98point6.

98point6 Technologies

Digital healthcare for a competitive edge

Executive Summary

Integrated virtual care platforms are in high demand as healthcare adapts to a digital marketplace, and we are refocusing the company to best capitalize on our unique, valuable and proven technology

Our technology has been hardened by 6+ years of serving millions of patients and **we are now partnering with health systems—the most recognized brands in care delivery**—to enhance their primary care franchises and address financial pressures and competitive threats from the likes of Amazon

With our **new focus on technology development vs. delivering care**, we have a running head start and immediate commercial traction with a high margin, rapidly scalable and differentiated SaaS offering

As we grow this new business, multiple revenue expansion opportunities including provider growth, enterprise additions and feature/function buy ups underpin a **compelling and efficient financial profile that affords us a clear and accelerated path to profitability**

Defining digitally-enabled healthcare

→ **Quality and experience mastery**

High-quality, consumer-friendly virtual care is becoming table stakes

→ **Reduce variability**

Manage patients to an n-of-1 leveraging automation and practice standards

→ **Flexible operating model**

Optimize workforce between and across health systems

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Our history has created our future

Mar 2015	98point6 is founded; technology development begins
Mar 2017	98point6 virtual care clinic opens and our first patient is treated
Sept 2017	Automated Assistant "bot" launched
Feb 2020	1st practice standard is launched
Feb 2021	98point6 virtual behavioral health clinic opens
Feb 2022	**Strategic decision made to decouple care delivery and technology enablement**
May 2022	First technology licensing agreement signed
Feb 2023	500,000th text-based visit is completed, culminating 6 years of virtual care delivery used to inform product development and optimization
Mar 2023	**98point6 care delivery business is acquired by Transcarent. Reincorporation as 98point6 Technologies in order to focus on developing and licensing the 98point6 Technology Platform.**

This shift capitalizes on our strongest competitive advantage, focuses on our most compelling business model and offers an accelerated path to profitability

A track record of improving virtual care for patients and providers

Proven care-delivery technology

For patients

A digital, text-forward experience meets patient expectations and drives higher patient engagement

For providers

Technology improves and optimizes care delivery, extending provider reach and reducing administrative burden

98point6 has a robust track record of powering virtual care for preeminent clients

BOEING *aetna®* **PREMERA | ✚** BLUE CROSS **Quest** Diagnostics™

Proof points from a 6+ year history operating our own virtual clinic:

- $250M+ invested

- 3M+ users from 300+ clients

- 95% all time client retention rate

- Avg 4.8 out of 5.0 star in-app patient satisfaction rating

Healthcare has changed

COVID-19, increasing pressure on providers and healthcare institutions, consumer/patient expectations and technology advancements have made virtual care a necessity.

- Patients and providers want a comprehensive, integrated journey
- Behavioral health awareness and demand has skyrocketed
- Health systems are seeking advanced digital capabilities and expertise
- There is an industry-wide shift to increasing home diagnostics and care

# Meeting the moment

We have changed

	98point6 clinic	98point6 Technologies
Scope of care	Virtual acute care and behavioral health	Digital wrapper and SDK for ambulatory medicine: acute, behavioral health, chronic, preventive—with care coordination and navigation, connectivity to labs and scheduling.
Client focus	Employers and health plans	Health systems and health care organizations
Business model	• Low cost, membership-based • Massive populations, customized offerings	• SaaS licensing • Select populations, value-based model
Proprietary technology	Exclusively available to in-house clinic providers	Decoupled, configurable technology and care delivery platform
Clinic workforce	• FTE physicians + per diems for surges • Patient support	• Health system providers • 3rd party networks
Data	Internal purposes only	Support health system clinical research

