Included HEALTH

dr+ on demand
by Included Health

Virtual Care Engagement Monthly Report

UMR-State of Nevada

October 2025

Member Engagement

48	**304**	**399**
Registrations This Month	Unique Visitors This Month	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

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
90	82	51	45	68	54	58	37	36	48

48,935	**13,894**	**28.4%**
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	**569**	**1.2%**
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

Unique Visitors   Total Visits

Total Visits: 351, 463, 462, 427, 453, 429, 433, 388, 391, 374, 425, 399
Unique Visitors: 295, 384, 392, 350, 366, 335, 343, 297, 295, 301, 330, 304

Nov 24   Jan 25   Mar 25   May 25   Jul 25   Sep 25

26,903	**8,235**	**3.3**	**16.8%**
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
4,181	**1,885**	**2.2**	**3.9%**
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) - 4,995 Visits

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

Month	On-Demand Medical	Scheduled Medical	Therapy	Psychiatry	Total
Nov 24	183	81	48	39	351
Dec 24	295	83	57	28	463
Jan 25	310	65	44	43	462
Feb 25	273	53	69	32	427
Mar 25	304	37	75	37	453
Apr 25	270	35	89	35	429
May 25	258	39	100	36	433
Jun 25	240	22	86	40	388
Jul 25	232	27	94	38	391
Aug 25	224	38	72	40	374
Sep 25	255	34	96	40	425
Oct 25	241	25	96	37	399

Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?

On-Demand	Scheduled
85.1%	14.9%

Appointment Type:

Medical	Therapy	Psychiatry
72.6%	18.5%	8.9%

Most Popular Day for Visits Year to Date

Tuesday

Most Popular Time for Visits Year to Date

8AM - 10AM

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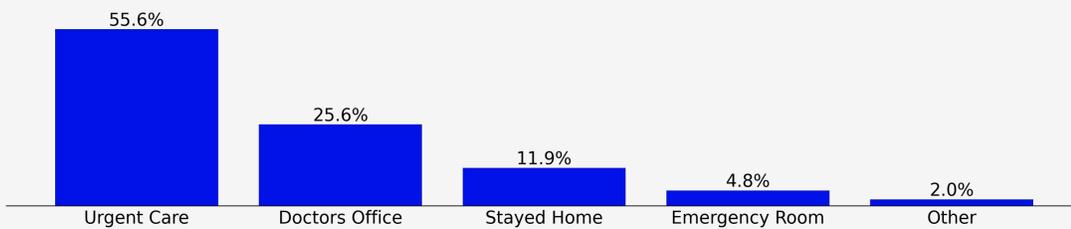
Supporting your population

Member access, demographics, and experience

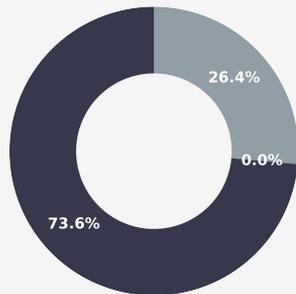## Without Included Health, where would you have gone?

■ Percent Response Year to Date

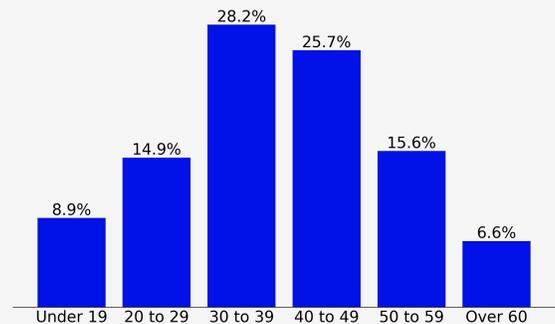We help members avoid unnecessary in-person visits by treating their needs virtually.

