



Virtual Care Engagement Monthly Report

UMR-State of Nevada
July 2025

Member Engagement



56

Registrations This Month

295

Unique Visitors This Month

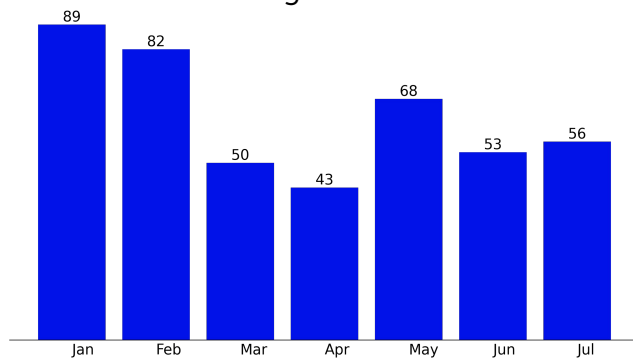
391

Total Visits This month

This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement is key to program success; changes in engagement can result from marketing initiatives or seasonality (e.g. cold and flu).

New Registrations (Year to Date)

■ New Member Registrations



48,935

Total Covered Lives

13,755

Registrations Lifetime to date

28.1%

Registration Rate Lifetime to date

-

Employee Covered Lives

441

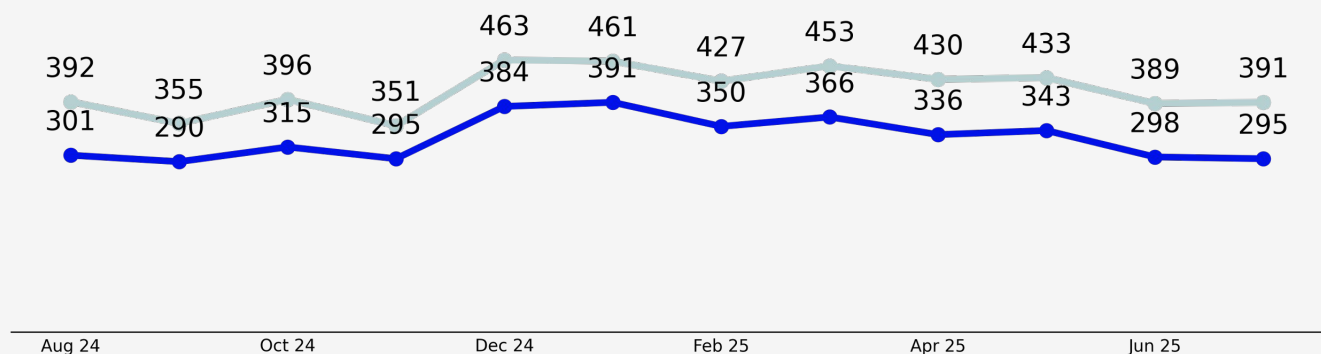
Registrations Year to Date

0.9%

Registration Rate Year to Date

Visits Last 12 Months

—●— Unique Visitors —●— Total Visits



25,705

Visits Lifetime to Date

8,099

Unique Visitors Lifetime to Date

3.2

Avg Visits Per Visitor Lifetime to Date

16.6%

Engagement Rate (Visitors/Lives) Lifetime to Date

2,984

Visits Year to Date

1,559

Unique Visitors Year to Date

1.9

Avg Visits Per Visitor Year to Date

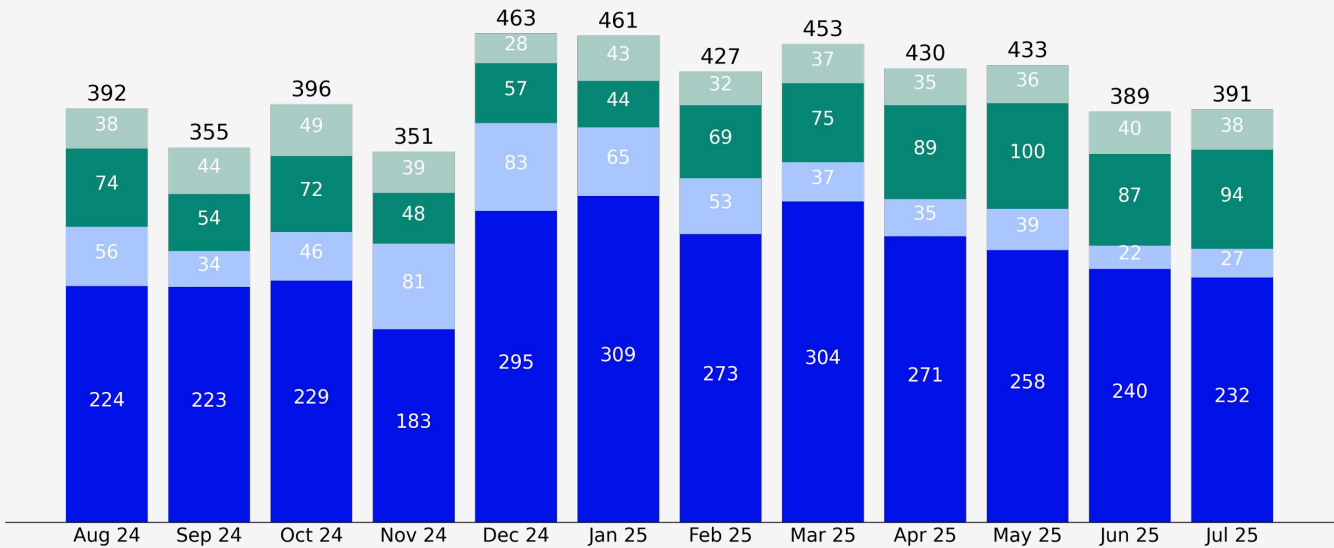
3.2%

Engagement Rate (Visitors/Lives) Year to Date

Medical & Behavioral Health Visits (Rolling)

- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit

2