Strategic collaboration

How our technology can support health systems through this changing market
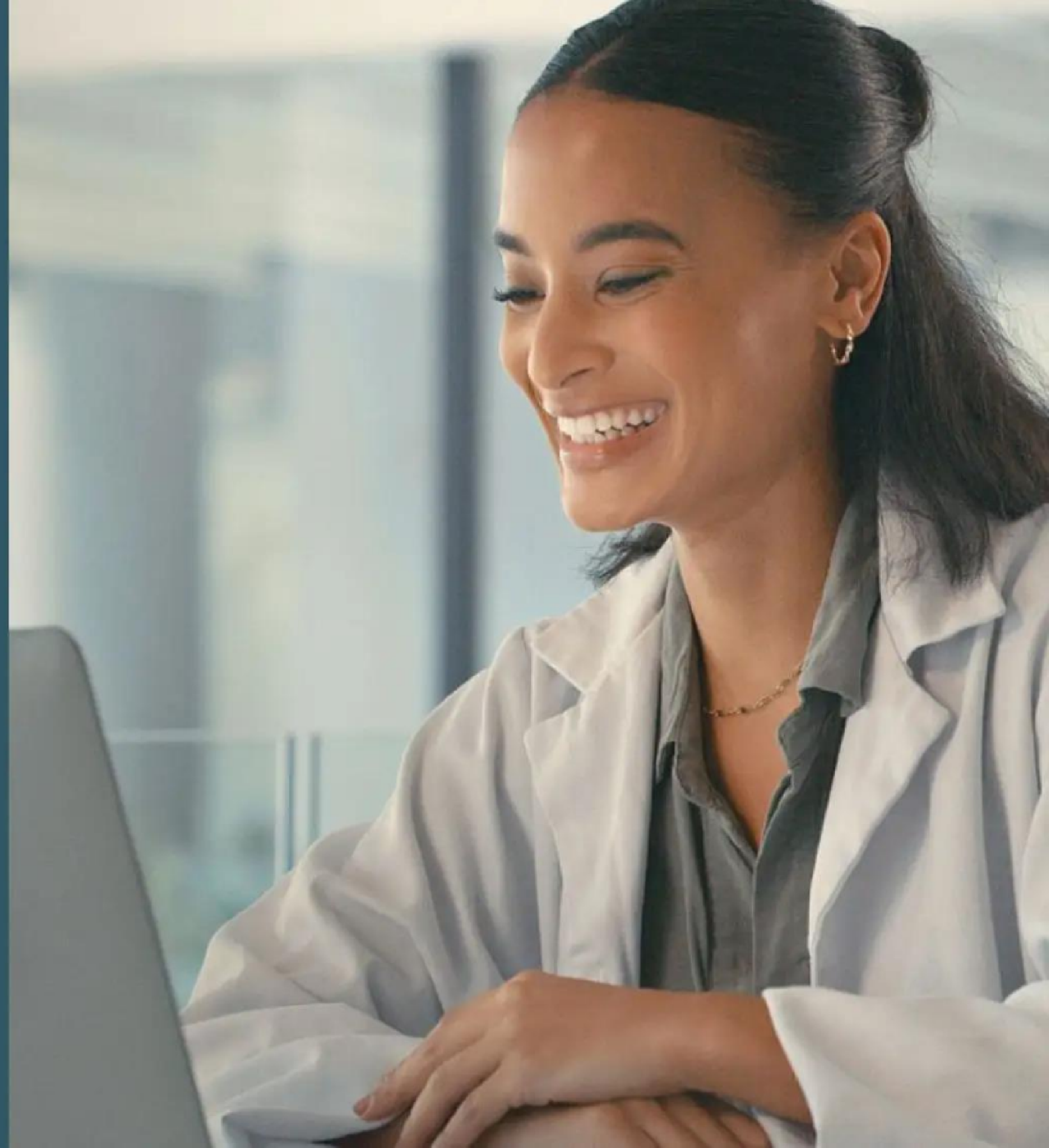
Health systems feel the impact

Rising competition
Amazon and other PE-backed solutions are entering the market

Financial pressure
Negative margins in ambulatory and primary care settings

Deficient assets
Health systems are facing increased physician burnout

Need digital entry point to compete in today's market
COVID-19 accelerated the importance and understanding of digital care

