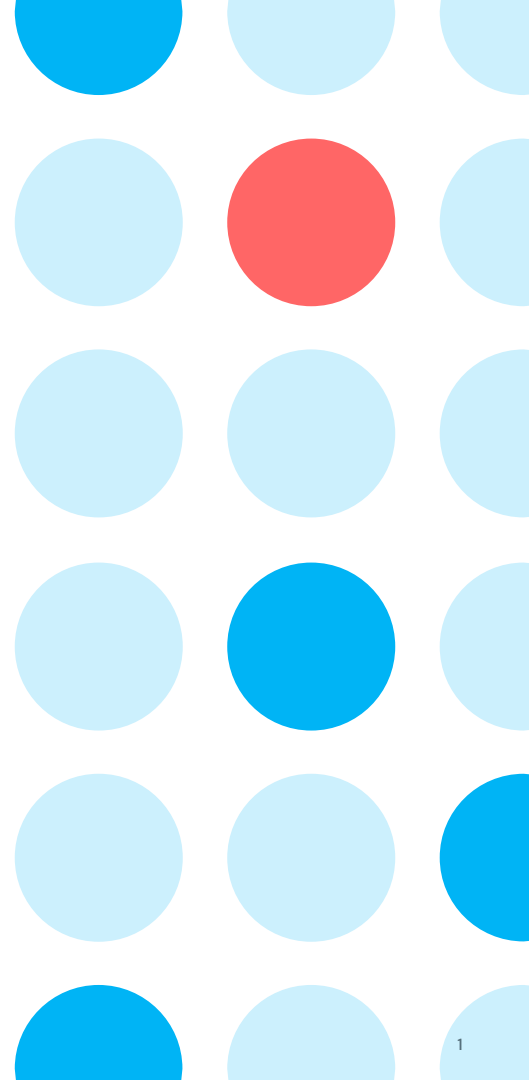




Raising the standard of healthcare for TEWF

April 9, 2022



Meet Buddy



Rusty and Grady – Founder’s Story



What comes standard in healthcare today

Inconvenience

Difficulty

Lack of
Access

Confusion

Fear about
Cost

Friction

Poor Quality
Care

Fragmentation



The problems
are not new, but
the approach has
to be different

50%

of individuals struggle
to understand their
insurance¹

84M

Americans are in
areas with primary
care shortages³

30%

of healthcare spend
in the United States
is considered waste⁵

18%

Of surveyed
physicians say they're
considering closing
their practices in the
next two years.

3 in 5

of those with a
mental illness
receive no
treatment⁴

54%

increase in the average
annual premium over the
past decade compared to
the previous 10 years⁶

