



Virtual Care Engagement Monthly Report

UMR-State of Nevada
January 2026

Member Engagement



62

Registrations This Month

376

Unique Visitors This Month

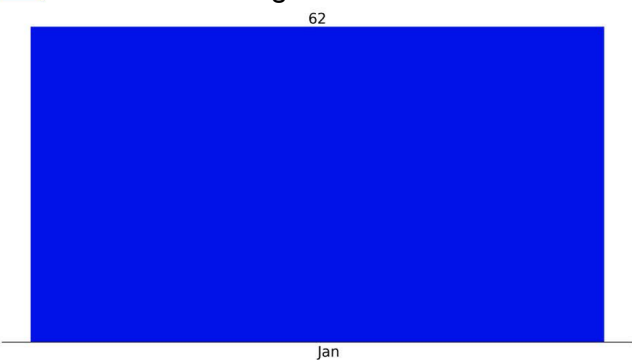
464

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

14,075

Registrations Lifetime to date

28.8%

Registration Rate Lifetime to date

-

Employee Covered Lives

62

Registrations Year to Date

0.1%

Registration Rate Year to Date

Visits Last 12 Months



28,158
Visits
Lifetime to Date

8,391
Unique Visitors
Lifetime to Date

3.4
Avg Visits Per Visitor
Lifetime to Date

17.1%
Engagement Rate
(Visitors/Lives)
Lifetime to Date

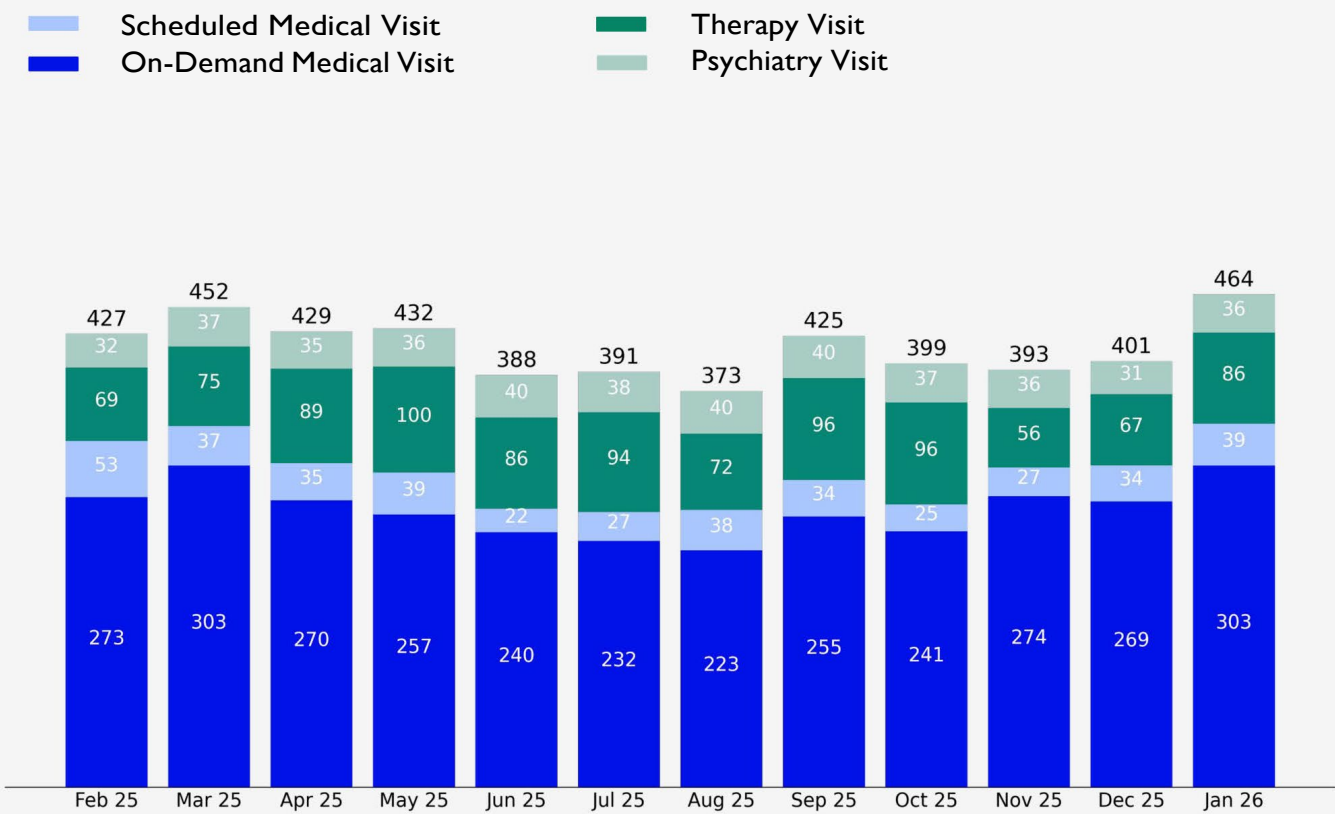
464
Visits
Year to Date

376
Unique Visitors
Year to Date

1.2
Avg Visits Per Visitor
Year to Date

0.8%
Engagement Rate
(Visitors/Lives)
Year to Date