↓ ↓ ↓

Build
Takes time, expertise and scale

Buy
No purpose-built solution

Strategic collaboration
Speed to market, network effect, non-competitive

> 98point6 will help us scale our digital capabilities to meet community demand and bring a new level of meaningful engagement to our customers.
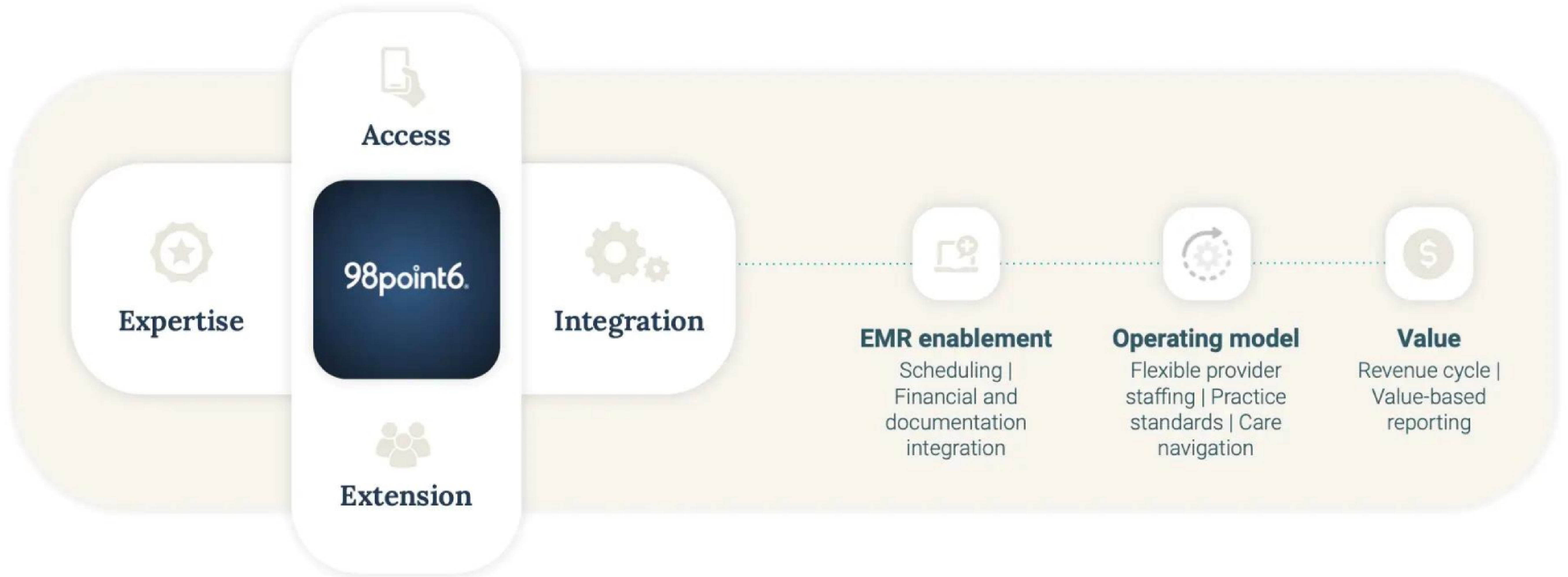>
> The healthcare landscape is changing quickly, with big players in the technology and healthcare sectors making significant investments in this direction.
>
> We know customers are eager to see the healthcare industry evolve and enhance digital capabilities for better care.
>
> **Ryan Fix, President, Retail Health**
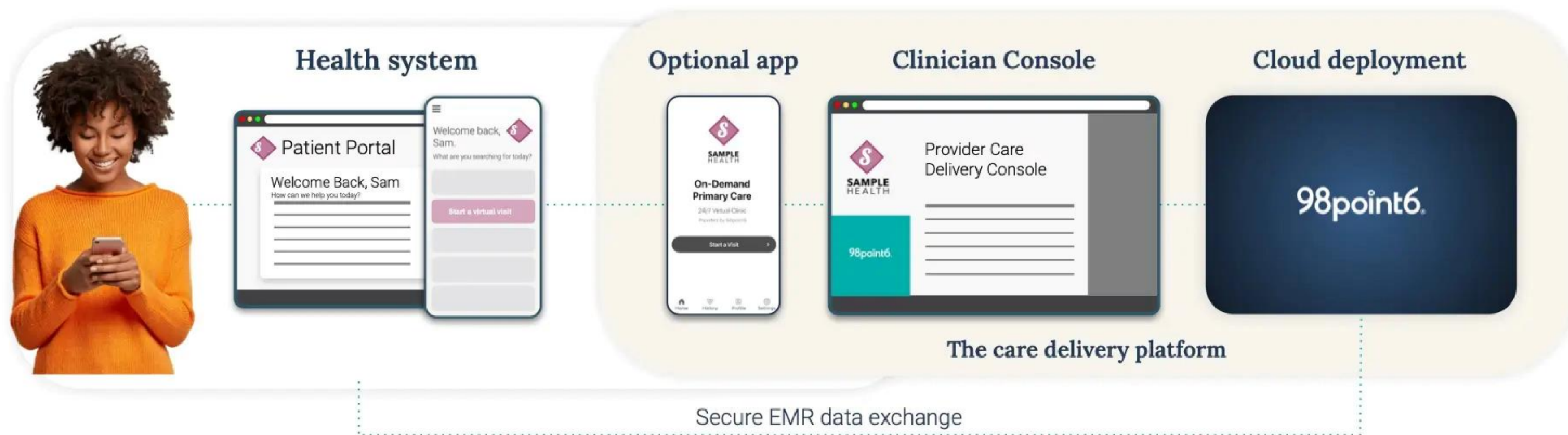> **MultiCare**