¹ NCBI, 2019

² Included Health Research Study, 2020

³ HRSA, 2021

⁴ MHA, 2021

⁵ JAMA, 2019

⁶ HBR, 2021





**Raising the
standard of
healthcare for
everyone**



**For
everything**

—
We treat every
kind of health
issue

**For
everyone**

—
We help every
kind
of person

**For
outcomes**

—
We get results in
every kind of
scenario



the
prevent
ive stuff

the
compli
cated
stuff

the
confusin
g
stuff

the
costly
stuff

the
anxious
stuff

the
scary
stuff

the
big
stuff

the
urgent
stuff

the
little
stuff

the
routine
stuff



the
prevent
ive stuff

Remote worker
looking for easier
access to a **primary
care** provider





New member
trying to **find**
and **understand**
health **benefits**

the
confusin
g
stuff





Single parent
stressed about
potential costs
of care

the
costly
stuff





Mom looking
for **care options**
for a sick kid on
the weekend

the
urgent
stuff



the
scary
stuff

Spouse trying
to navigate **a
rare diagnosis**
for partner



confused
members

inequities

underutilized
benefits

rising
health
costs

poor
health
outcomes

geographic
challenges

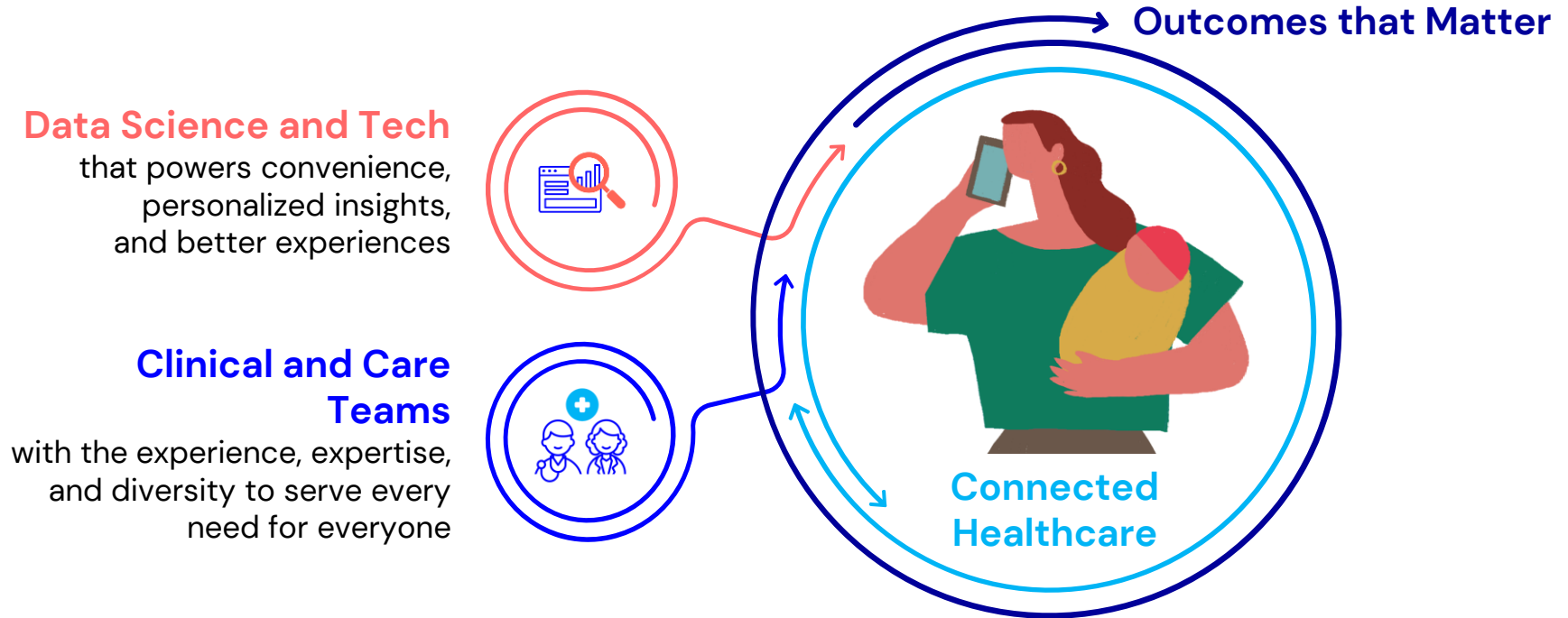
Fear of
the
unknown

Difficulties
understanding
my
Dr



The Included Health difference

A high-tech and high-touch approach to delivering better, connected healthcare



We ensure we navigate to high-quality, every time

Real-time personalization made possible with collaboration between clinicians and data scientists

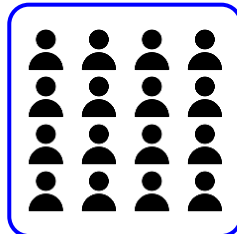


Suffering from
severe chronic
back pain

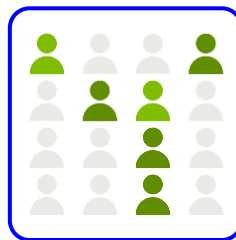
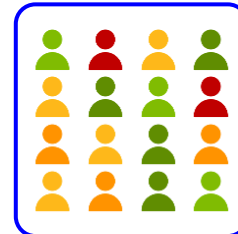
“I need a new...”



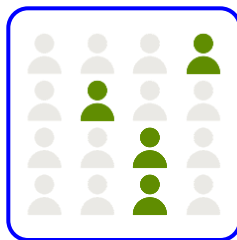
Identify Local,
In-Network MDs



Optimize for Clinical
Quality of Care



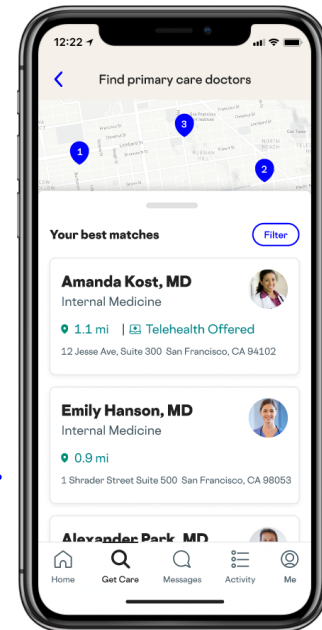
Optimize for
Cost of Care



Match to
Back Pain Need



Sort by
Match



24/7 on demand care for everyday needs

We put our members first and deliver support members across the full continuum of care.