Urgent Care	Doctors Office	Stayed Home	Emergency Room	Other
55.6%	25.6%	11.9%	4.8%	2.0%

Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other
■

- 73.6%
- 26.4%
- 0.0%

Visits by Age Year to Date

■ Percent Distribution

Under 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60
8.9%	14.9%	28.2%	25.7%	15.6%	6.6%

Member Experience Metrics	October	Year to Date
Average Member Rating	4.9 / 5 (N = 223)	4.9 / 5 (N = 1,784)
Median Wait Time for On-Demand Medical Appointments	1.9 min	4.0 min
Median Days to Scheduled Appointment (BH)	12.0 days	9.0 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)	326
Cold	295
Cough	230
Anxiety	167
Other injury	162
Sore throat	162
Eye issue	146
Nasal congestion	125
Earache	93
Rash	89

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Anxiety disorders	833
Other upper respiratory infect..	796
Mood disorders	427
Urinary tract infections	311
Adjustment disorders	253
Administrative/social admission	207
Attention-deficit conduct and ..	157
Inflammation; infection of eye..	155
Viral infection	149
Depression, unspecified	100

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

392 Prescriptions This Month	**78.5%** of Medical and Psychiatry visits resulted in a prescription order Year to Date	**6** Lab Orders This Month	**3.6%** of Medical visits resulted in a lab order Year to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	226
nitrofurantoin monohydrate/mac	199
amoxicillin 875 mg-potassium c	187
albuterol sulfate hfa 90 mcg/a	187
prednisone 20 mg tablet	155
fluticasone propionate 50 mcg/	141
azelastine 137 mcg (0.1 %) nas	129
ondansetron 4 mg disintegratin	106
fluconazole 150 mg tablet	91
doxycycline hyclate 100 mg cap	75

Top Labs	Count (YTD)
urinalysis complete, reflex culture	40
cmp, serum or plasma	20
culture, urine	17
urinalysis, complete	13
cbc w/ auto diff	13
rpr (rapid plasma reagin), serum	12
hba1c (hemoglobin a1c), blood	10
lipid panel, serum	10
tsh + free t4, serum	9
hiv 1+2 ab + hiv1 p24 ag, quantitative immunoassay...	8

For any questions regarding the reporting, please feel free to reach out to your respective client success lead. Thank you.

Data & Metric Definitions

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
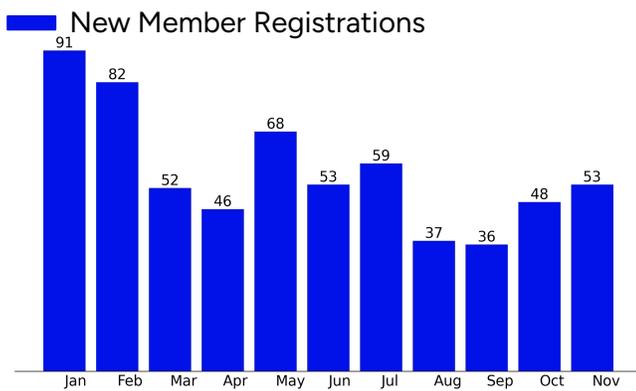
UMR-State of Nevada

November 2025

Member Engagement

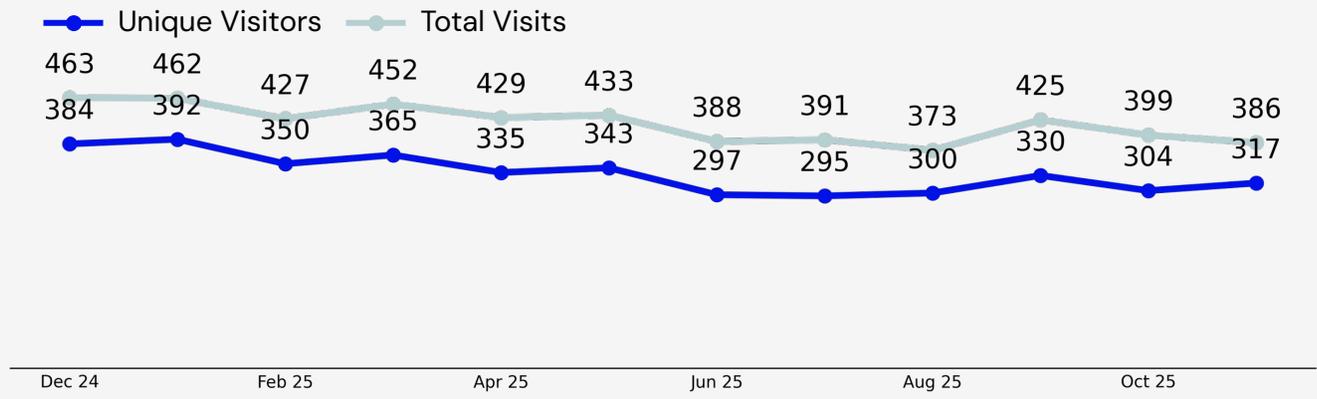| **53**	**317**	**386**
Registrations This Month	Unique Visitors This Month	Total Visits This month