The evolving value proposition for health systems

Expand access, extend integration, leverage expertise

Expertise

Access

98point6

Integration

Extension

EMR enablement
Scheduling | Financial and documentation integration

Operating model
Flexible provider staffing | Practice standards | Care navigation

Value
Revenue cycle | Value-based reporting

Leveraging our technology investment and infrastructure

A digital wrapper to power care models

Health system

Patient Portal

Welcome Back, Sam
How can we help you today?

Welcome back, Sam.
What are you searching for today?

Start a virtual visit

Optional app

SAMPLE HEALTH

On-Demand Primary Care

24/7 Virtual Clinic
Provided by 98point6

Start a Visit

Clinician Console

SAMPLE HEALTH

Provider Care Delivery Console

98point6

Cloud deployment

98point6

The care delivery platform

Secure EMR data exchange

Provider empowering technology

○ Clinician Console and Automated Assistant (AI/ML chat bot) increase provider efficiency

○ Evidence-based practice standard automation improves quality and facilitates consistent visit experience
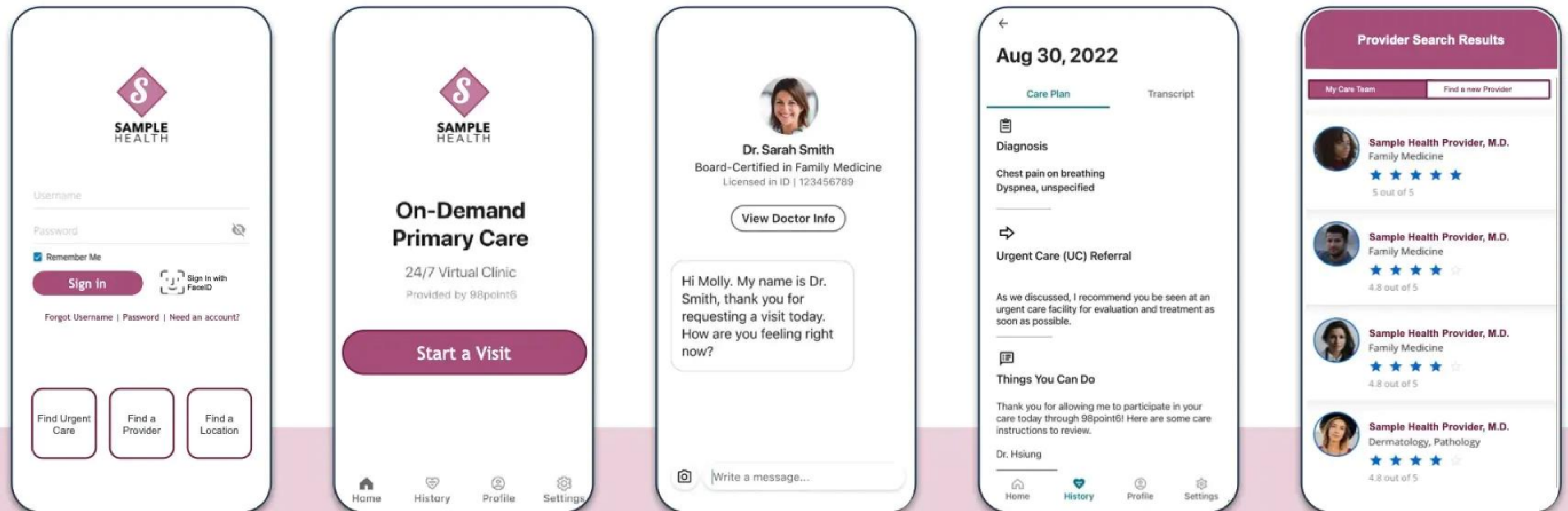
Branded, patient-facing mobile app