Medical & Behavioral Health Visits (Rolling) - 4,974 Visits

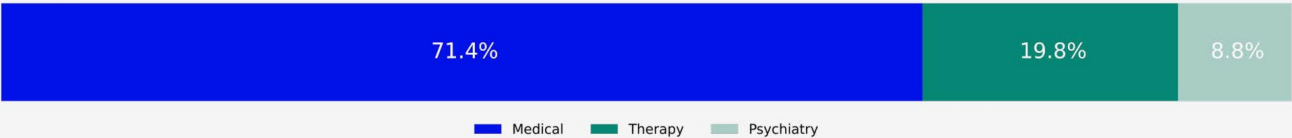


Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Visit 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

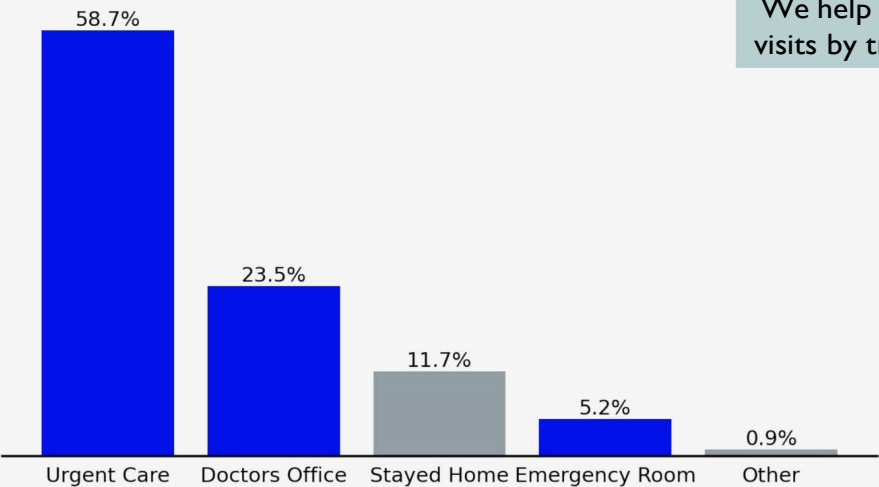
Supporting your population



Member access, demographics, and experience

Without Included Health, where would you have gone?

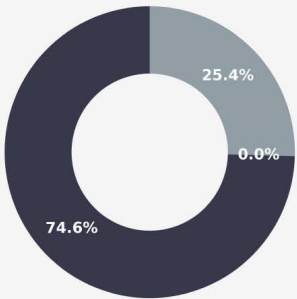
Percent Response Year to Date



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

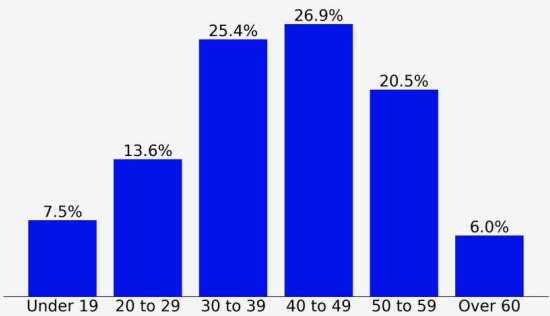
Visits by Reported Gender Year to Date

Female Male Other



Visits by Age Year to Date

Percent Distribution



Member Experience Metrics	January	Year to Date
Average Member Rating	4.9 / 5 (N = 262)	4.9 / 5 (N = 262)
Median Wait Time for On-Demand Medical Appointments	3.9 min	3.9 min

