



# Overview of Included Health

September 2024



# Included Health's mission is to raise the standard of healthcare for everyone.

By educating, empowering, and guiding members to the highest quality, most convenient care. Removing the hassle and guesswork from using their benefits. Optimizing care delivery to improve total cost of care.

Putting members first

**~10M**

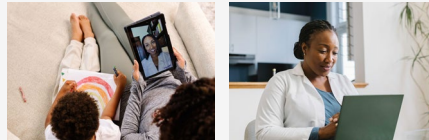
Members covered, 24/7



Raising the standard of care

**1000+**

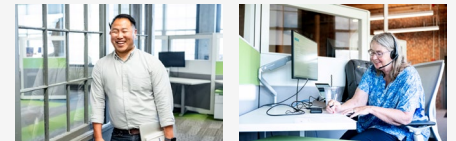
Clinicians on staff



Improving the member journey

**88%**

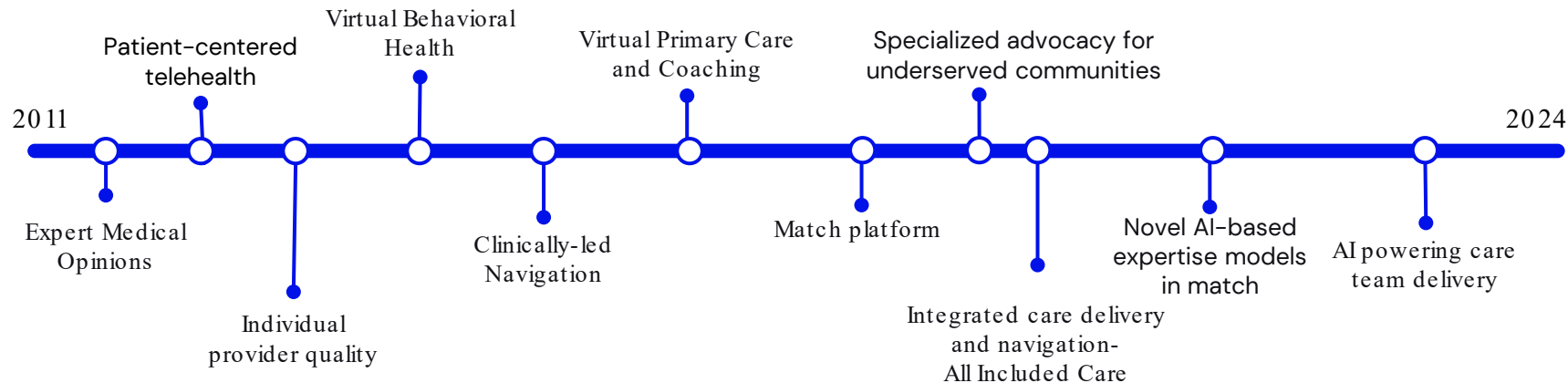
Member satisfaction





# Industry leading innovation – at scale

Serving millions of members, nationwide with our clinically-led approach





# Included Health's contribution to CalPERS Objectives



## Improve Member Experience

Increase CalPERS member satisfaction with healthcare with Included Health as the unified entrypoint to care. Measured via a mutually agreed upon target for net-promoter score.



## Increase value of the PPO

Boost effectiveness of the PPO through improved clinical outcomes and reduced total cost of care. Included Health is committed in partnering with CalPERS and Blue Shield of CA to help reach the OHCA trend goal of 3% by 2029, with significant fees at risk against targets.



## Aligned Quality Measures

Improve the clinical outcomes of CalPERS members via mutually agreed upon quality measures with accountability from both Included Health and Blue Shield of CA. Measures are focused on HEDIS-based population health management metrics like prevention and specific condition outcomes.