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New Registrations (Year to Date)

New Member Registrations

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
91	82	52	46	68	53	59	37	36	48	53

48,935	**13,967**	**28.5%**
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	**625**	**1.3%**
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

● **Unique Visitors** ● **Total Visits**

	Dec 24		Feb 25		Apr 25		Jun 25		Aug 25		Oct 25	
Total Visits	463	462	427	452	429	433	388	391	373	425	399	386
Unique Visitors	384	392	350	365	335	343	297	295	300	330	304	317

27,287	**8,284**	**3.3**	**16.9%**
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
4,565	**1,982**	**2.3**	**4.1%**
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) - 5,028 Visits

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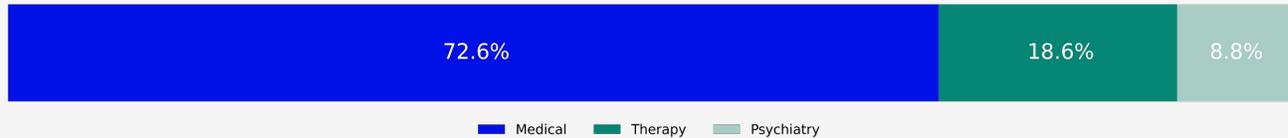- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit

Month	Total	Psychiatry	Therapy	Scheduled Medical	On-Demand Medical
Dec 24	463	28	57	83	295
Jan 25	462	43	44	65	310
Feb 25	427	32	69	53	273
Mar 25	452	37	75	37	303
Apr 25	429	35	89	35	270
May 25	433	36	100	39	258
Jun 25	388	40	86	22	240
Jul 25	391	38	94	27	232
Aug 25	373	40	72	38	223
Sep 25	425	40	96	34	255
Oct 25	399	37	96	25	241
Nov 25	386	36	56	27	267

Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?

On-Demand	Scheduled
86.7%	13.3%

Visit Type:

Medical	Therapy	Psychiatry
72.6%	18.6%	8.8%

Most Popular Day for Visits Year to Date

Tuesday

Most Popular Time for Visits Year to Date

8AM - 10AM

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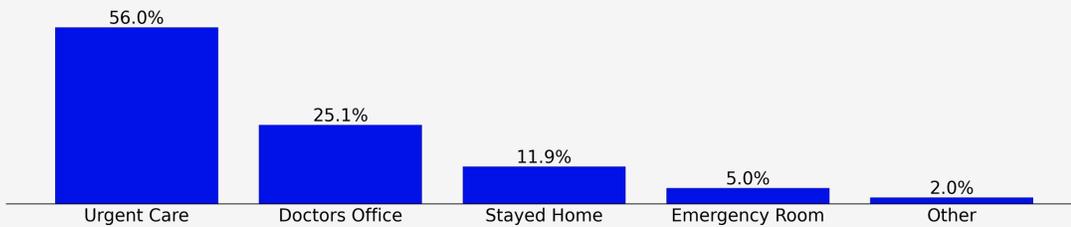
Supporting your population

Member access, demographics, and experience
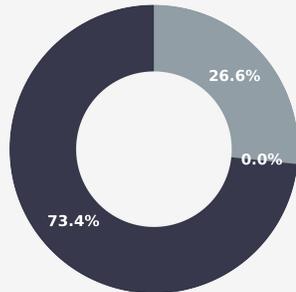
Without Included Health, where would you have gone?

■ Percent Response Year to Date

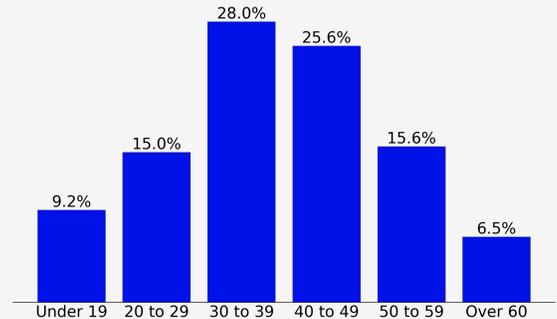We help members avoid unnecessary in-person visits by treating their needs virtually.

