Improve Member Experience and Operational Efficiency

Provider shortages, care delivery barriers, operational inefficiencies, and member satisfaction rates are just a few of the challenges in today's healthcare environment. With so many external forces affecting payers' ecosystems, it is imperative that the right digital solutions, like Lark, are activated and deployed. Lark's A.I.-based chronic condition prevention and management health coaching programs can improve member activation, engagement and retention while also streamlining workflow operations across care teams.

Top Payer Plan Benefits:

Meaningful Member Engagement

Lark puts members in the driver's seat of their care by giving them the right insights at the right time to achieve their goals by tailoring care reminders, and by adapting to each of their habits and preferences. In fact, 41% of member touch points occur outside of typical business hours.

Care Delivery Differentiation

Lark acts as a first line of support, triaging and escalating data-driven interventions without direct provider involvement. Subsequent interactions with the provider become more purposeful.

Seamless Scalability

Because Lark is powered by AI, our platform gets smarter and more cost-effective with scale. With over 505 million text messages exchanged, Lark is able to have continuously hyper-personalized member experiences without the additional costs.

Care Analysis Efficiency

Lark provides health plans a holistic understanding of members' needs through over 1 billion member data points (automatically synced in Salesforce), enabling more efficient patient monitoring and trend analysis.

Lark Programs

Populations Are Diverse. Lark Has Programs For Everyone.

| 9.5	5.0%	1.1	87%	New!
mm HG drop in systolic BP over 6 months for members with starting SBP >=130	Average weight loss at 12 months for members meeting CDC qualification criteria	A1c reduction over 6 months for those with average A1c => 8	maintained or lost weight at month 12	
Hypertension	**Diabetes Prevention**	**Diabetes Care**	**Prevention**	**Heart Health**
Improve blood pressure control to help hypertensive members best manage their condition.	Stop or delay progression from prediabetes to diabetes. Fully recognized by the CDC.	Help diabetic members make key behavioral changes for weight loss and A1c reduction.	Prevent future chronic diseases through weight management, behavioral health coaching, tobacco cessation and more.	Prevent and manage cardiovascular disease (CVD) through nutrition, weight management and more.

Based on Lark program data

Unlimited coaching 24/7 | Connected devices provided | Integrate with Apple Health Kit and Google Fit

Lark solves your biggest pain points

Multi-Channel Approach:

Lark leverages AI and a familiar text-message-like user experience to engage members where they are and when they want support.
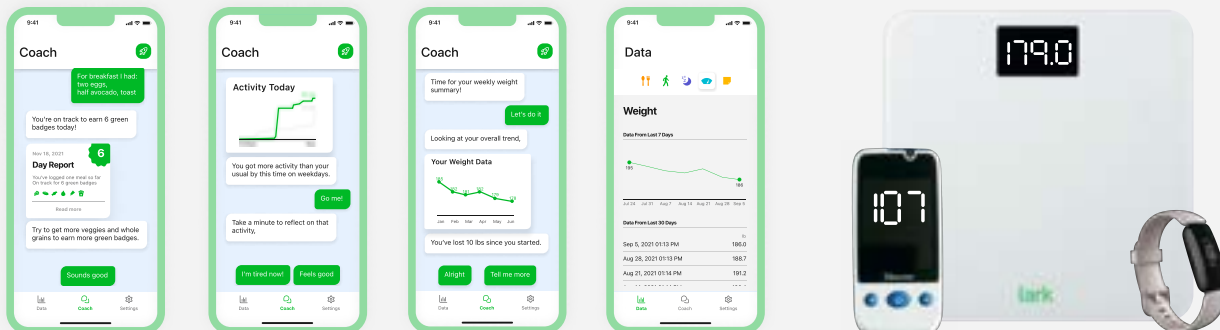
Scale and Access:

Reach your members no matter where they live or how fast your population grows.

Lark is contracted to support over **30.5 million** Americans today

93.2% of Lark DPP users live in a whole or partial county HPSA

5.0% average weight loss over 12 months for members meeting CDC qualification criteria

Robust Population Data Insights:

Go beyond EMR data and gain access to 360 degree member data. Lark has over one billion member data points from various sources including connected devices and screeners like the following:
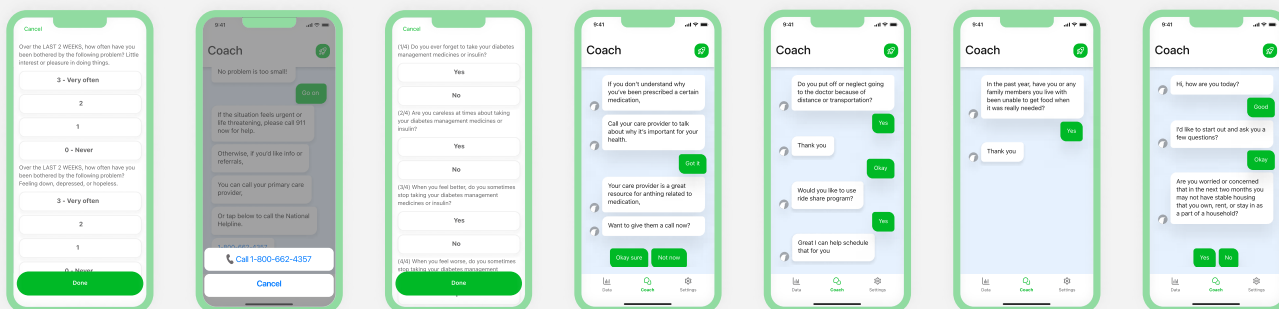
CDC Full Recognition
Diabetes Prevention
Program Provider

The World's First A.I. Healthcare Provider
#1114438157