○ Drives patient engagement and management

○ Facilitates in-network referrals, scheduling and follow-ups

98point6 Technologies' SDK allows health systems to leverage our technology and retain their trusted brand

Digital-first care through existing patient access points

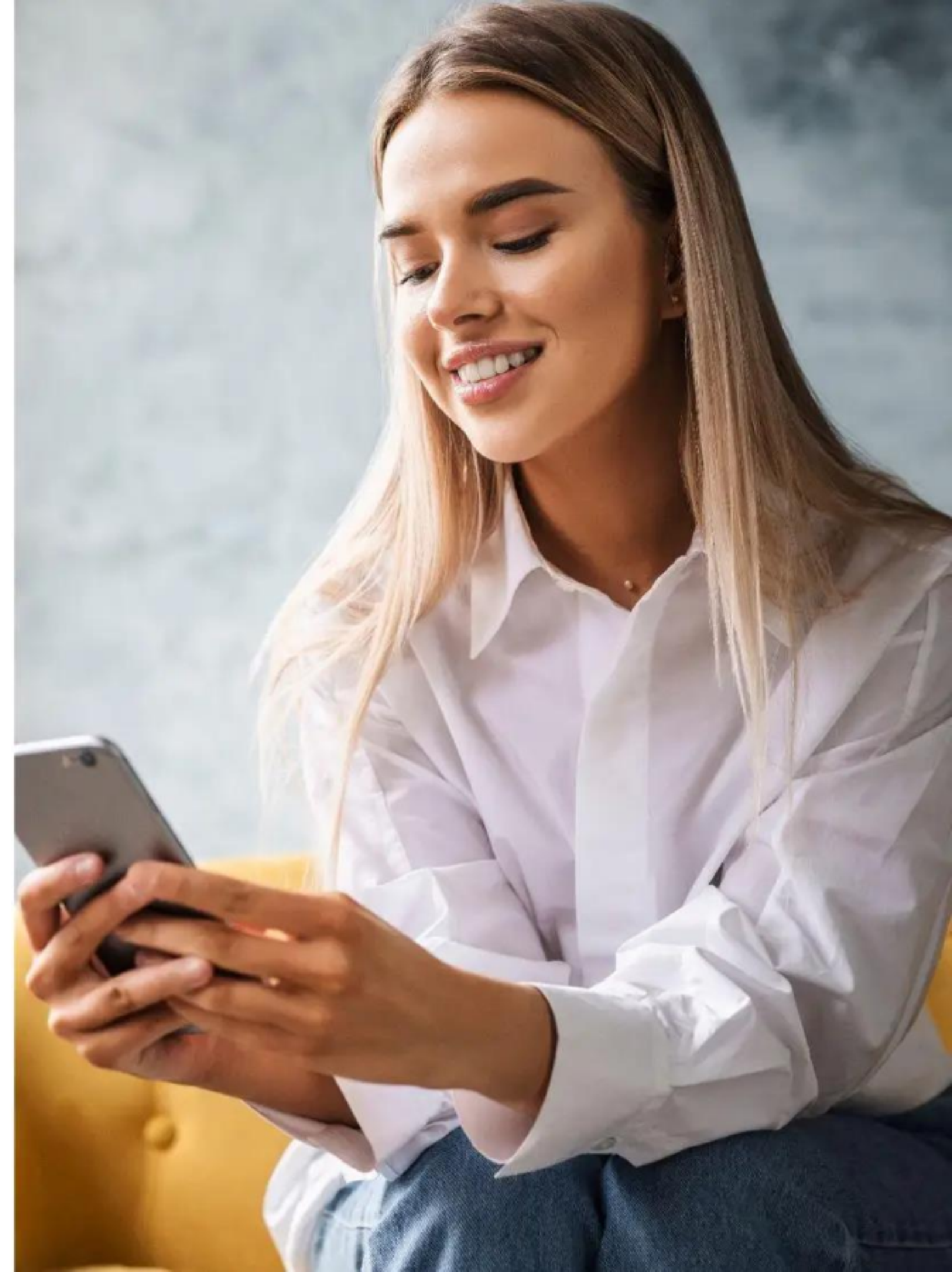# Unlocking value: licensing our technology