Total Medical & Behavioral Health Visits
Compared AT&T's Month

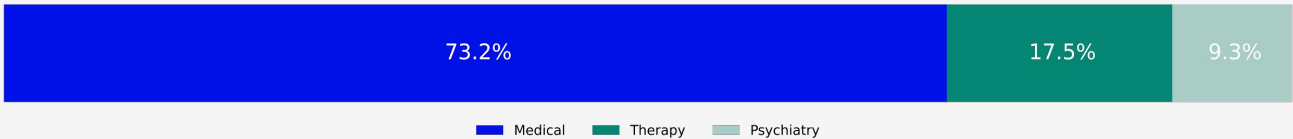


Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Appointment Type:



Most Popular Day for Visits
Year to Date

Tuesday

Most Popular Time for Visits
Year to Date

Noon - 2PM

*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

Supporting your population

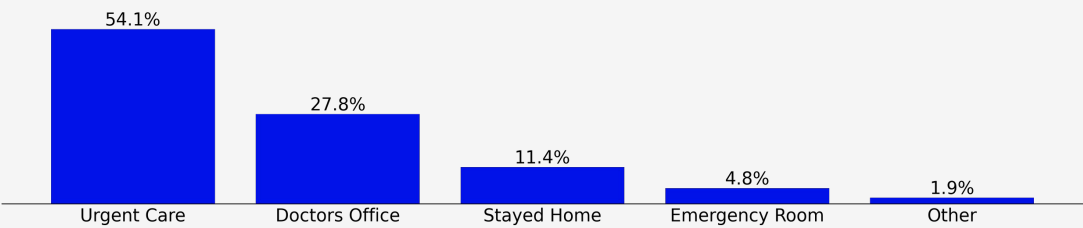


Member access, demographics, and experience

Without Included Health, where would you have gone?

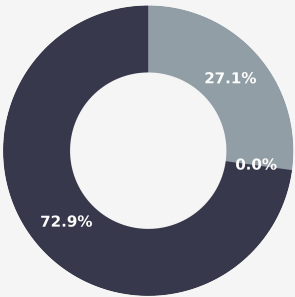
■ Percent Response Year to Date

We help members avoid unnecessary in-person visits by treating their needs virtually.



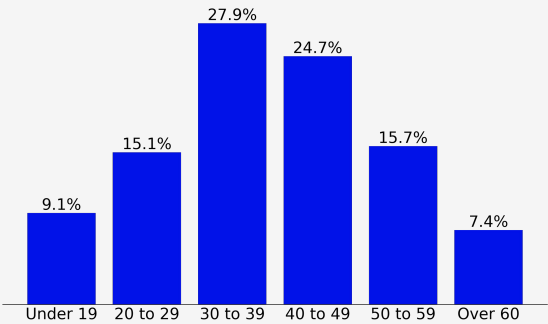
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	July	Year to Date
Average Member Rating	5.0 / 5 (N = 210)	4.9 / 5 (N = 1,098)
Median Wait Time for On-Demand Medical Appointments	2.3 min	4.8 min
Median Days to Scheduled Appointment (BH)	9.0 days	8.0 days

Member Clinical Needs



This section highlights the range of clinical conditions that we treat through virtual care services. The program addresses comprehensive physical and behavioral health needs, and chronic and acute conditions. Examining the top needs of your population can inform more targeted clinical interventions and programs.