# 24/7 single -entry point for CalPERS PPO members

Starting 1/1/25, CalPERS will have a dedicated care team & full-scale app and web platform to provide healthcare access, answers, and advocacy - fully integrated across all settings, virtual and in-person

## Multi-modal access

to meet members in a way they prefer

LIVE PHONE

LIVE CHAT

MOBILE APP

WEB EXPERIENCE

## Administrative



Member trying to find and understand health benefits

## Continuum of Care



Parent looking for urgent care options for sick child



Member looking for easy access to a PCP



Member looking for a knowledgeable therapist

## Complex



Spouse trying to navigate a rare diagnosis for partner

## Provide Assistance

Personal Advocate  
Claims and Billing  
Coverage & Plan Design  
Spending and Cost of Care

## Improve Access

Guidance to Relevant Services  
Provider Matching  
Condition and Treatment Options  
Expert Opinions

## Deliver Care

Primary Care  
Routine and Urgent Care  
Behavioral Health Therapy and Psychiatry  
Complex Case Management

## Mid-50s male

- History of kidney transplant, hypertension, and pre-diabetes
- Hasn't engaged with healthcare in 2+ years, partly due to cost
- Positive screen for anxiety and depression
- Lifestyle risks



### 1 Received email from IH

Member received outreach campaign informing him about IH's services. He accessed IH and scheduled an IH Primary Care visit the next day.



### 2 Supplemental virtual primary care visit

Member's visit with IH PCP revealed a need for prescription refill and updated labs. Member shared he was experiencing numbness and tingling in feet and lower legs, but in the past didn't get care due to cost and barriers to transportation.



### 3 Referral to ED

Lab results revealed an urgent situation (glucose >400 and hemoglobin Alc 15.5%). IH PCP reached out the same day the results came in to refer member to local ED for confirmation and treatment.



### 4 ED follow-up

Medication reconciliation completed post-discharge. IH care team recommended IH's Care and Case Management program; member decided to enroll and was connected to IH nurse care manager for intake. Also connected member to a local high-quality nephrologist and endocrinologist and provided medical records to providers.



### 5 Enrolled in care plan

IH nurse care manager worked with IH PCP to coordinate on-staff team of Psychiatrist, Dietician, Social Worker, and Pharmacist for BH, social, and lifestyle needs. Team ensured member began using a continuous glucose monitor (supported PA process and paperwork, confirmed coverage). Pharmacist optimized medication regimen based on diagnoses, condition mixes, and costs. Social worker addressed transportation concern and helped file disability.

## Outcomes that matter

Weekly check-ins over the next 7 months resulted in blood pressure, cholesterol, and cardiovascular risk all under control plus an 11% decrease in Alc (6.1%). IH addressed social determinants that were inhibiting member's ability access ongoing care, including managing prescription costs for better long-term adherence.



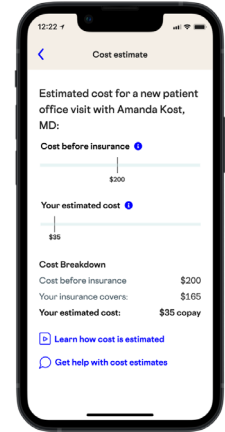
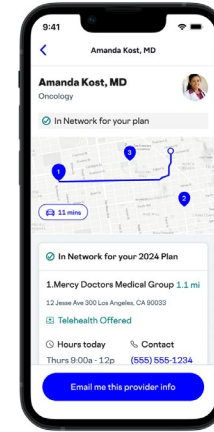
# How Included Health will support CalPERS members

Through a dedicated CalPERS care team and through an easy-to-use app and platform



## CalPERS Pod

Dedicated to CalPERS



**Clinicians**  
oversee clinical questions  
on the patient's behalf

**Care Coordinators (CCs)**  
advocates for members, includes Spanish  
speakers

**Local in-network  
high-quality  
PCPs and  
specialists**

**Guidance to  
relevant benefits  
for help with  
certain needs**

... can connect to **MULTIDISCIPLINARY TEAM**

Records specialists	Claims advocates	NPs, PAs, RNs	Dietitians	
Therapists	Psychiatrists	Social Workers	Physicians	Clinical Pharmacists

**Supplemental  
virtual care**  
for BH, urgent  
care, and PCP

**National experts**  
providing  
escalated  
support



# Focusing on what matters



CalPERS

blue  
california 

- A dedicated care team experience **focused on CalPERS**
- Improvement in the health and wellbeing of your CalPERS PPO members
- A benefits strategy that's **easy to administer and delivers cost savings**
- A committed partner who is equally focused on **building for the future**