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	51
Cough	42
Sore throat	29
Urinary tract infection (UTI)	27
Nasal congestion	25
Influenza	24
Anxiety	22
Eye issue	12
Other injury	12
Rash	11

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	126
Anxiety disorders	77
Mood disorders	44
Bacterial infection; unspecifi..	39
Adjustment disorders	33
Urinary tract infections	29
Influenza	21
Administrative/social admission	16
Viral infection	16
Inflammation; infection of eye..	15

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

564 Prescriptions This Month	84.7% of Medical and Psychiatry visits resulted in a prescription order Year to Date	15 Lab Orders This Month	2.9% 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	48
amoxicillin 875 mg-potassium c	28
albuterol sulfate hfa 90 mcg/a	26
prednisone 20 mg tablet	24
nitrofurantoin monohydrate/mac	22
azelastine 137 mcg (0.1 %) nas	2
fluticasone propionate 50 mcg/	2
doxycycline hyclate 100 mg cap	1
ipratropium bromide 42 mcg (0.	1
tamiflu 75 mg capsule	14

Top Labs	Count (YTD)
urinalysis complete, reflex culture	5
tsh + free t4, serum	1
culture, stool	1
urinalysis, complete	1
cmp, serum or plasma	1
rapid strep group a, throat	1
cbc w/ auto diff	1
uric acid, serum or plasma	1
c diff toxin a+b, qualitative, stool	1
o&p (ova & parasites), stool	1

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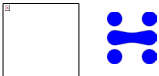
Metric	Definition
Behavioral Health Visit	Behavioral Health visits refer to scheduled appointments with our multidisciplinary team of therapists, psychologists, and psychiatrists. Our integrated Behavioral Health solution delivers highly-accessible, virtual-first therapy and psychiatry to members to 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	Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians. 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 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.
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
February 2026

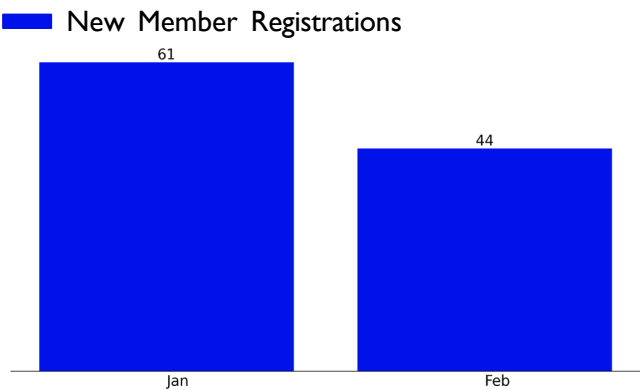
Member Engagement



44	319	411
Registrations This Month	Unique Visitors This Month	Total Visits This month

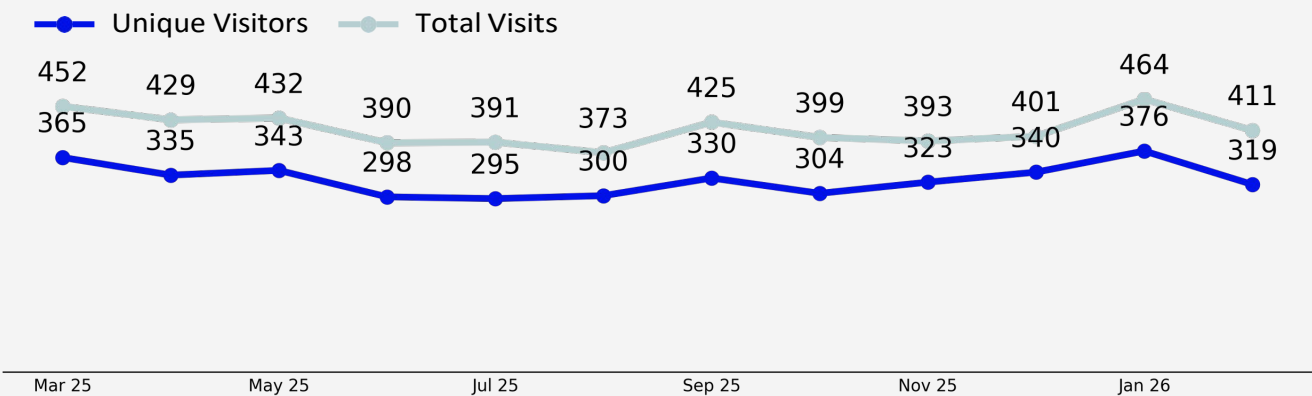
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New Registrations (Year to Date)

