2021 Impact

For everything

Introduced All-Included Care™ a unified care platform that supports members across their entire healthcare experience.

Expanded our offerings with 74 clients who saw the promise of creating a more connected care experience for their members.

Built trusted relationships through comprehensive, wraparound support, leading to our current average member rating of 4.9 / 5.

For everyone

Grew our diverse clinical team to better support all members:

- 56% Parents
- 60% Females
- 40% BIPOC
- 4% LGBTQ

Partnered with many of our clients, including Fortune 500 companies, to better support the health needs of the LGBTQ+ and Black communities.

Opened up access to better mental healthcare for our members across the U.S. with a 33% growth in behavioral health providers on staff.

Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.

For outcomes

Delivered more than 3 million member interactions.

Saved members $3.5M in direct out-of-pocket medical expenses by fixing incorrect bills and other claims issues.

Awarded as one of the best places to work by FORTUNE and Inc. Magazine.

I felt validated. As parents, we are our children’s advocates.

The right doctors make such a difference and we wouldn’t have found them if not for Included Health.

After five years of searching, we finally had an answer.

A while ago, I felt like a lost cause and that there was nothing to be done, but now I finally have some hope.

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1) The 33% growth in behavioral health providers on staff represents the increase in total active psychology and total active psychiatry providers from January 2021 to November 2021.
2) In our fiscal year ended June 30, 2021.
3) As measured over the period from January 2021 to December 2021.

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2021 Impact

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## 2021 Year in Review

### For everything

- **Introduced All-Included Care™**
  - A unified care platform that supports members across their entire healthcare experience

- Expanded our offerings with **74 clients**
  - Who saw the promise of creating a more connected care experience for their members

- **3M+** Member interactions

- Built trusted relationships through comprehensive, wraparound support, leading to our current average member satisfaction

### For everyone

- Grew our diverse clinical team to better support all members
  - 56% Parents
  - 60% Females
  - 40% BIPOC
  - 4% LGBTQ

- Partnered with many of our clients, including Fortune 500 companies to better support the health needs of the LGBTQ+ and Black communities

- Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.

### For outcomes

- **3–5x better** 14-day revisit rate vs competitors

- **92%** of members saw a behavioral health provider within 7 days

- Increased cancer screenings by **12–19%**

- **$10.6M** Saved members in direct out-of-pocket medical expenses by fixing incorrect bills and other claims issues

- Awarded as one of the best places to work by FORTUNE, Fierce Healthcare, and Inc Magazine

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*As measured over the period from [__] to [__].  
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***As measured over the period from [__] to [__].  
****As measured over the period from [__] to [__].  

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# 2021 Year in Review

**For everything**

- **Introduced All-Included Care™**
  - a unified care platform that supports members across their entire healthcare experience

**For everyone**

- Grew our diverse clinical team to better support all members:
  - 56% PARENTS
  - 60% FEMALES
  - 40% BIPOC
  - 4% LGBTQ

- Opened up access to better mental healthcare for our members across the U.S. with a 33% growth in behavioral health providers on staff

**For outcomes**

- Built trusted relationships through comprehensive, wraparound support, leading to our current average member rating of 4.9 / 5

- Expanded our offerings with 74 clients who saw the promise of creating a more connected care experience for their members

- Partnered with many of our clients, including Fortune 500 companies to better support the health needs of the LGBTQ+ and Black communities

- Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.

- Delivered more than 3 million member interactions

- 92% of members saw a behavioral health provider within 7 days**

- Saved members **$10.6M**
  - To date in direct out-of-pocket medical expenses by fixing incorrect bills and other claims issues****

- Awarded as one of the best places to work by FORTUNE, Fierce Healthcare, and Inc Magazine

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"I felt validated. As parents, we are our children’s advocates."

"The right doctors make such a difference and we wouldn’t have found them if not for Included Health."

"After five years of searching, we finally had an answer."

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2021 Year in Review

At Included Health, we’re breaking down barriers to provide high quality care for all. We’re partnering with like-minded employers and health plans to be there for every individual, every community – no matter where they are in their care experience or what type of care they need. We’re not just setting the standard in healthcare, we’re raising it – for everything and everyone.

