



Open your door to better care

Home-centric primary care proven
to improve outcomes, delight
patients and lower healthcare costs

CNBC
DISRUPTOR / **50**
2020

Ranked #13 on
2020 CNBC Disruptor 50 List



The best primary care happens at home

CONVENIENCE

"The convenience of seeing a doctor when you want is priceless."



QUALITY

"The Heal app sent an excellent Stanford-trained doctor to my door in under an hour."

THE WALL STREET JOURNAL

ACCESS

"Heal will bring a well qualified doctor right to your own house—no months-long waiting for an appointment or germmy waiting rooms needed."



The Heal Difference From Actual Patients

UNTETHERED

"Heal eliminates or automates 65-70% of a typical office's expenses...giving doctors time to provide high-quality care."

Forbes

OMNIMODAL

"Using Heal Hub data, clinicians can use telemedicine [to prevent] acute episodes."

MedCity

DATA-DRIVEN

"Now Heal supports health records, allowing patients to share their health history with their doctors."



Who is Heal

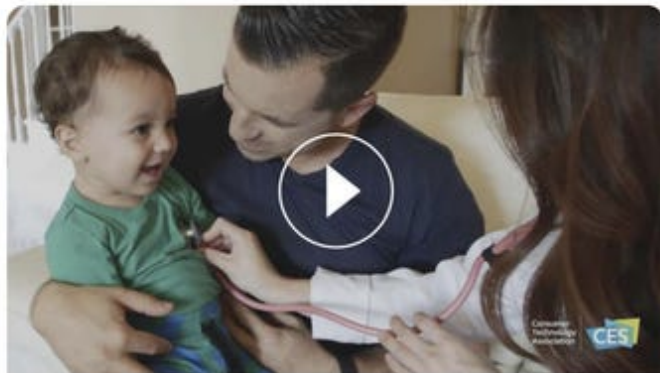
200K House calls and telehealth visits delivered

+76 Patient satisfaction Net Promoter Score

71% Reduction in avoidable ER visits

28% Reduction in admissions

\$88MM Healthcare cost savings for leading employers and insurance partners

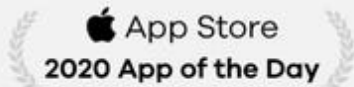


**ROCK
HEAL+H**

2019 Most Tech-Friendly Provider



2019 Innovation Entrepreneur Awards



2018 Innovation Awards

**FIERCE
INNOVATION
AWARDS**

2018 Digital Health Solution Winner

How we do it



Liberate doctors to be doctors—free from the bureaucratic trappings of an old-school office.



Enable patients to get timely, quality frictionless care tools that remove all the “hassles” of healthcare.



Empower a deeper doctor-patient relationship built in the private and informative context of the home environment.



Leverage real-time data for increasingly precise, proactive care.



Coordinate full-spectrum care and wellness for optimal results.

Every dollar invested in effective primary care saves **\$13 in total healthcare costs.**

Payers choose Heal to improve member outcomes



Heal can improve patient compliance and drive cost savings by keeping people healthier by monitoring them more closely and cutting the high cost of emergency visits. We want to provide services closer to the consumer and Heal is a trend in health care that will continue and gain momentum.

Frank Ulibarri Former Market President 



Heal has been a healthcare partner of Activision Blizzard for four years, providing exceptional care for our workforce and their families around the country. Heal quickly expanded their services and reach to ensure priority access as well as facilitating testing seven days-a-week; a great comfort to those in need. Heal continues to be an invaluable resource to the Activision Blizzard team.

Bobby Kotick Chief Executive Officer



blue  of california

Anthem 

Humana

CareFirst 

WellCare

UnitedHealthcare

 Medicare

 Alignment Healthcare

Clover

 Health Net

 Regence

 MOLINA
HEALTHCARE

GEHA

 EmblemHealth

OSCAR

VILLAGECARE



 MediExcel

A delightful experience that delivers peace of mind



This was just what we needed for my 97 year old mother... Anybody who has a loved one in a situation where it is difficult to get them to medical appointments, or needing appointments in a reasonable time period, needs this service.

