

Patient Centric Virtual Care

Introducing a virtual care experience that is digitally integrated, patient-centric and focused on personalized health and wellness

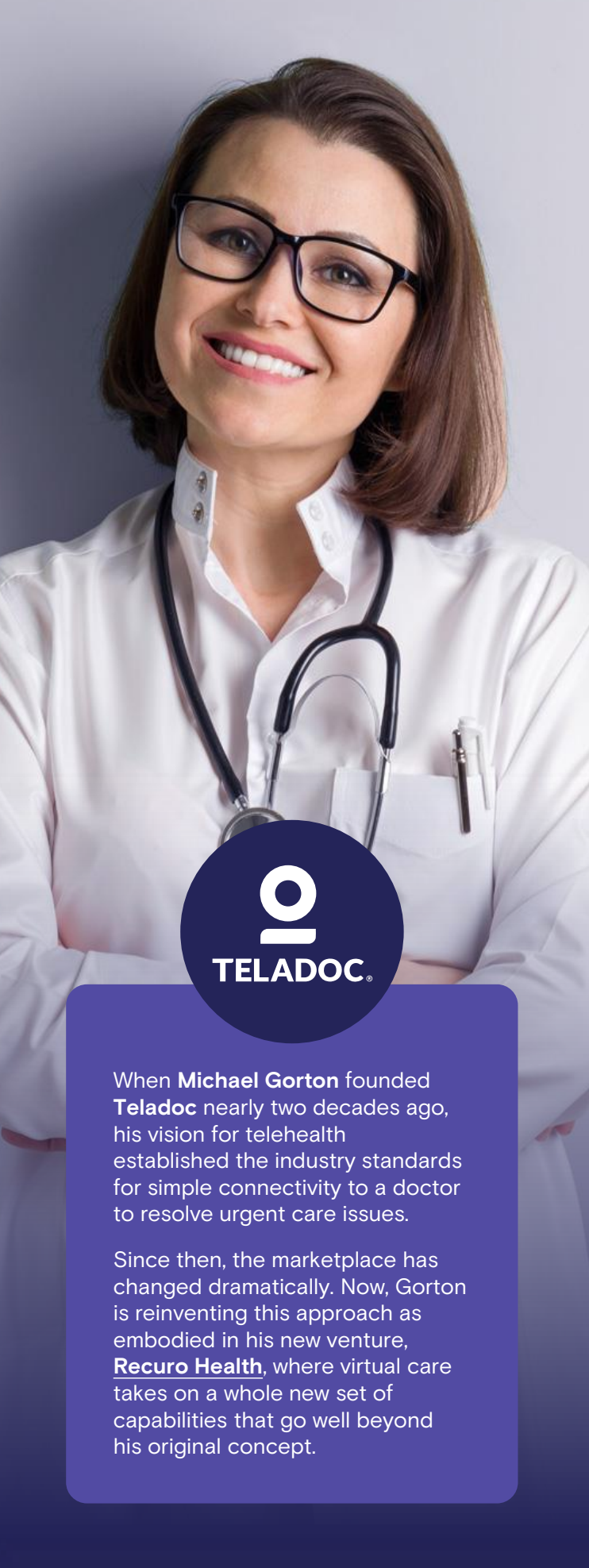
A Timely Opportunity to Advance Virtual Care

The adoption of telehealth has greatly expanded since its inception nearly 25 years ago when it was designed as a peer-to-peer provider tool. Today, the American public – including physicians, patients and payers – benefit from virtual care options that can be scaled to provide users with access to a wide range of providers, healthcare services, and diagnostics that enable remote monitoring which is especially important for chronic condition management. This includes virtual primary care, virtual urgent care, behavioral health, in-home lab testing, genomics and more.

By removing the strict boundaries of a physician office visit or making hybrid virtual/physical arrangements available, all stakeholders can focus their attention on the right quality metrics for improved care. The new breed of virtual care is part of a greater seismic shift toward delivering the full spectrum of care wherever patients are located – primarily at home, as well as at work or on-the-road.

It is a solution that is both consumer and payer centric, serving the access needs of both segments of the healthcare ecosystem and enabling innovation in care services themselves.