Member Reported Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Cold	221
Urinary tract infection (UTI)	214
Cough	177
Eye issue	121
Other injury	121
Sore throat	115
Anxiety	104
Nasal congestion	86
Earache	71
Fever	66

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	593
Anxiety disorders	571
Mood disorders	274
Urinary tract infections	202
Adjustment disorders	171
Administrative/social admission	146
Inflammation; infection of eye..	132
Attention-deficit conduct and ..	115
Viral infection	103
Cough, unspecified	82

Clinical Service Delivery



Our clinical team can provide a wide range of clinical services to help address members' needs. Our team has a focus on prescribing and labs to ensure our efficacy meets or exceeds that of in-person care through connections with pharmacy benefits and top lab networks.

Prescriptions and Testing Summary

355 Prescriptions This Month	78.6% of Medical and Psychiatry visits resulted in a prescription order Year to Date	37 Lab Orders This Month	3.8% of Medical visits resulted in a lab order Year to Date
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Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	172
nitrofurantoin monohydrate/mac	137
albuterol sulfate hfa 90 mcg/a	136
amoxicillin 875 mg-potassium c	135
prednisone 20 mg tablet	121
fluticasone propionate 50 mcg/	107
azelastine 137 mcg (0.1 %) nas	100
ondansetron 4 mg disintegratin	81
doxycycline hyclate 100 mg cap	59
fluconazole 150 mg tablet	59

Top Labs	Count (YTD)
urinalysis complete, reflex culture	33
cmp, serum or plasma	16
cbc w/ auto diff	10
rpr (rapid plasma reagin), serum	10
culture, urine	10
lipid panel, serum	9
urinalysis, complete	9
tsh + free t4, serum	9
hba1c (hemoglobin a1c), blood	8
hiv 1+2 ab + hiv1 p24 ag, quantitative immunoassay...	7



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Metric	Definition
Behavioral Health Visit	Behavioral Health visits refer to scheduled appointments with our multidisciplinary team of therapists, psychologists, and psychiatrists. Our integrated Behavioral Health solution delivers highly-accessible, virtual-first therapy and psychiatry to members to address every member need from subclinical to clinical. Therapy visits are 25 or 50 minutes in length depending on the patient's needs. Initial Psychiatry visits are 45 minutes in length and all follow up psychiatry visits are 15 minutes in length.
Covered Lives	Total count of member lives (employees and dependents) eligible for Included Health services.
Employee Lives	Total count of employee lives eligible for Included Health services.
Engagement Rate	Total number of unique visitors as a percentage of eligible lives.
Medical Visit	<p>Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians.</p> <p>Urgent Care: Our Everyday & Urgent Care solution offers accessible video-first care for acute needs. Our multidisciplinary team of employed clinicians provide 24/7 care on demand or by appointment to improve access to care and deliver a better care experience. Providers are cross-trained in behavioral health, primary dermatology, and geriatric medicine, to treat a wide range of everyday & urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression</p> <p>Virtual Primary Care - With Primary Care, we provide 24/7 care across the full continuum of member needs, including physical - acute, preventive and chronic - and behavioral for engaged members.</p>
ICD-10 Code and Description	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
Member Rating	Average visitor rating of 1-5 stars submitted upon visit completion.
Patient Reported Symptoms	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
Registration	A member is considered "registered" when they digitally accept the Included Health TOS. Registration rate is the total number of individuals registered as a percentage of eligible lives.
Reported Age and Gender	Describes the patient's age and gender category as provided by the member's insurance carrier or reported by the patient. Note, these demographics describe the patient, not the visitor.
Visit	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
Visitors	A member that initiates a visit with Included Health. Unique visitor counts is determined by the member that initiates the visit, not the patient seen by the provider. For example: A patient that initiates a visit for herself and a separate visit for her child is counted as one unique visitor.