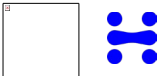


48,935	14,127	28.9%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	105	0.2%
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

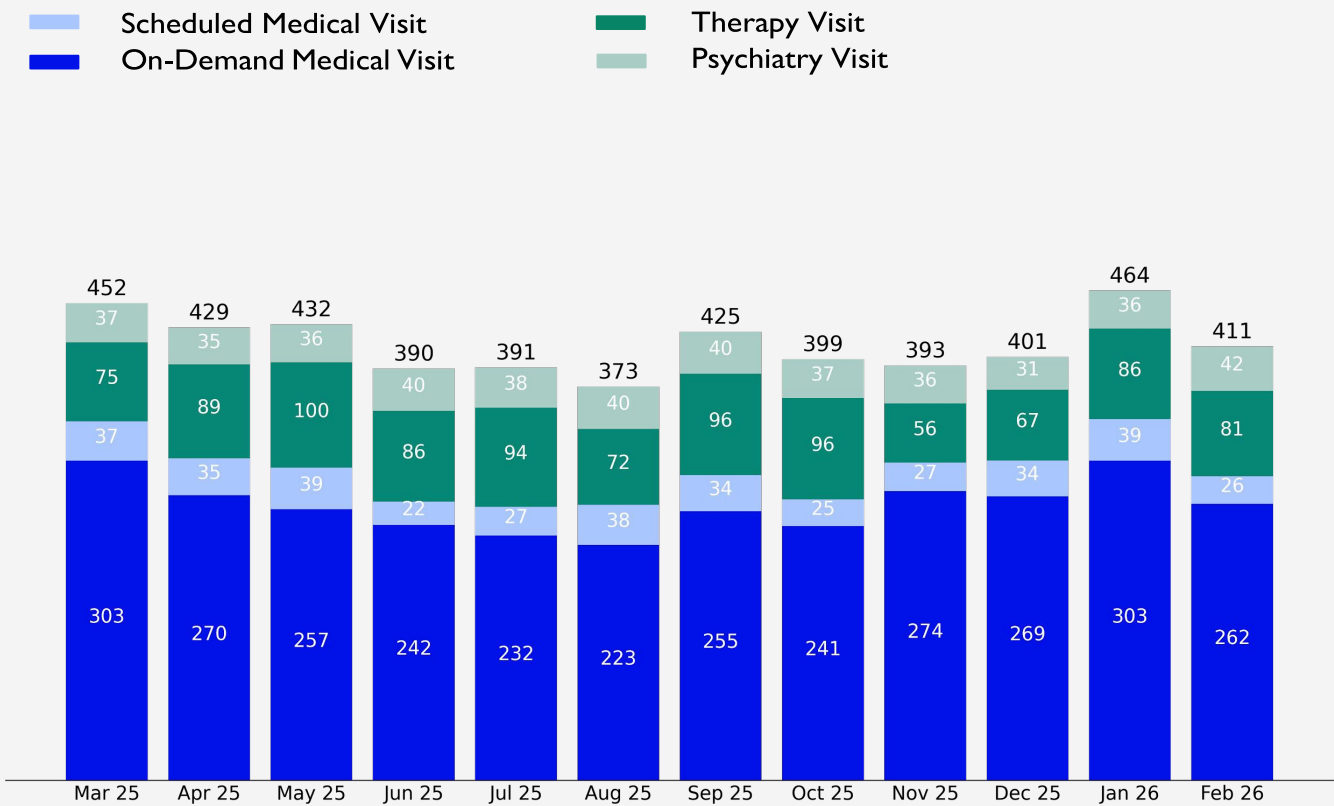
Visits Last 12 Months



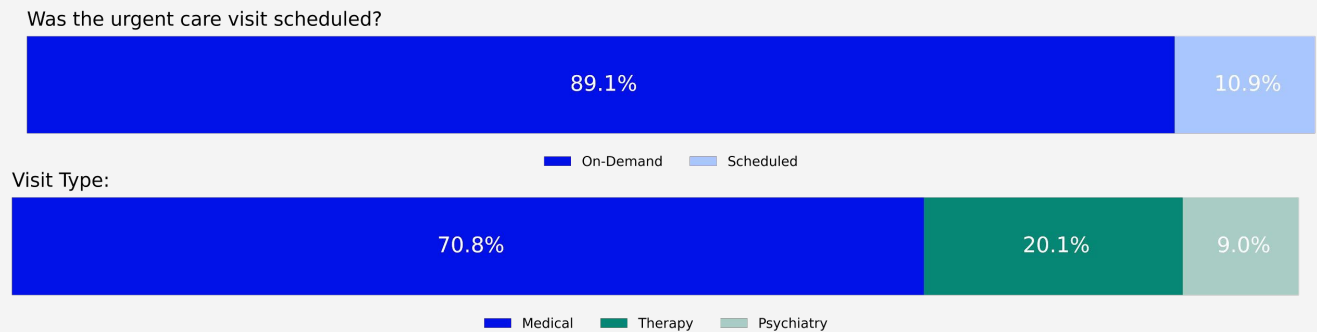
28,571	8,440	3.4	17.2%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
875	607	1.4	1.2%
Visits Year to Date	Unique Visitors Year to Date	Avg Visits Per Visitor Year to Date	Engagement Rate (Visitors/Lives) Year to Date



Medical & Behavioral Health Visits (Rolling) - 4,960 Visits



Member Demand by Visit Type Year to Date



Most Popular Day for Visits
Year to Date

Monday

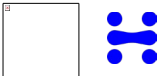
Most Popular Time for Visits
Year to Date

Noon - 2PM

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

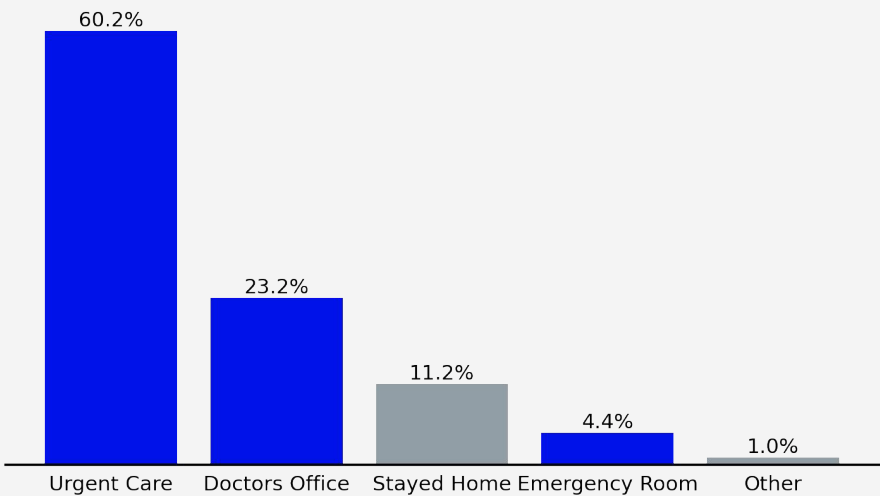