W.P.
San Diego, CA



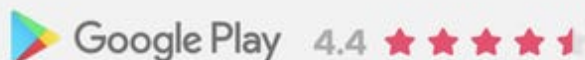
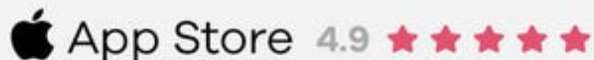
I last saw [a primary care] doctor in 2011. I hate the doctors in the south, none of them care about you. I had doctors that cared before I moved, finally I found another with Heal.

Laura M.
Atlanta, GA



Every doctor we have seen has been caring, professional, qualified, dedicated and have provided exceptional care and suggestions. Love to be able to avoid the waiting rooms crowded with sick people. Love Heal.

Liliana P.
Los Altos, CA



Primary care belongs at home



Remove barriers to care—distance, disabilities and demographics no longer stand in the ways of quality care.



Assess social determinants of health—first-hand view of fall risks, substance abuse, medication adherence, food insecurities and more for a personal, effective care plan.



Build an omnimodal patient-doctor relationship including real-time remote monitoring.



Scale quickly without limitations of radius and effectively without large-scale infrastructure investments.

80% of health outcomes impacted by social determinants



HARVARD
BUSINESS SCHOOL

Heal managed care combines house calls, telemedicine, remote monitoring, and proactive care coordination



House Calls

for comprehensive contextual healthcare: an unmatched view into a patient's real life and SDoH



Telemedicine and Teletherapy

to care for the mind and body on your member's terms



Real-Time Remote Monitoring

keeps the member and provider connected to beat chronic diseases together



Care Coordination

creates engaged members that keep care gaps closed

Your family doctor...for your whole family



Doctor
house calls



Onsite
care



Telemedicine with
your Heal doctor



Real-time remote
monitoring



Infants



Children



Adults



Seniors



Primary, preventive
and urgent care



Chronic disease
management



Point-of-care tests,
prescriptions and
lab draws



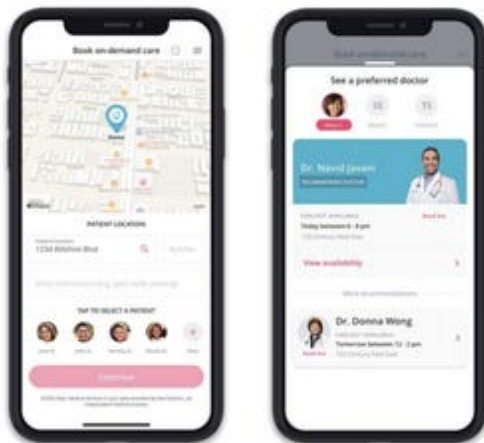
On-demand and
scheduled care, 8am to
8pm, 365 days/year

Easy to use, easy to love

Book by app,
web or phone

Available on-demand or on
your schedule, 8am to 8pm,
365 days/year

Care scheduled by patient,
loved one or home health
worker



100% up-front price
transparency—
no unpleasant bills, ever

Continuity—pick and get care
from a doctor you love

Your health records are
yours—secure and safe,
right in the app

Already have a doctor you love?

Great. Stick with them, and use Heal
for occasional urgent care.

Need a great primary care doctor?

Pick a Heal doctor and get all your care
in the comfort of home.

Comprehensive, data-driven doctor house calls



A highly-vetted, licensed physician & certified medical assistant at every visit



On-the-go medical kit with point-of-care tests, IV administration, ultrasound, static EKG, cholesterol & HbA1C screenings, & more



HIPAA-compliant EMR & Electronic Care Coordination with Heal Clinical Care Plan access for patients

"We have done research with Heal and reviewed all of their data and remain genuinely impressed with their innovative path for delivering healthcare."

Dr. Eric Topol

Editor-in-Chief, Medscape. Former Chief Medical Officer, Scripps.