Urgent Care	Doctors Office	Stayed Home	Emergency Room	Other
56.0%	25.1%	11.9%	5.0%	2.0%

Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other

73.4%
26.6%
0.0%

Visits by Age Year to Date

■ Percent Distribution

Under 19	20 to 29	30 to 39	40 to 49	50 to 59	Over 60
9.2%	15.0%	28.0%	25.6%	15.6%	6.5%

Member Experience Metrics	November	Year to Date
Average Member Rating	4.9 / 5 (N = 211)	4.9 / 5 (N = 1,993)
Median Wait Time for On-Demand Medical Appointments	2.1 min	3.7 min
Median Days to Scheduled Appointment (BH)	13.0 days	9.0 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)	362
Cold	326
Cough	260
Anxiety	186
Sore throat	186
Other injury	174
Eye issue	153
Nasal congestion	134
Earache	104
Prescription refill	99

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Anxiety disorders	895
Other upper respiratory infect..	874
Mood disorders	455
Urinary tract infections	345
Adjustment disorders	277
Administrative/social admission	226
Attention-deficit conduct and ..	162
Inflammation; infection of eye..	161
Viral infection	158
Bacterial infection; unspecifi..	118

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

452 Prescriptions This Month	**78.7%** of Medical and Psychiatry visits resulted in a prescription order Year to Date	**14** Lab Orders This Month	**3.5%** of Medical visits resulted in a lab order Year to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	246
nitrofurantoin monohydrate/mac	217
albuterol sulfate hfa 90 mcg/a	209
amoxicillin 875 mg-potassium c	208
prednisone 20 mg tablet	175
fluticasone propionate 50 mcg/	156
azelastine 137 mcg (0.1 %) nas	142
ondansetron 4 mg disintegratin	118
fluconazole 150 mg tablet	98
doxycycline hyclate 100 mg cap	80

Top Labs	Count (YTD)
urinalysis complete, reflex culture	44
cmp, serum or plasma	21
culture, urine	18
urinalysis, complete	14
cbc w/ auto diff	13
rpr (rapid plasma reagin), serum	12
unlisted lab	10
hba1c (hemoglobin a1c), blood	10
lipid panel, serum	10
tsh + free t4, serum	9

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Included HEALTH

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UMR-State of Nevada

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Member Engagement

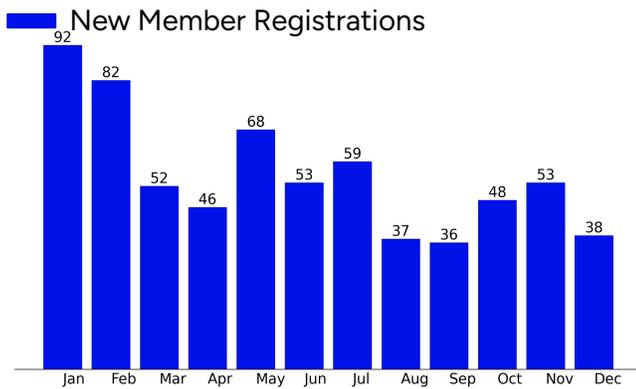| 38	340	401
Registrations This Month	Unique Visitors This Month	Total Visits This month

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New Registrations (Year to Date)

■ New Member Registrations

48,935	14,002	28.6%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	664	1.4%
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

—●— Unique Visitors —●— Total Visits

27,690	8,330	3.3	17.0%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
4,972	2,110	2.4	4.3%
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) - 4,972 Visits

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

Month	Total	Psychiatry	Therapy	Scheduled	On-Demand
Jan 25	462	43	44	65	310
Feb 25	427	32	69	53	273
Mar 25	452	37	75	37	303
Apr 25	429	35	89	35	270
May 25	432	36	100	39	257
Jun 25	388	40	86	22	240
Jul 25	391	38	94	27	232
Aug 25	373	40	72	38	223
Sep 25	425	40	96	34	255
Oct 25	399	37	96	25	241
Nov 25	393	36	56	27	274
Dec 25	401	31	67	34	269

Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?