The benefits of a hybrid virtual care strategy powered by 98point6 Technologies

By decoupling our proprietary technology platform from care delivery, 98point6 can pass on learnings from 6+ years of operating our own clinic to health systems and other health care delivery organizations.

Generating an immediate and attractive ROI

- **Patient engagement and management tool:** highly efficient, generates specialty and in-patient referrals

- **Reduce provider burnout/churn:** the platform not only optimizes patient engagement it also relieves cognitive burden on providers and offers unmatched flexibility

- **Optimize expensive physical footprint:** a large portion of walk-in visits can be accomplished digitally

- **Utilize excess provider capacity:** operating a linked network shrinks excess capacity at single location (~20% daily)

Improving the patient experience

Patient-friendly digital care delivery that is accessible, engaging, high-quality and meets patients where they are.

Mobile-based | Text-first | Asynchronous

- **Increase utilization**

- **Improve ongoing engagement with patients:** > 65% of 98point6 patients access their Care Plan or chat transcript post-visit

- **Inspire early/often use:** patient-preferred, text-first modality enables discreet access from anywhere

- **Extend existing, trusted health system brand and access points** for seamless care coordination and scheduling

- **Eliminate paperwork and ensure providers are prepared** with the necessary information to effectively treat the patient with continuity of care

Actionable insights

Leveraging the 98point6 Technology Platform, and the data it makes available, leads to unique opportunities to reduce redundancy, optimize physician time and improve care quality.

ML/AI chat bot | connected diagnostic devices | full visit transcripts

- **Readily searchable:** up-to-date treatment protocols and clinical research opportunities will be easily available

- **Enable a new standard of quality:** text-based modality enables every aspect of the patient:provider interaction to be captured, analyzed and optimized for quality

- **Elevate quality control:** with full chat transcripts, we are in the room with every case; peer reviews go beyond analysis of chart notes
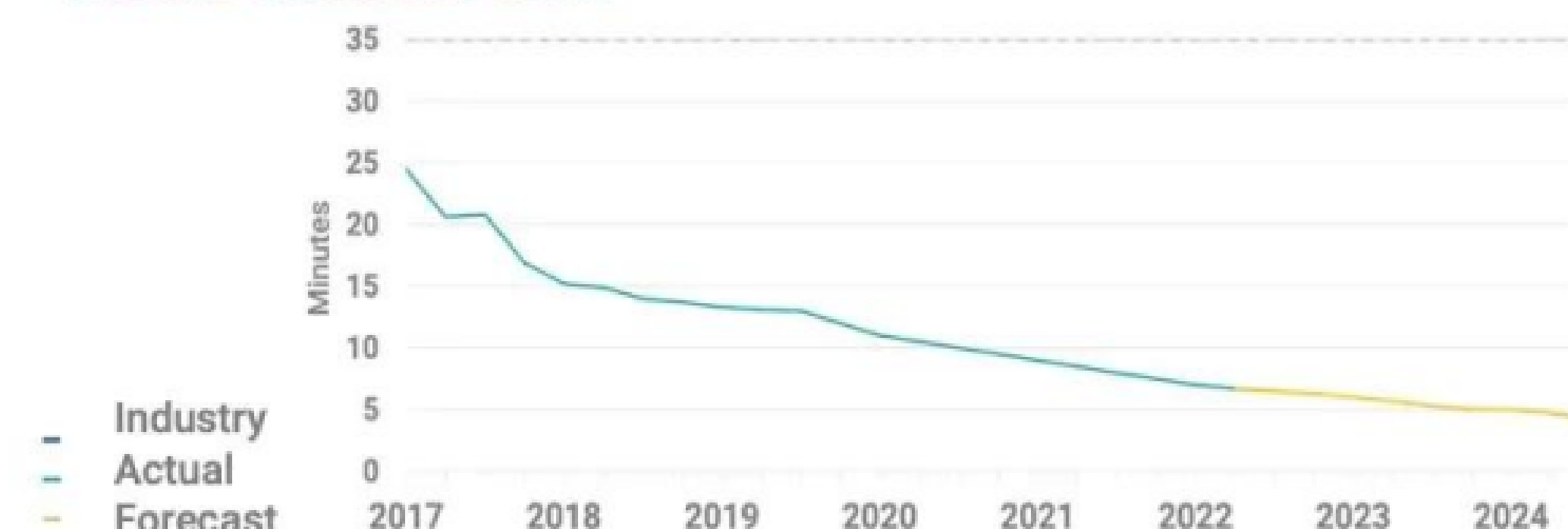
Optimizing the provider experience