One-touch telehealth from your Heal PCP

One-tap telemedicine

No downloads, no apps,
no third-party software—
just click and you're in

 **See in action**

No registration or prior online set-up required



Urgent care on demand

Scheduled care with your
Primary Care Physician

Up to 10 members from care team
on a video call

Data-driven care with EMR and
real-time vitals



Common issues



**Acute illnesses
including COVID-19
symptoms**



**Medication
reconciliation**



**Triage for
acute issues**



**Post-discharge
and wound/
infection care**



**Chronic disease
management**

The best care starts with the best doctors

- To fix medicine for patients, we fixed it for doctors first.
- Heal hires **only 14%** of applicants—selecting only the most qualified, caring and tech-savvy professionals.
- Yet, Heal isn't for every doctor—hospitalists, private practice doctors and those who prefer offices don't join Heal.

▶ **Meet the Heal Providers**



Traditional office-based providers

Rushed, transactional,
incomplete care for
40 patients/day

"[Providers waste] over two-thirds
of their time doing paperwork."

VS



Liberated Heal providers

70% less patients,
90% less bureaucracy =
550% more time per patient

21 minutes of commute time
for charting, coding and
revenue-generating
telemedicine

In-home/social determinants of health

- See the actual prescription and OTC pill bottles
- Fall risks
- Mold and allergens
- Alcohol, tobacco and substance abuse
- Food insecurities

+

Historic & real-time health data

- Prior health and prescription records



- Wearables driven data for activity sleep and biometrics



- Real-time vitals with Heal Hub



Precision, personal medicine



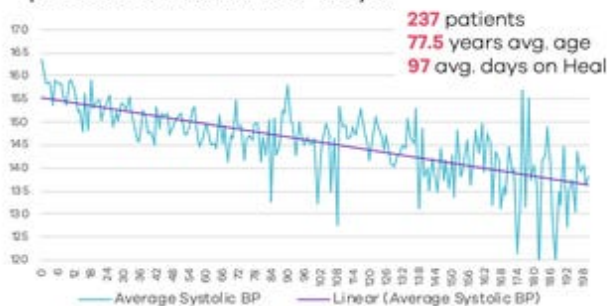
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The Heal Hub real-time vital signs for proactive cost-saving care

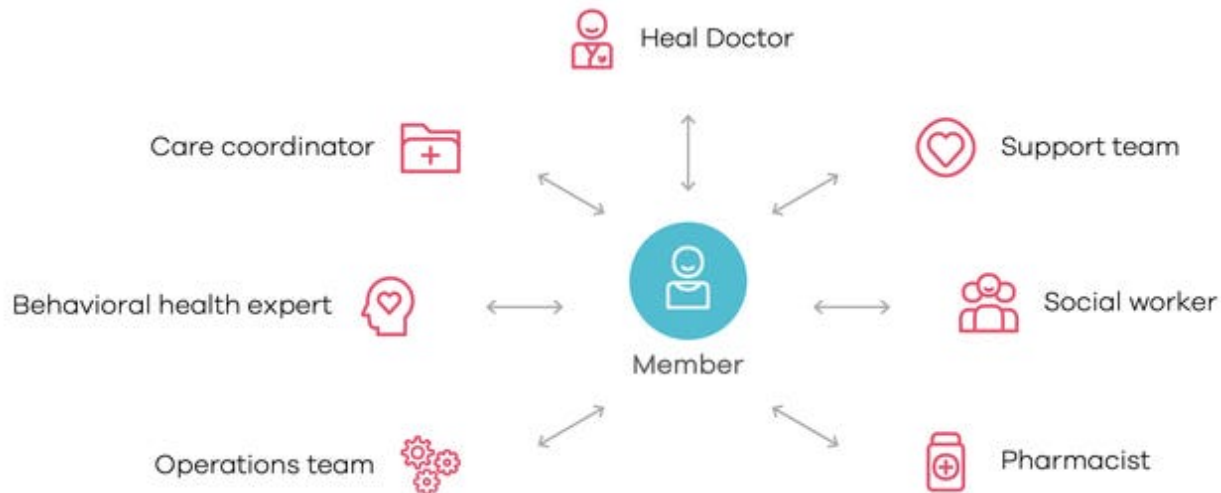
Heal Hub **accurately reports** vitals (mmHg, SpO2, HbA1C, BMI, etc.) to doctors in real time.



Heal omnimodal care delivers **11% decrease** in systolic blood pressure within 100 days.