Virtual Care Engagement Monthly Report

**UMR-State of Nevada
August 2025**

Member Engagement



38

Registrations This Month

300

Unique Visitors This Month

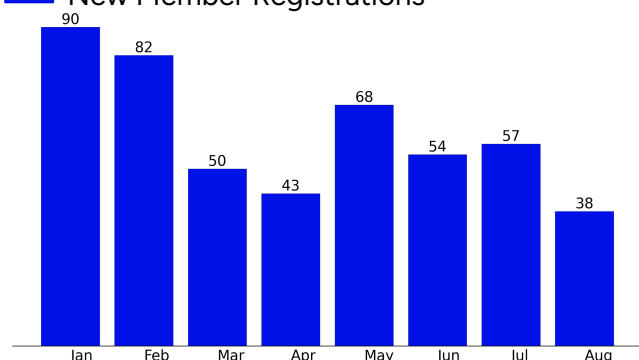
373

Total Visits This month

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New Registrations (Year to Date)

■ New Member Registrations



48,935

Total Covered
Lives

13,797

Registrations
Lifetime to date

28.2%

Registration Rate
Lifetime to date

-

Employee
Covered Lives

482

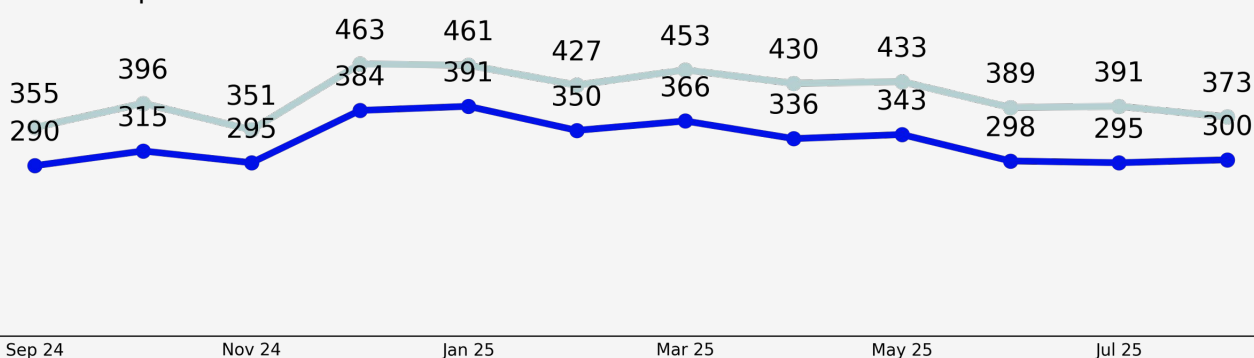
Registrations
Year to Date

1.0%

Registration Rate
Year to Date

Visits Last 12 Months

—● Unique Visitors —● Total Visits



26,079

Visits
Lifetime to Date

8,140

Unique Visitors
Lifetime to Date

3.2

Avg Visits Per Visitor
Lifetime to Date

16.6%

Engagement Rate
(Visitors/Lives)
Lifetime to Date

3,357

Visits
Year to Date

1,665

Unique Visitors
Year to Date

2.0

Avg Visits Per Visitor
Year to Date

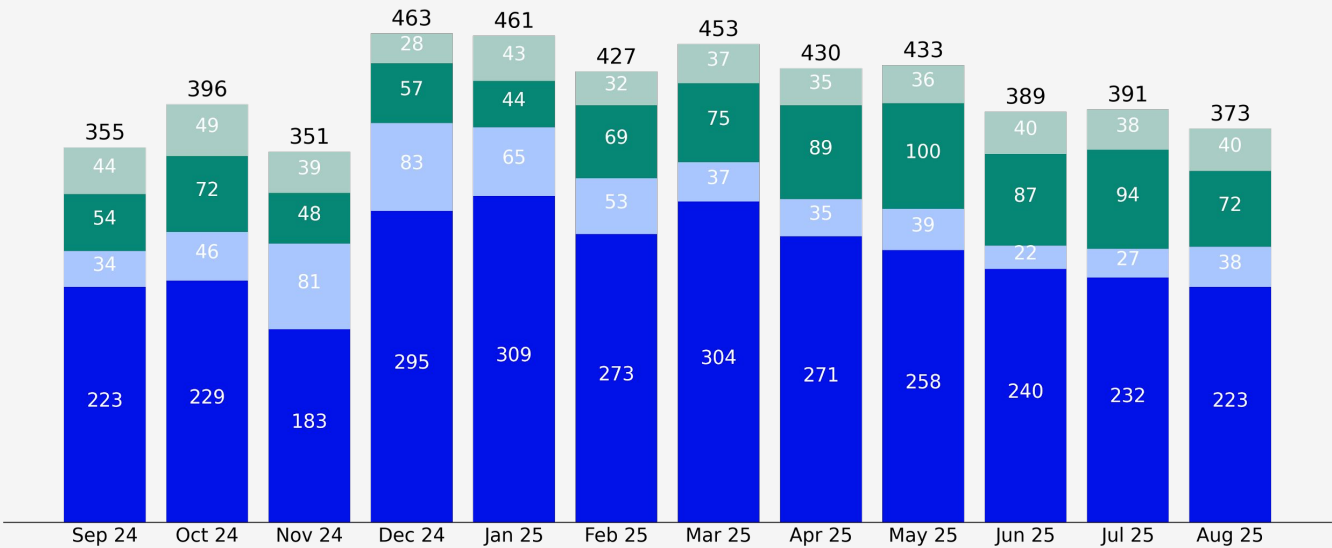
3.4%

Engagement Rate
(Visitors/Lives)
Year to Date

Medical & Behavioral Health Visits (Rolling) - 4,922 Visits

- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit

Rolling 12 Month Period
Beginning 9/24/24

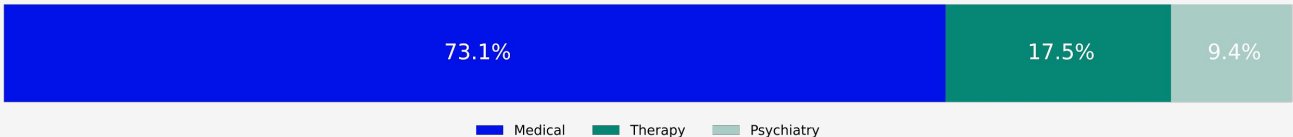


Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Appointment Type:



Most Popular Day for Visits
Year to Date

Friday

Most Popular Time for Visits
Year to Date

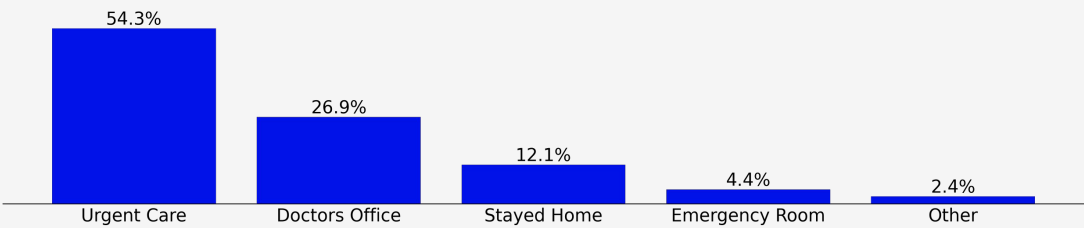
4PM - 6PM

*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

Without Included Health, where would you have gone?

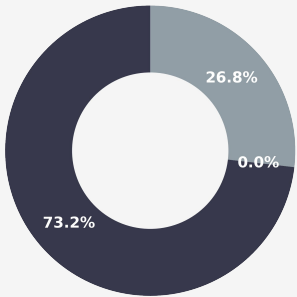
Percent Response Year to Date

We help members avoid unnecessary in-person visits by treating their needs virtually.



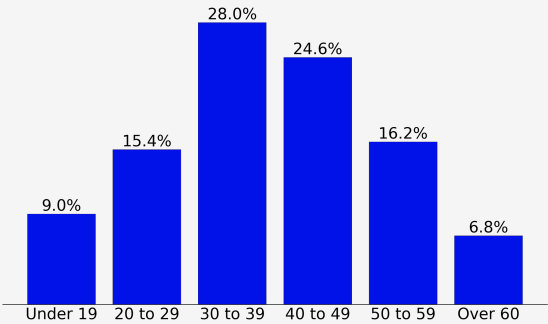
Visits by Reported Gender Year to Date

Female Male Other



Visits by Age Year to Date

Percent Distribution



Member Experience Metrics	August	Year to Date
Average Member Rating	4.9 / 5 (N = 207)	4.9 / 5 (N = 1,305)
Median Wait Time for On-Demand Medical Appointments	2.6 min	4.6 min
Median Days to Scheduled Appointment (BH)	12.0 days	8.0 days

Member Clinical Needs



This section highlights the range of clinical conditions that we treat through virtual care services. The program addresses comprehensive physical and behavioral health needs, and chronic and acute conditions. Examining the top needs of your population can inform more targeted clinical interventions and programs.

