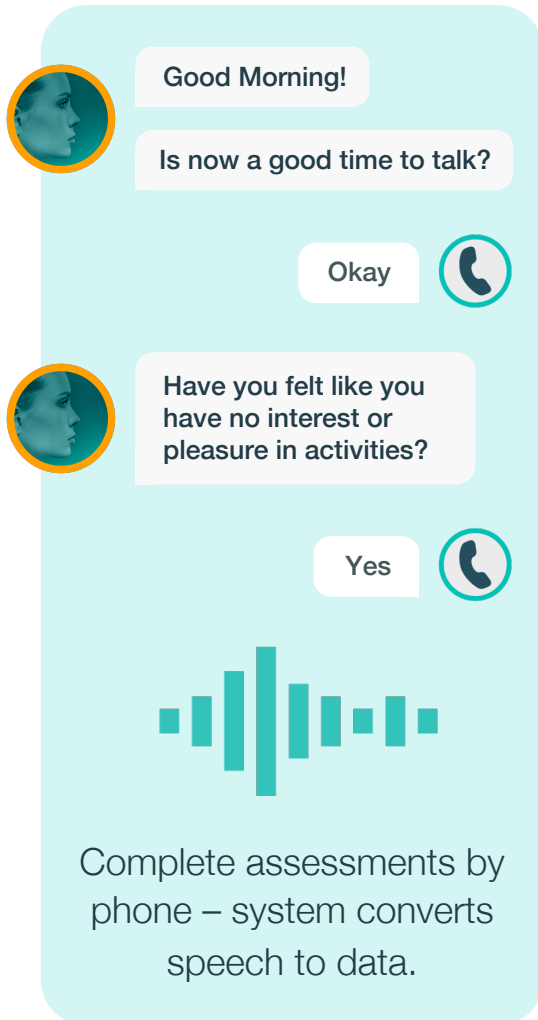


*Proprietary Care Angel Services

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.

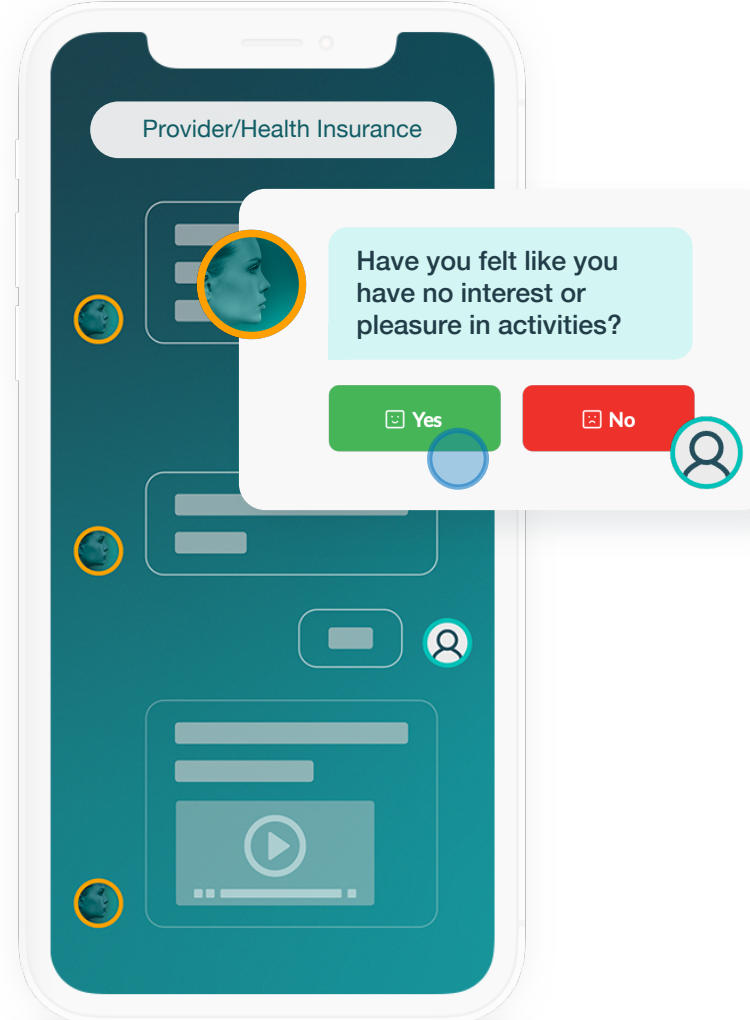
CareText

Member receives a text message with URL to assessment.

Link takes member to a secure environment.

Begin your assessment now:
<https://bit.ly/3zb8lQB>

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)