On-Demand	Scheduled
87.8%	12.2%

Legend: On-Demand, Scheduled

Visit Type:

Medical	Therapy	Psychiatry
72.1%	19.0%	9.0%

Legend: Medical, Therapy, Psychiatry
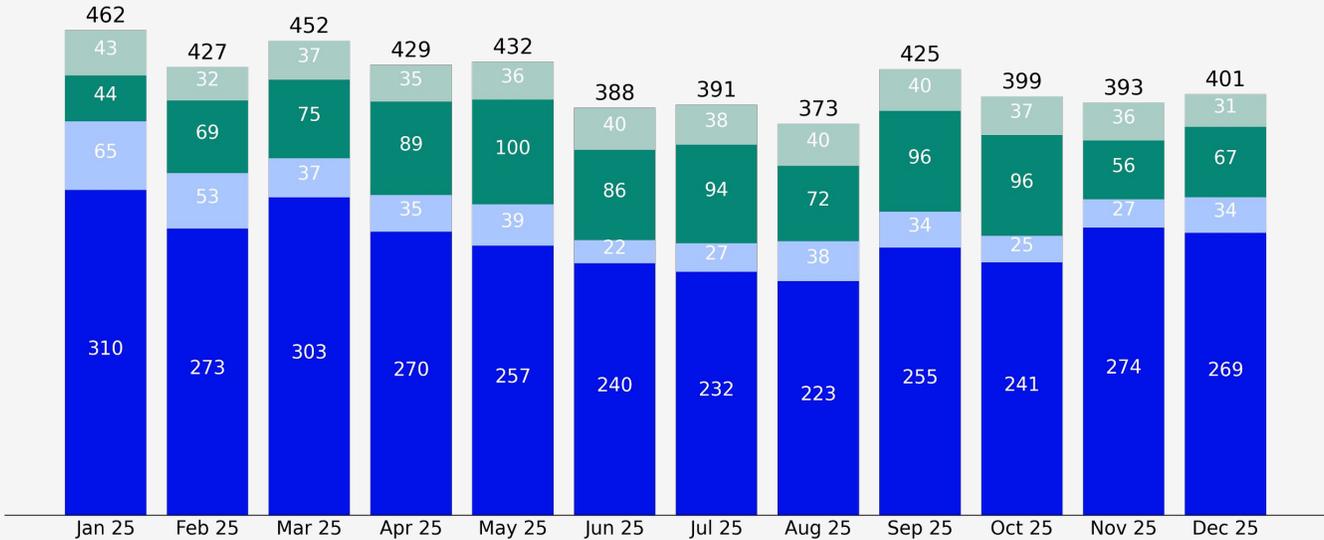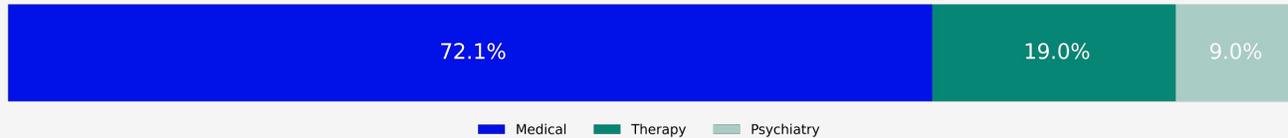
Most Popular Day for Visits Year to Date