Member Reported Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Urinary tract infection (UTI)	251
Cold	239
Cough	194
Eye issue	132
Other injury	132
Sore throat	129
Anxiety	120
Nasal congestion	96
Earache	77
Prescription refill	73

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	652
Anxiety disorders	649
Mood disorders	320
Urinary tract infections	240
Adjustment disorders	192
Administrative/social admission	165
Inflammation; infection of eye..	142
Attention-deficit conduct and ..	124
Viral infection	119
Cough, unspecified	83

Clinical Service Delivery



Our clinical team can provide a wide range of clinical services to help address members' needs. Our team has a focus on prescribing and labs to ensure our efficacy meets or exceeds that of in-person care through connections with pharmacy benefits and top lab networks.

Prescriptions and Testing Summary

355 Prescriptions This Month	78.5% of Medical and Psychiatry visits resulted in a prescription order Year to Date	20 Lab Orders This Month	3.8% of Medical visits resulted in a lab order Year to Date
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Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	181
nitrofurantoin monohydrate/mac	161
albuterol sulfate hfa 90 mcg/a	150
amoxicillin 875 mg-potassium c	147
prednisone 20 mg tablet	132
fluticasone propionate 50 mcg/	116
azelastine 137 mcg (0.1 %) nas	107
ondansetron 4 mg disintegratin	96
fluconazole 150 mg tablet	71
doxycycline hyclate 100 mg cap	63

Top Labs	Count (YTD)
urinalysis complete, reflex culture	34
cmp, serum or plasma	17
culture, urine	14
urinalysis, complete	12
cbc w/ auto diff	11
rpr (rapid plasma reagin), serum	10
lipid panel, serum	10
tsh + free t4, serum	9
hba1c (hemoglobin a1c), blood	9
hiv 1+2 ab + hiv1 p24 ag, quantitative immunoassay...	7



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Employee Lives	Total count of employee lives eligible for Included Health services.
Engagement Rate	Total number of unique visitors as a percentage of eligible lives.
Medical Visit	<p>Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians.</p> <p>Urgent Care: Our Everyday & Urgent Care solution offers accessible video-first care for acute needs. Our multidisciplinary team of employed clinicians provide 24/7 care on demand or by appointment to improve access to care and deliver a better care experience. Providers are cross-trained in behavioral health, primary dermatology, and geriatric medicine, to treat a wide range of everyday & urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression</p> <p>Virtual Primary Care - With Primary Care, we provide 24/7 care across the full continuum of member needs, including physical - acute, preventive and chronic - and behavioral for engaged members.</p>
ICD-10 Code and Description	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
Member Rating	Average visitor rating of 1-5 stars submitted upon visit completion.
Patient Reported Symptoms	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
Registration	A member is considered "registered" when they digitally accept the Included Health TOS. Registration rate is the total number of individuals registered as a percentage of eligible lives.
Reported Age and Gender	Describes the patient's age and gender category as provided by the member's insurance carrier or reported by the patient. Note, these demographics describe the patient, not the visitor.
Visit	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
Visitors	A member that initiates a visit with Included Health. Unique visitor counts is determined by the member that initiates the visit, not the patient seen by the provider. For example: A patient that initiates a visit for herself and a separate visit for her child is counted as one unique visitor.



Virtual Care Engagement Monthly Report

**UMR-State of Nevada
September 2025**

Member Engagement



38

Registrations This Month

328

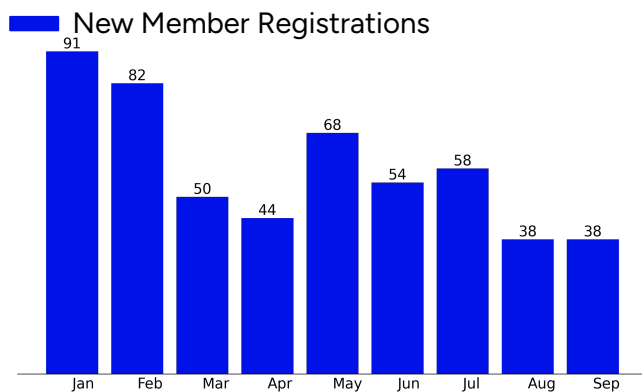
Unique Visitors This Month

422

Total Visits This month

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New Registrations (Year to Date)