<table>
<thead>
<tr>
<th>For everything</th>
<th>For everyone</th>
<th>For outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduced All-Included Care™, a unified care platform that supports members across their entire healthcare experience</td>
<td>Grew our diverse clinical team to better support all members</td>
<td>3–5x better 14-day revisit rate vs competitors*</td>
</tr>
<tr>
<td>Expanded our offerings with 17 clients who saw the promise of creating a more connected care experience for their members</td>
<td>Opened up access to better mental healthcare for our members across the U.S. with a 33% growth in behavioral health providers on staff</td>
<td>92% of members saw a behavioral health provider within 7 days**</td>
</tr>
<tr>
<td>3.4M+ services delivered</td>
<td>Partnered with many of our clients, including Fortune 500 companies to better support the health needs of the LGBTQ+ and Black communities</td>
<td>Increased cancer screenings by 12–19% by getting members to higher quality care***</td>
</tr>
<tr>
<td>Built trusted relationships through comprehensive, wraparound support, leading to our current average member satisfaction X%</td>
<td>Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.</td>
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<td><strong>I felt validated. As parents, we are our children’s advocates.</strong></td>
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2021 Year in Review

At Included Health, we’re breaking down barriers to provide high quality care for all. We’re partnering with like-minded employers and health plans to be there for every individual, every community – no matter where they are in their care experience or what type of care they need. We’re not just setting the standard in healthcare, we’re raising it – for everything and everyone.

For everything

- Introduced All-Included Care™
  a unified care platform that supports members across their entire healthcare experience

- Expanded our offerings with 40 clients
  who saw the promise of creating a more connected care experience for their members

- Delivered 3.4M+ services to members across the U.S.

- Built trusted relationships through comprehensive, wraparound support, leading to our current average member X% member satisfaction

For everyone

- Grew our diverse clinical team to better support all members

- Partnered with many of our clients, including Fortune 500 companies to better support the health needs of the

  LGBTQ+ and Black communities

- Opened up access to better mental healthcare for our members across the U.S. with a

  33% growth
  in behavioral health providers on staff

- Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.

For outcomes

- 3-5x better 14-day revisit rate vs competitors*
  of members saw a behavioral health provider within 7 days**

- Increased cancer screenings by 12-19%***

- Awarded as one of the best places to work by FORTUNE, Fierce Healthcare, and Inc Magazine

- Saved members $10.6M
  To date in direct out-of-pocket medical expenses by fixing incorrect bills and other claims issues****

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A while ago, I felt like a lost cause and that there was nothing to be done, but now I finally have some hope.*

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*Claims audit conducted by independent carriers and advocacy company
** As measured from May to November 2021.
***As measured over the period from [__] to [__].
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Our mission is to raise the standard of healthcare for everyone. We’re partnering with like-minded employers and health plans to be there for every individual, every community – no matter where they are in their care experience or what type of care they need. We’re not just setting the standard in healthcare, we’re raising it – for everything and everyone.

2021 Year in Review

At Included Health, we’re breaking down barriers to provide high quality care for all. We’re partnering with like-minded employers and health plans to be there for every individual, every community – no matter where they are in their care experience or what type of care they need. We’re not just setting the standard in healthcare, we’re raising it – for everything and everyone.

For everything

- **Introduced All-Included Care™**
  - A unified care platform that supports members across their entire healthcare experience

- **Expanded our offerings with 17 clients**
  - Who saw the promise of creating a more connected care experience for their members

- **Built trusted relationships through comprehensive, wraparound support, leading to our current average member**
  - X% member satisfaction

- **3.4M+ services delivered**

For everyone

- **Grew our diverse clinical team to better support all members**
  - 56% PARENTS
  - 60% FEMALES
  - 40% BIPOC
  - 4% LGBTQ

- **XX%** to better support all members

- **Partnersed with many of our clients, including Fortune 500 companies**
  - To better support the health needs of the LGBTQ+ and Black communities

- **Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.**

For outcomes

- **92% of members saw a behavioral health provider within 7 days**

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  - 56% PARENTS
  - 60% FEMALES
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  - X% member satisfaction

- **3.4M+ services delivered**

- **Awarded as one of the best places to work by FORTUNE, Fierce Healthcare, and Inc Magazine**

- **Saved members $10.6M to date in direct out-of-pocket medical expenses by fixing incorrect bills and other claims issues**

- **Fortune 500 companies to better support the health needs of the LGBTQ+ and Black communities**

- **Continued to innovate alongside our health plan partners as they look to drive better medical outcomes and lower costs.**

- **I felt validated. As parents, we are our children’s advocates.**

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