Integrated multi-disciplinary care team for coordinated care



Leverage your preferred network for integrated care and optimal outcomes



High-performance specialist networks



Plan-specific wellness solutions



PBM and Rx fulfillment



Hospitals and surgery centers



Kindred for Home Health



The Heal experience



Access prior health records for data-driven decision support at the point of care.



Comprehensive 1st house call including labs, blood work and complete HRA.



Real-time remote monitoring for proactive care to minimize acute episodes.

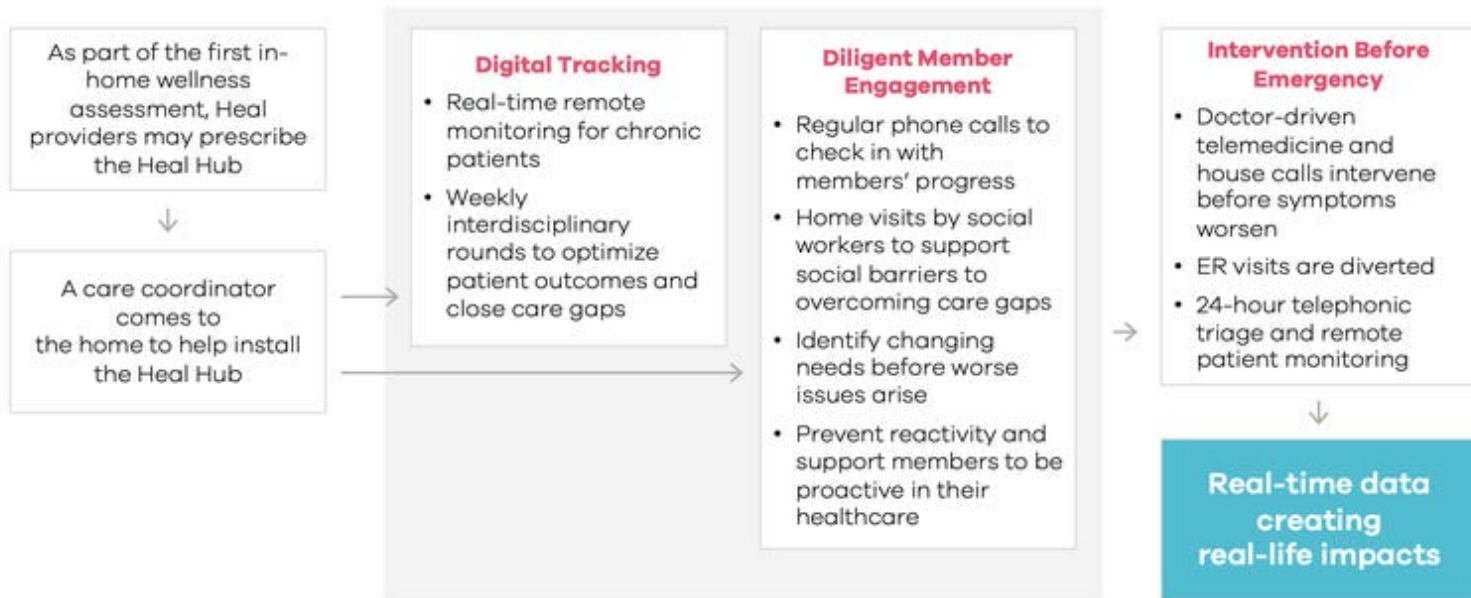


Integration with DME, pharmacy, specialists, behavioral health and social workers for coordinated care.