Supporting your population

Member access, demographics, and experience



Without Included Health, where would you have gone?

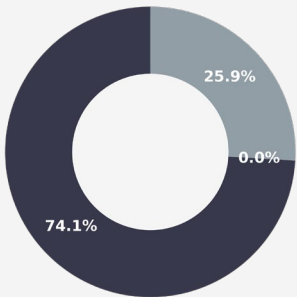
Percent Response Year to Date



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

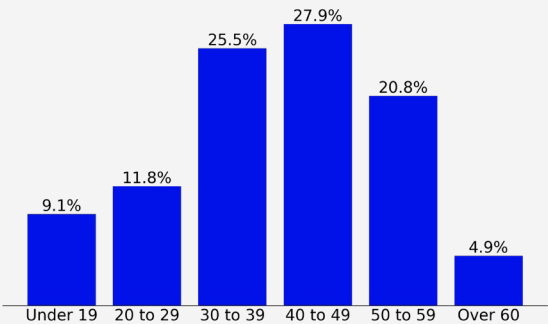
Visits by Reported Gender Year to Date

Female Male Other



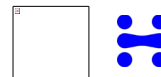
Visits by Age Year to Date

Percent Distribution



Member Experience Metrics	February	Year to Date
Average Member Rating	4.9 / 5 (N = 228)	4.9 / 5 (N = 490)
Median Wait Time for On-Demand Medical Appointments	17.3 min	6.7 min
Median Days to Scheduled Appointment (BH)	7.0 days	12.0 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	82
Cough	73
Urinary tract infection (UTI)	60
Sore throat	50
Nasal congestion	48
Anxiety	44
Influenza	37
Rash	24
Eye issue	24
Other injury	23