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
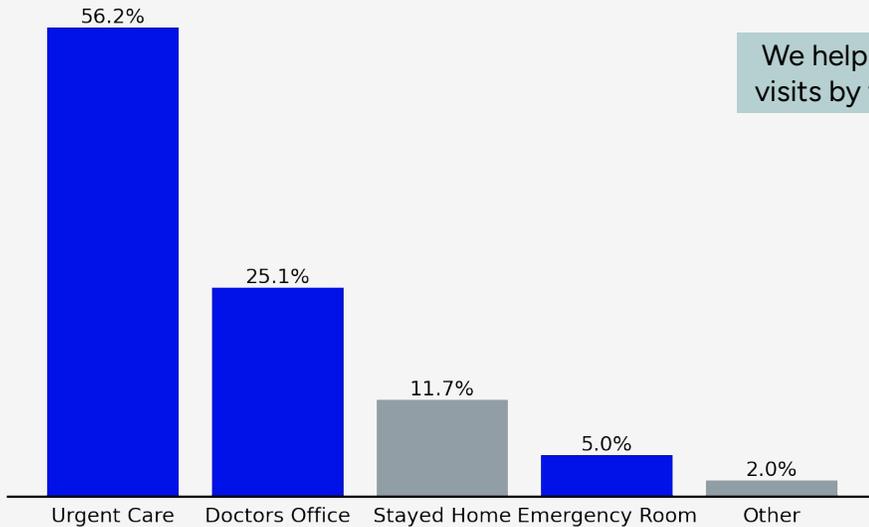
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Member access, demographics, and experience
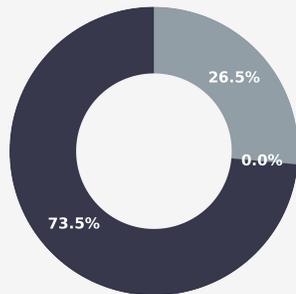
Without Included Health, where would you have gone?

■ Percent Response Year to Date

56.2% Urgent Care
25.1% Doctors Office
11.7% Stayed Home
5.0% Emergency Room
2.0% Other

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

Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other

73.5%
26.5%
0.0%

Visits by Age Year to Date

■ Percent Distribution

9.1% Under 19
14.6% 20 to 29
27.7% 30 to 39
26.0% 40 to 49
15.8% 50 to 59
6.7% Over 60
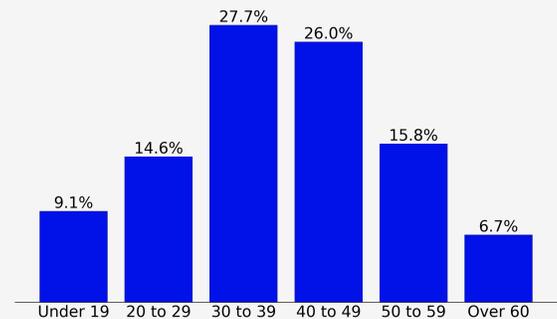
Member Experience Metrics	December	Year to Date
Average Member Rating	4.9 / 5 (N = 232)	4.9 / 5 (N = 2,227)
Median Wait Time for On-Demand Medical Appointments	11.1 min	4.0 min
Median Days to Scheduled Appointment (BH)	18.0 days	10.0 days

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)	385
Cold	373
Cough	290
Sore throat	206
Anxiety	201
Other injury	187
Eye issue	164
Nasal congestion	152
Earache	119
Prescription refill	107

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	985
Anxiety disorders	960
Mood disorders	498
Urinary tract infections	367
Adjustment disorders	298
Administrative/social admission	240
Viral infection	174
Attention-deficit conduct and ..	172
Inflammation; infection of eye..	170
Bacterial infection; unspecifi..	154

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

468	**78.8%**	**8**	**3.3%**
Prescriptions This Month	of Medical and Psychiatry visits resulted in a prescription order Year to Date	Lab Orders This Month	of Medical visits resulted in a lab order Year to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	277
amoxicillin 875 mg-potassium c	249
nitrofurantoin monohydrate/mac	230
albuterol sulfate hfa 90 mcg/a	222
prednisone 20 mg tablet	194
fluticasone propionate 50 mcg/	177
azelastine 137 mcg (0.1 %) nas	162
ondansetron 4 mg disintegratin	127
fluconazole 150 mg tablet	114
doxycycline hyclate 100 mg cap	92

Top Labs	Count (YTD)
urinalysis complete, reflex culture	46
cmp, serum or plasma	21
culture, urine	18
urinalysis, complete	14
cbc w/ auto diff	13
rpr (rapid plasma reagin), serum	12
unlisted lab	10
lipid panel, serum	10
hba1c (hemoglobin a1c), blood	10
tsh + free t4, serum	9

For any questions regarding the reporting, please feel free to reach out to your respective client success lead. Thank you.

Data & Metric Definitions

Metric	Definition
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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.