48,935

Total Covered
Lives

13,843

Registrations
Lifetime to date

28.3%

Registration Rate
Lifetime to date

-

Employee
Covered Lives

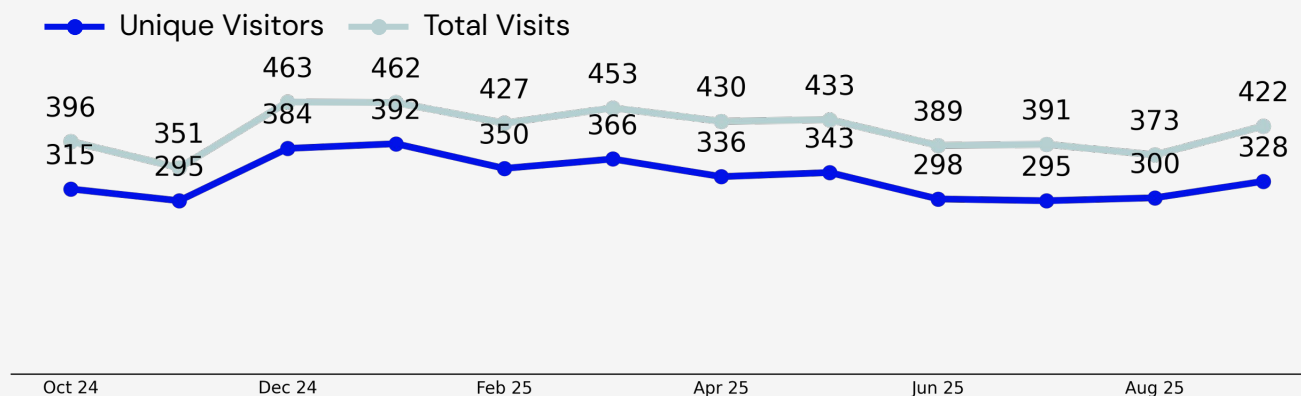
523

Registrations
Year to Date

1.1%

Registration Rate
Year to Date

Visits Last 12 Months



26,502

Visits
Lifetime to Date

8,188

Unique Visitors
Lifetime to Date

3.2

Avg Visits Per Visitor
Lifetime to Date

16.7%

Engagement Rate
(Visitors/Lives)
Lifetime to Date

3,780

Visits
Year to Date

1,784

Unique Visitors
Year to Date

2.1

Avg Visits Per Visitor
Year to Date

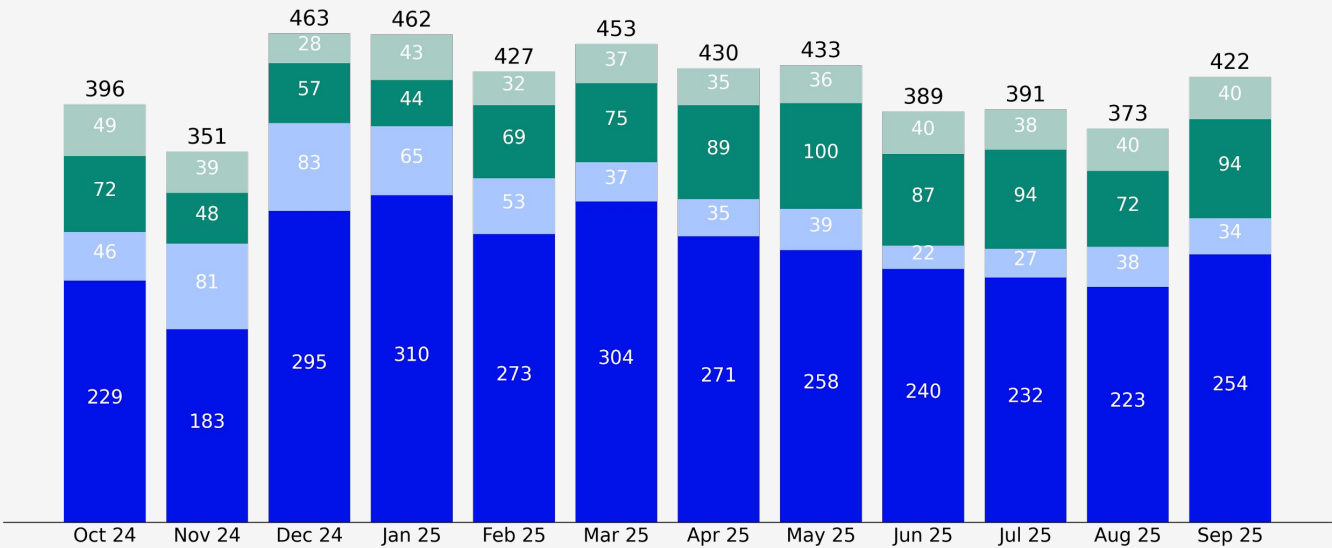
3.6%

Engagement Rate
(Visitors/Lives)
Year to Date

Medical & Behavioral Health Visits (Rolling) - 4,990 Visits

- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit

9
Rolling 12 Month
Cumulative YTD Visits



Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Appointment Type:



Most Popular Day for Visits
Year to Date

Monday

Most Popular Time for Visits
Year to Date

10AM - Noon

*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

Supporting your population

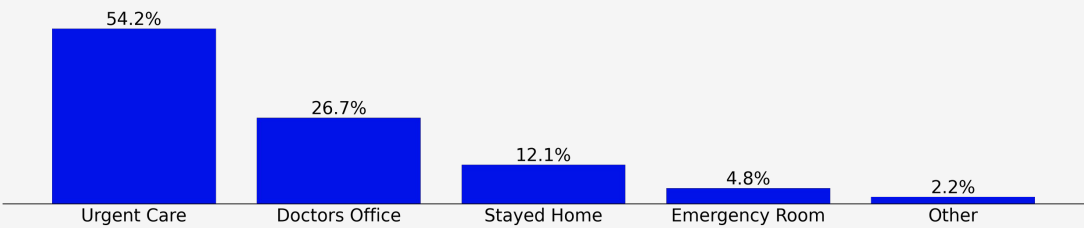


Member access, demographics, and experience

Without Included Health, where would you have gone?

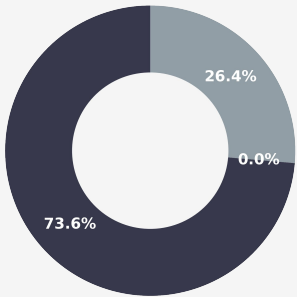
■ Percent Response Year to Date

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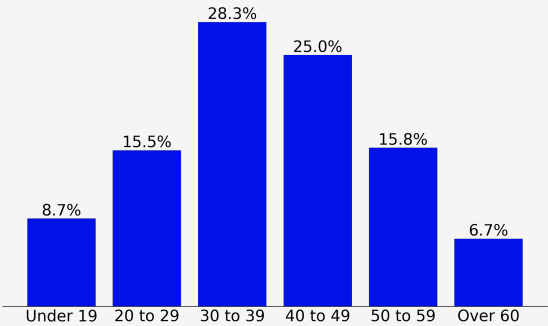
Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



Visits by Age Year to Date

■ Percent Distribution



Member Experience Metrics	September	Year to Date
Average Member Rating	4.9 / 5 (N = 252)	4.9 / 5 (N = 1,557)
Median Wait Time for On-Demand Medical Appointments	3.1 min	4.4 min
Median Days to Scheduled Appointment (BH)	11.0 days	8.0 days

Member Clinical Needs



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Member Reported Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Urinary tract infection (UTI)	283
Cold	270
Cough	209
Other injury	148
Anxiety	146
Sore throat	145
Eye issue	141
Nasal congestion	110
Earache	84
Rash	84

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Anxiety disorders	743
Other upper respiratory infect..	720
Mood disorders	372
Urinary tract infections	268
Adjustment disorders	222
Administrative/social admission	183
Inflammation; infection of eye..	148
Attention-deficit conduct and ..	140
Viral infection	138
Depression, unspecified	92

Clinical Service Delivery



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Prescriptions and Testing Summary

398 Prescriptions This Month	78.3% of Medical and Psychiatry visits resulted in a prescription order Year to Date	27 Lab Orders This Month	3.7% of Medical visits resulted in a lab order Year to Date
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Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
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azelastine 137 mcg (0.1 %) nas	116
ondansetron 4 mg disintegratin	100
fluconazole 150 mg tablet	81
doxycycline hyclate 100 mg cap	68

Top Labs	Count (YTD)
urinalysis complete, reflex culture	35
cmp, serum or plasma	20
culture, urine	16
cbc w/ auto diff	13
urinalysis, complete	13
rpr (rapid plasma reagin), serum	12
lipid panel, serum	10
hba1c (hemoglobin a1c), blood	10
tsh + free t4, serum	9
ct + ng rna, pcr, unspecified specimen	8



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