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	228
Anxiety disorders	168
Mood disorders	94
Bacterial infection; unspecifi..	68
Urinary tract infections	59
Adjustment disorders	55
Influenza	36
Residual codes; unclassified	32
Administrative/social admission	29
Viral infection	27

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

477 Prescriptions This Month	83.5% of Medical and Psychiatry visits resulted in a prescription order Year to Date	26 Lab Orders This Month	2.5% 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	85
amoxicillin 875 mg-potassium c	61
albuterol sulfate hfa 90 mcg/a	47
nitrofurantoin monohydrate/mac	46
prednisone 20 mg tablet	41
fluticasone propionate 50 mcg/	39
azelastine 137 mcg (0.1 %) nas	35
doxycycline hyclate 100 mg cap	28
ipratropium bromide 42 mcg (0.	26
fluconazole 150 mg tablet	23

Top Labs	Count (YTD)
urinalysis complete, reflex culture	8
salmonella sp + shigella sp, culture, stool	2
o&p (ova & parasites), stool	2
cmp, serum or plasma	2
cbc w/ auto diff	2
c diff toxin a+b, qualitative, stool	2
h pylori ag, stool	1
tsh, ultra-sensitive, serum	1
testosterone, free + total, serum	1
lipid panel, serum	1



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Virtual Care Engagement Monthly Report



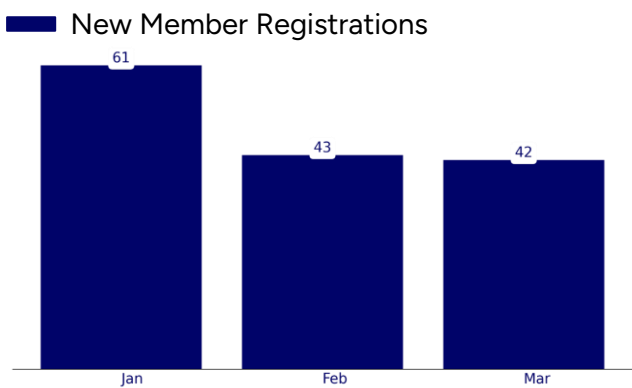
UMR-State of Nevada
March 2026

Member Engagement

42	322	413
Registrations This Month	Unique Visitors This Month	Total Visits This month

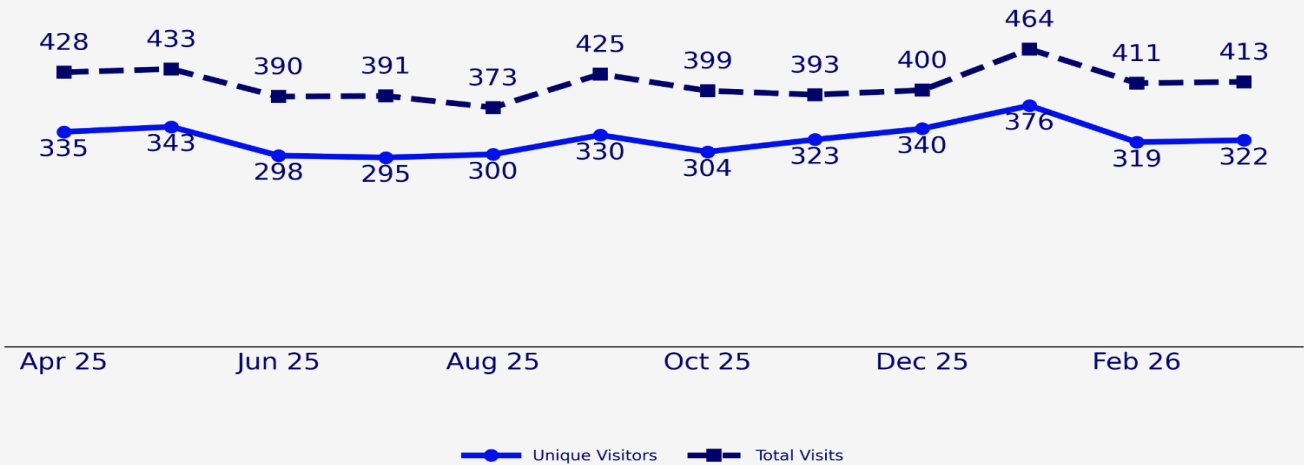
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New Registrations (Year to Date)



