

# Connecting Members to the Care They Need

Springbuk + Included Health Partnership

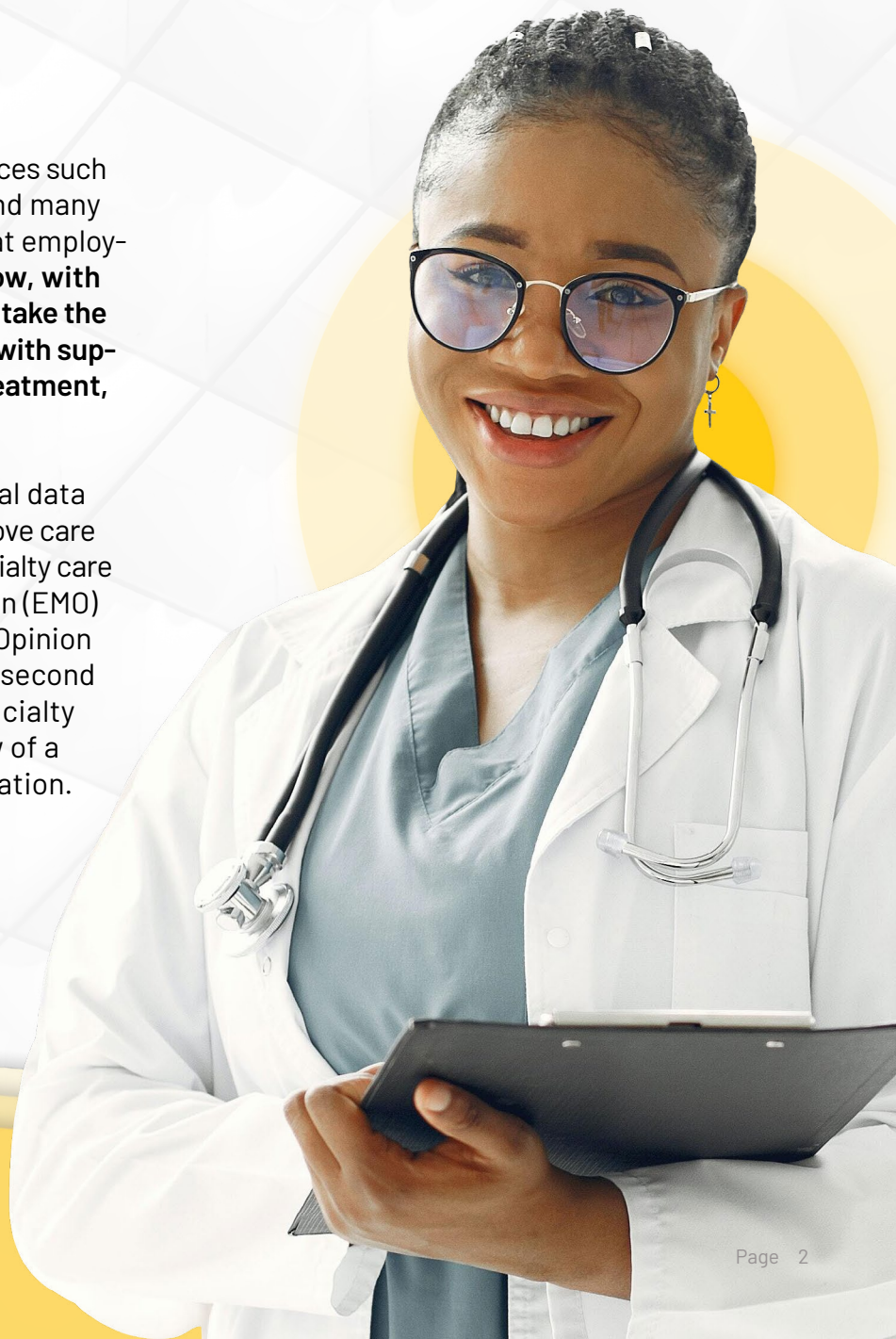


To maximize the impact of your health benefits investment, you need the tools to **identify opportunities and meaningfully direct your resources efficiently**. Through [Springbuk](#) and Expert Medical Opinions powered by [Included Health](#), **you are empowered to address the goals of improving population health and decreasing overall healthcare costs.**

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Springbuk takes in data from multiple sources such as providers, carriers, point solutions, and many others to identify and suggest actions that employers can take to address health issues. **Now, with Included Health, employers will be able to take the next step to connect their plan members with support to find the right diagnosis, timely treatment, and member-centered support.**

Included Health leverages its foundational data science and clinical expertise to help improve care outcomes for members with complex specialty care conditions through Expert Medical Opinion (EMO) solution. Included Health Expert Medical Opinion empowers members to receive an expert second opinion through one of the 4000 top specialty matched experts nationwide for a review of a diagnosis or treatment plan recommendation.