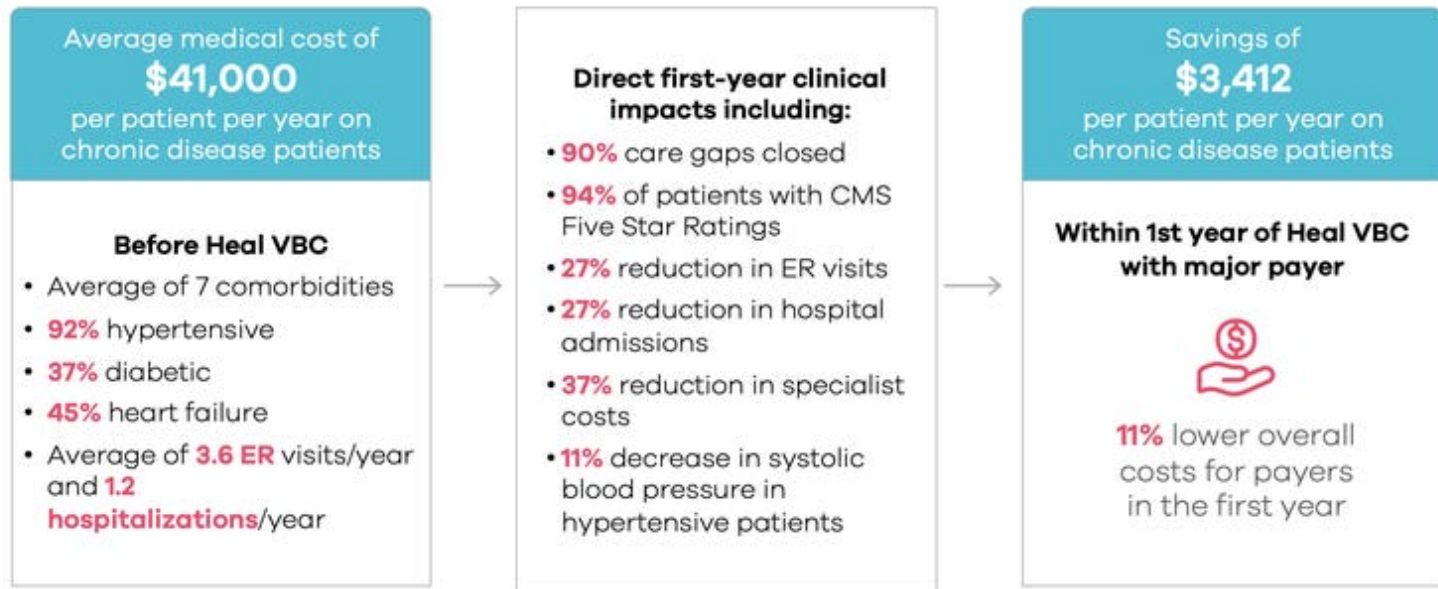


Scheduled and on-demand telemedicine and house calls as often as needed.

Heal creates engaged members who avoid the ER



Heal is proven to reduce costs, improve RAF and enhance patient satisfaction



Aligned goals

Revenue models:

Full Risk

Heal delivers superlative care, CMS Stars and patient satisfaction at fixed MER

Value-based PCP Cap

Heal owns PCP relationship and risk—payer pays fixed costs
Gain-share around quality and cost savings for maximum mutual benefit.

Fee-for-service

Heal provides on demand and scheduled care when and where patients need it

Heal current/planned markets



Washington D.C.
Including VA Metro



New York City



New Jersey
NYC Adjacent



Chicago, IL



Southern CA
Los Angeles and
Orange County



Seattle and
Spokane, WA



Atlanta, GA



Houston, TX



Charlotte, NC

A world-class team equal to the challenge of rebooting healthcare



Paul Jacobs

Chairman & Founding Investor
Former CEO & Executive
Chairman, Qualcomm.



Renee Dua, MD

**Founder, Chief Medical Officer
& Board Member**
Former Chief of Medicine,
UCLA Faculty.



Susan Diamond

Board Member
President, Humana Home.



Jeb Bush

Board Member
Former Governor of Florida,
Chairman, Dock Square Capital LLC.



Nick Desai

Chief Executive Officer
Veteran technology entrepreneur leading 4th
start-up. >\$100MM in funding raised. Author, speaker
and inventor. MS Electrical Engineering, UCLA.



Justin Zaghi, MD/MBA

Medical Director
Former Associate Consultant,
McKinsey and Company.
MD/MBA, Harvard University.



Amir Hosseinpour

Chief Product Officer
Former CEO, PaceTune.
MA, Cambridge University.



Ravi Guha

Chief Financial Officer
Former Managing Director,
Canyon Capital Advisors.



Sam Nuziale

SVP Engineering
Former Principal Software
Engineering Manager, Microsoft.