Remote worker
looking for easy
access to a **care**,
**regardless of
location**



Mom looking
for **urgent
care options**
for her sick
kid



Member
looking for
support to
**manage their
cholesterol**



Woman looking
for **immediate
relief from a
UTI**



Member who
doesn't have a
PCP and **needs a
care option**

Cross-trained, high-quality providers deliver a better care experience





Everyday & Urgent Care

Compassionate, high-quality care, available 24/7

Our approach

- ✓ Employed cross-trained physicians deliver high-quality care
- ✓ Member-centric model allows members to build long-term relationships with providers
- ✓ Nationwide, 24/7 availability for quick and easy access



Our impact

95%

case resolution rate

4.9/5

member rating

3-5x

lower revisit rates than other telehealth companies



Everyday & Urgent care

Our high-quality, employed providers are available to members **nationwide with 24/7 availability** for quick and easy access to care for everyday and urgent needs

Sample List of Conditions Treated

Cold & Flu	High Blood Pressure	Fevers
Sinus Infections	Vaginal & Yeast Infections	Asthma
Bronchitis & Pneumonia	Cellulitis & Skin Conditions	High Cholesterol
Urinary Tract Infections	Women's and Men's Health	Weight Management
Vomiting & Diarrhea	Labs & Screenings	
Conjunctivitis	Allergies	



3-5x

lower revisit rates
than other telehealth
companies

80%

of patients
achieved LDL
cholesterol goal

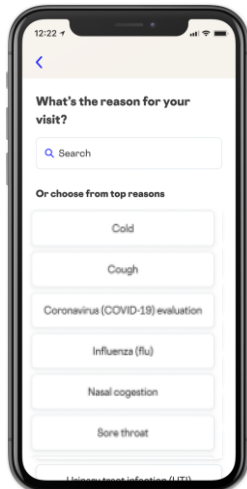


A better care experience for you, the member

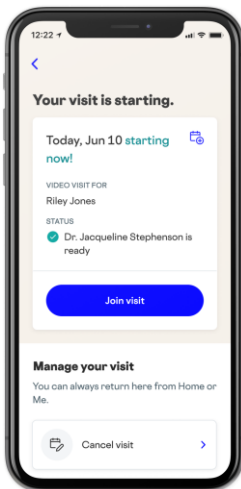
Anytime, anywhere access to on-demand care via an easy-to-use interface



Thoughtfully designed,
easy-to-use interface



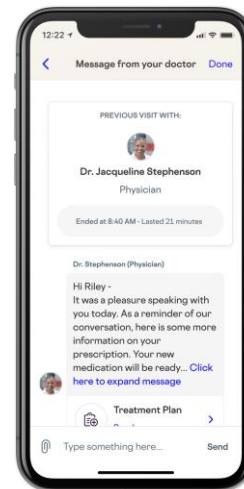
Smart intake flow that
recognizes the reason
for visit and knows
what to ask for
(pictures,
temperature, etc.)



Flexible home screen
content catered to
member



24/7 on demand
video-first visits, with
option for phone



Post-visit summaries
and treatment plans



Common member FAQs

What is Included Health?

Included Health provides 24/7, on-demand care for a wide range of everyday issues, including everyday & urgent needs and primary dermatology.

Who is eligible for Included Health?

Eligible members are those who are covered under the TEWF medical plan. Eligible members, including those under 18, have access in all 50 states.

Does my eligibility change when I retire?

No, you're still eligible for the Included Health benefits at no cost to you.

How do I access Included Health?

You can get started by downloading the Included Health app on iOS and Android, calling 855-429-7119 or visiting www.includedhealth.com/tewf

When can I access the service?

Everyday & Urgent Care is available 24/7, 365 days a year

How long will it take to receive care?

Urgent Care visits are typically available within 15 minutes





Thank you!

Let's raise the standard of healthcare for everyone, together.