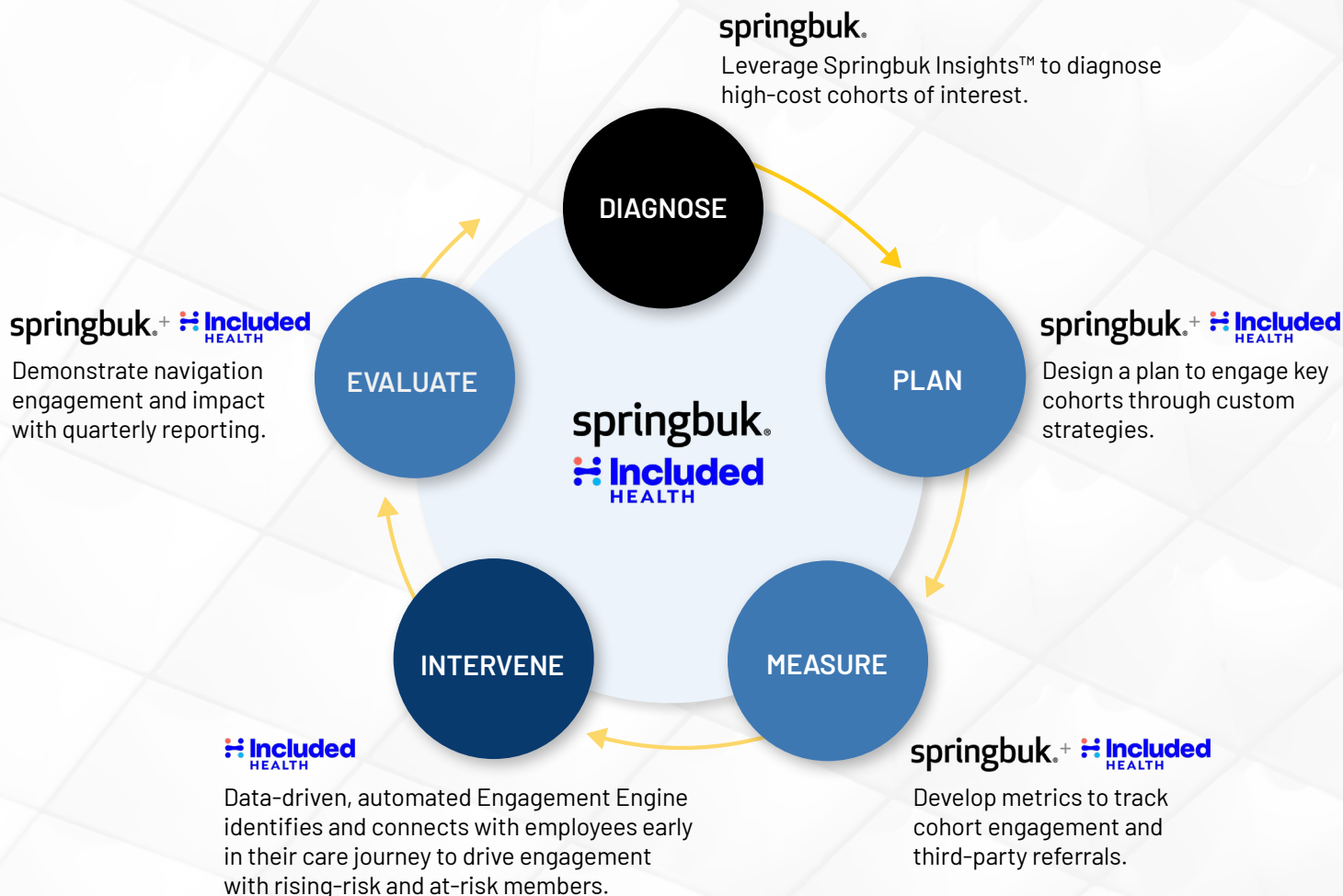




Through the integration of these two leading health technologies, employers will gain access to proven digital health intervention services. These will be directly tied to savings opportunities and improved member outcomes through change in diagnosis or a less invasive treatment recommendation, combined with referrals to high-quality network providers.