Standardizing the delivery of quality care and leveraging automation technology maximizes time providers can spend caring for patients.

Evidence-based algorithmic practice standards | AI/ML chat bot

- **Automate care:** evidence-based algorithmic practice standards deployed for 5 conditions; representing ~35% of all visits and generating >74% physician agreement

- **Reimage physical footprint and staffing** by leveraging a virtual-first plan design to significantly reduce walk in urgent care and ER patients and improving overall traffic

- **Optimize physician time:** our technology has reduced questions asked by the doctor from 100% to < 20%

- **Optimize excess provider capacity** by providing digital, on-demand care

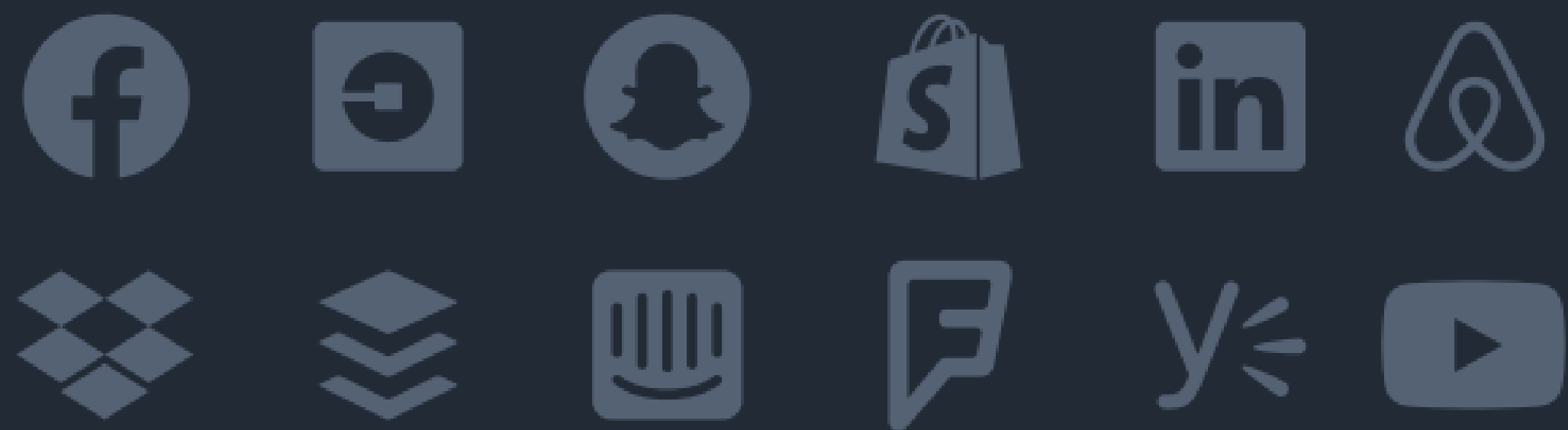| 50%	10%	18%	20%	2%
Gather findings	Diagnose & treat	Care Plan	Charting	Follow up

Active clinician time

Industry
Actual
Forecast

2017 2018 2019 2020 2021 2022 2023 2024

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