48,935	14,171	29%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	146	0.3%
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

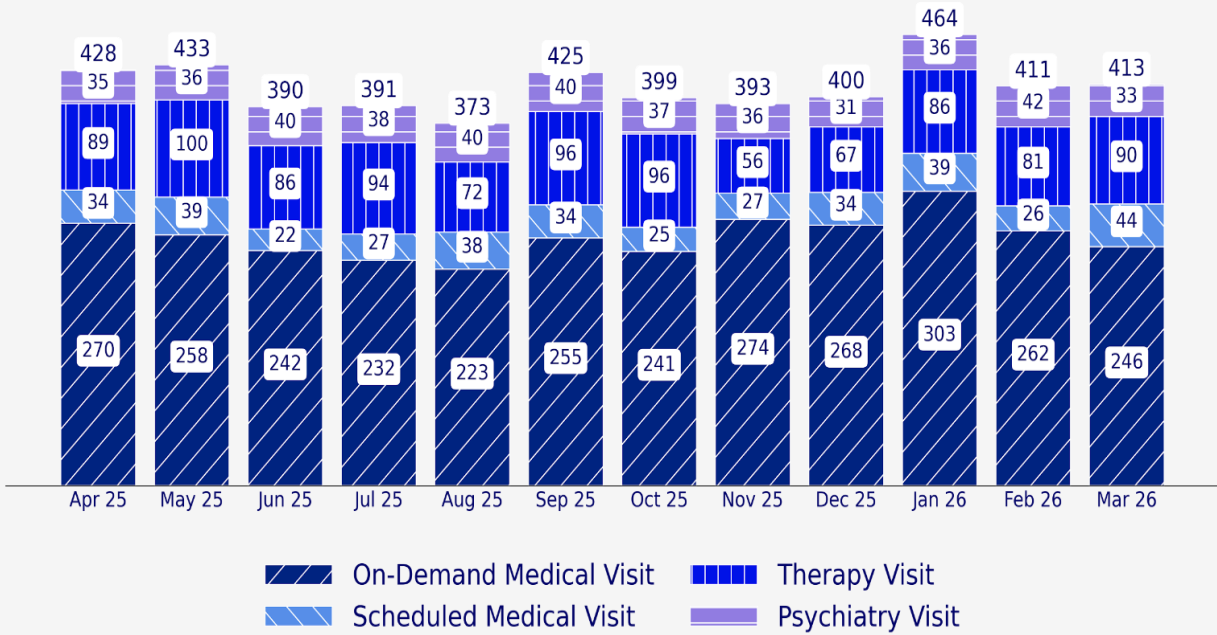
Visits Last 12 Months



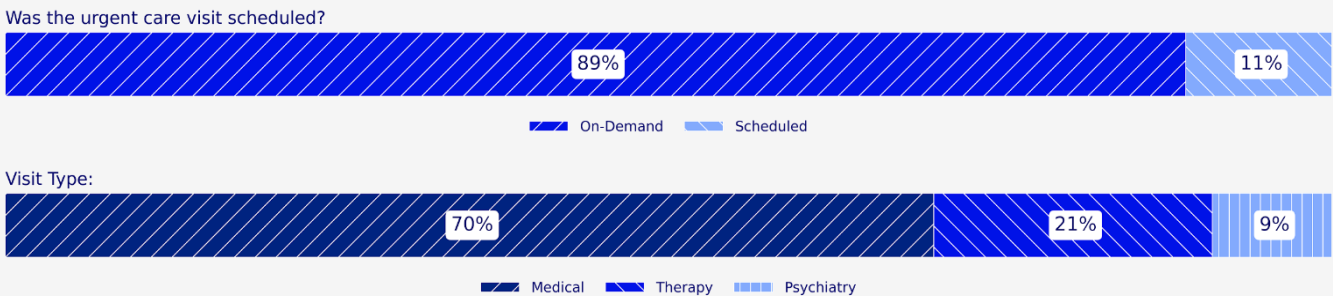
28,982	8,490	3.4	17%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
1,288	810	1.6	2%
Visits Year to Date	Unique Visitors Year to Date	Avg Visits Per Visitor Year to Date	Engagement Rate (Visitors/Lives) Year to Date