This enables employers to deploy targeted interventions for their high-cost claimant population that lower costs, provide better outcomes, and result in satisfied members.

**Let's take a deeper look at how Included Health and Springbuk work together to make this happen.**



## DIAGNOSE

## Diagnose Members to Engage with Included Health

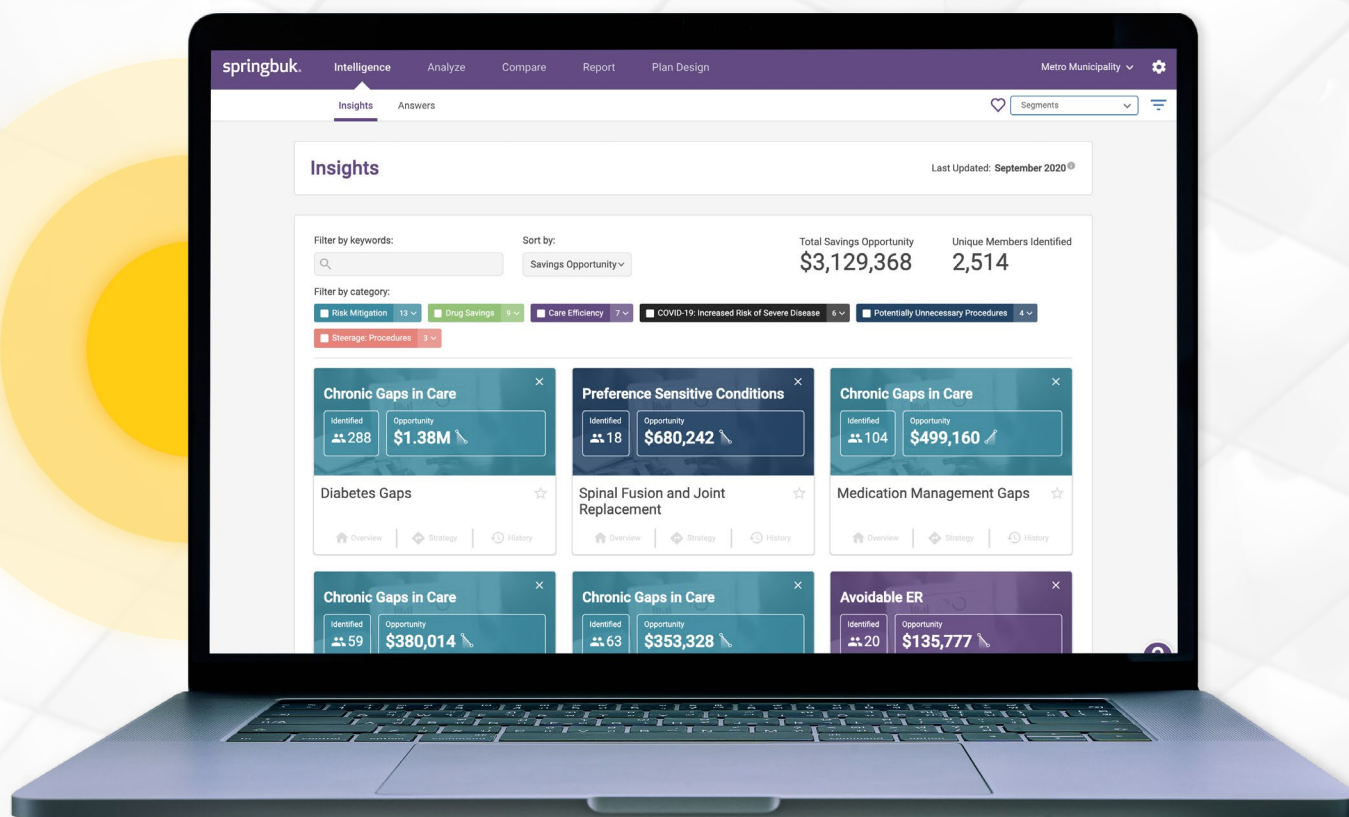
Leverage [Springbuk Insights™](#), which generates actionable strategies and predicts members at-risk of conditions, to identify key members with the greatest opportunity for impact.