Member Engagement

Medical & Behavioral Health Visits (Rolling) - 4,920 Visits



Member Demand by Visit Type Year to Date



Most Popular Day for Visits
Year to Date
Monday

Most Popular Time for Visits
Year to Date
2PM - 4PM

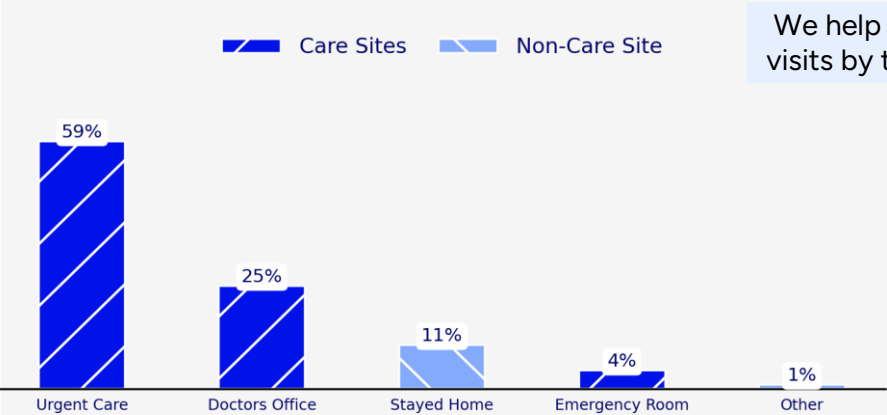
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Supporting your population

Member access, demographics, and experience

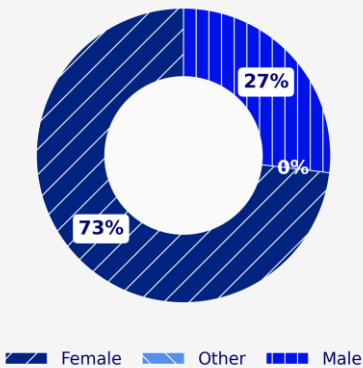
Without Included Health, where would you have gone?

Percent Response Year to Date

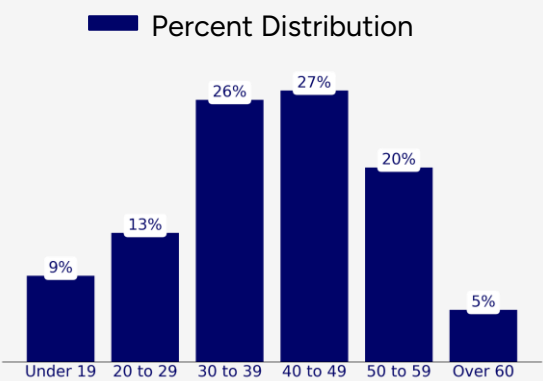


We help members avoid unnecessary in-person visits by treating their needs virtually.

Visits by Reported Gender Year to Date



Visits by Age Year to Date



Member Experience Metrics	March	Year to Date
Average Member Rating	4.9 / 5 (N = 229)	4.9 / 5 (N = 719)
Median Wait Time for On-Demand Medical Appointments	16.0 min	9.2 min
Median Days to Scheduled Appointment (BH)	12.0 days	12.0 days

Member Clinical Needs

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Member Reported Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Cold	116
Cough	105
Urinary tract infection (UTI)	88
Sore throat	73
Nasal congestion	63
Anxiety	60
Influenza	44
Eye issue	39
Other injury	35
Rash	35

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	325
Anxiety disorders	247
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Adjustment disorders	87
Urinary tract infections	86
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Prescriptions and Testing Summary

503 Prescriptions This Month	84% of Medical and Psychiatry visits resulted in a prescription order Year to Date	15 Lab Orders This Month	2% 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	120
amoxicillin 875 mg-potassium c	89
albuterol sulfate hfa 90 mcg/a	75
nitrofurantoin monohydrate/mac	65
fluticasone propionate 50 mcg/	63
prednisone 20 mg tablet	56
azelastine 137 mcg (0.1 %) nas	48
doxycycline hyclate 100 mg cap	41
fluconazole 150 mg tablet	35
ipratropium bromide 42 mcg (0.	32

Top Labs	Count (YTD)
urinalysis complete, reflex culture	10
cmp, serum or plasma	4
o&p (ova & parasites), stool	3
cbc w/ auto diff	3
salmonella sp + shigella sp, culture, stool	3
unlisted lab	2
c diff toxin a+b, qualitative, stool	2
tsh + free t4, serum	2
lipid panel, serum	2
h pylori ag, stool	2

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Data & Metric Definitions

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