**Insights features unique categories to quickly organize your opportunities:**

- › Risk Mitigation
- › Care Efficiency
- › Drug Savings
- › Steerage Procedures
- › Potentially Unnecessary Procedures

**Prevalent high-cost conditions to target with Included Health:**

- › Musculoskeletal
- › Gastrointestinal
- › Cardiology
- › Respiratory
- › Nervous System



## PLAN

## Design Plans to Target and Engage Identified Members

Utilizing insight from the Springbuk platform, Included Health will develop targeted outreach to engage members based on intervention opportunities. **Included Health's EMO solution can help members get expert opinions across all conditions backed by wrap-around support from on-staff clinician-led Care Team.** Through a highly-selective expert physician specialist panel across all specialties and subspecialties, members get access to the top specialists throughout the nation.

### Each identified member will get support from a clinician-led in-house Care Team across the full end-to-end experience:

- › **Care Team Outreach:** Once EMO request is initiated, the Included Health clinician connects with the member within 24 hours to better understand the member's condition, concerns, and questions.
- › **Records Collection & Expert Selection:** Powered by data analytics, Included Health collects, collates, and securely digitizes all relevant medical records. The Included Health clinician writes a personalized medical summary and identifies an expert that most closely aligns with member's needs from a panel of 4000 leading physicians.
- › **3-way Call with the Expert:** The member and Included Health clinician connect directly with the expert via 3-way call. The Included Health Clinician acts as a moderator and clinical advocate for the member. During the call the member has the opportunity to directly ask questions about their condition and treatment plan.
- › **Wraparound Member Support:** In addition to the dedicated Care Team, members have access to our clinical Triage that can help direct members to the right service, the first time around. The Care Team or Triage is available at any point in the EMO progress to help answer questions about the EMO or to direct members to the right service.
- › **Deliver Expert Opinion:** The written expert opinion is delivered to the member digitally, and it is personalized, complete, and easy-to-understand. The Included Health clinician follows up with the member within a few days to answer any questions and discuss next steps.



## MEASURE

## Measure Engagement for Ongoing Success

**After enrolling members in Included Health's EMO, the next step is to develop metrics to track engagement and positive health outcomes:**

- Through the integration of Springbuk and Included Health, EMO member engagement data can be easily accessed within the Springbuk platform to track and report on impact
- Employers can begin to quantify savings from EMO
- Access to pre-created impact reporting; data feed already established for ROI reporting



## INTERVENE

## Proactively Monitor Engagement to Drive Impact

**To keep members on track, the Included Health team will proactively monitor enrolled member's engagement to ensure the greatest impact:**

- Data-driven, automated Engagement Engine identifies and connects with employees early in their care journey to drive engagement with rising-risk and at-risk members
- Immediate clinical support via Triage with calls answered within minutes by a Registered Nurse, with the option to escalate to an Included Health clinician based on need

## EVALUATE

## Streamline Reporting to Track Changes in Population Over Time

With the power of Springbuk's intuitive reporting functionalities, users have the tools to create reports to understand the impact of changes, track success metrics, and explore new opportunities:

- › Create interactive reports to see outcomes since implementing Included Health
- › Dig deeper into population health data by applying filters that break down a population by age, gender, role, income, etc.
- › Easily select informative cards from Springbuk dashboards to build a customized report within minutes

### For customers, Included Health has been able to deliver:

**\$9800** average savings per expert opinion

**67%** change in treatment recommendations after expert opinion  
(with or without change in diagnosis)

**38%** of surgeries canceled

**90%** 2-year adherence rate to EMO recommendations



To learn more about how you can benefit from the strategic partnership between Included Health and Springbuk, contact **Lauren Crawford**, [lcrawford@springbuk.com](mailto:lcrawford@springbuk.com), or your Springbuk Client Success Manager.