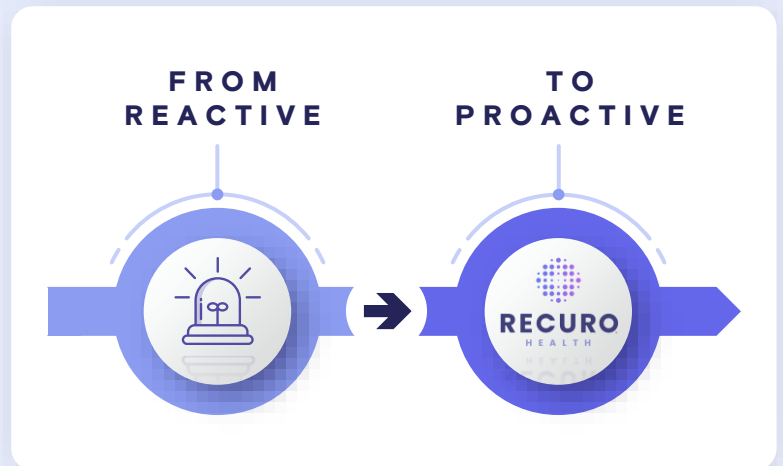
When **Michael Gorton** founded **Teladoc** nearly two decades ago, his vision for telehealth established the industry standards for simple connectivity to a doctor to resolve urgent care issues.

Since then, the marketplace has changed dramatically. Now, Gorton is reinventing this approach as embodied in his new venture, **Recuro Health**, where virtual care takes on a whole new set of capabilities that go well beyond his original concept.

Moving to a Proactive & Preventative Care System

Recuro is moving the healthcare system from reactive “sick care” to proactive preventative care, and with solutions that are pioneering the future of healthcare. Recuro Health is focused on this ‘virtual first’ or hybrid virtual/brick-and-mortar office visit approach that represents a seismic change to how care is accessed and delivered. Recuro’s solutions are designed to drive member engagement and activation, changing health behaviors and eliminating the status quo of simply reacting to problems with a product vs. introducing a solution that effectively addresses the real, underlying issues.

As a result, Recuro Health enables clinical care teams and physicians to work collaboratively in the delivery of cost-effective, quality care as an integrated and holistic experience.



Accelerating Towards Health Equity

This dedication to advancing digital health solutions and expanding access to care is accelerating the movement toward helping to address some of the health equity challenges, incorporating culturally competent care and addressing unique population needs. Recuro continually refines and expands their approach to integrating virtual solutions by increasing the size and scope of their provider network, introducing new product offerings and meeting the fiduciary and administrative needs of health plan payers, employer enterprises and benefits consultants. Their member-centric focus keeps people always mindful of the healthcare needs of participants in an employer-sponsored health plan.

Embracing a people-first approach to connecting members to virtual care provides a clear pathway to value-based care. In this transition, Recuro recognizes that alignment, growth and health equity contribute to quality care, smarter spending and greater accountability for improved outcomes.

Today, Recuro is the first to market a unique, fully integrated portfolio of curated digital health solutions through their **Digital Medical Home™**.



Key Takeaways

Digital Medical Home™ is a one-stop for care services and benefits platform that integrates multiple point solutions.



Takeaways

-  Today's most in-demand telehealth innovation is virtual care; a modern healthcare delivery experience tailored specifically to complex medical realities.
-  Payers place high value on this one-stop resource which integrates all their vendor solutions in one central location and relieves "vendor fatigue."
-  Recuro is powerfully addressing multiple healthcare challenges and complex chronic conditions through the components of its unique and benefit agnostic, Digital Medical Home™.
-  This integrated solution provides a seamless patient experience, delivering virtual care that is digitally optimized as a benefit of a member's health plan – whenever care is needed and wherever the patient is located at home, work or on the road.

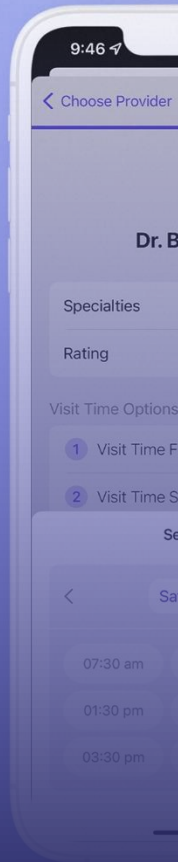
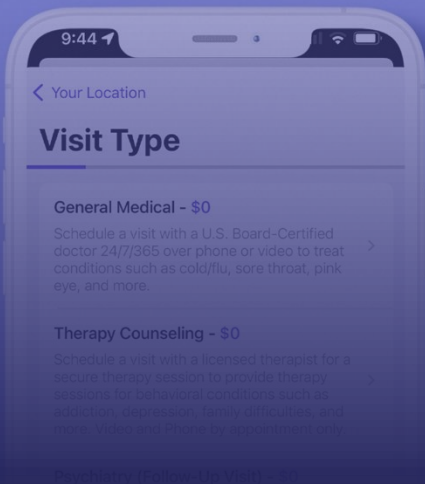
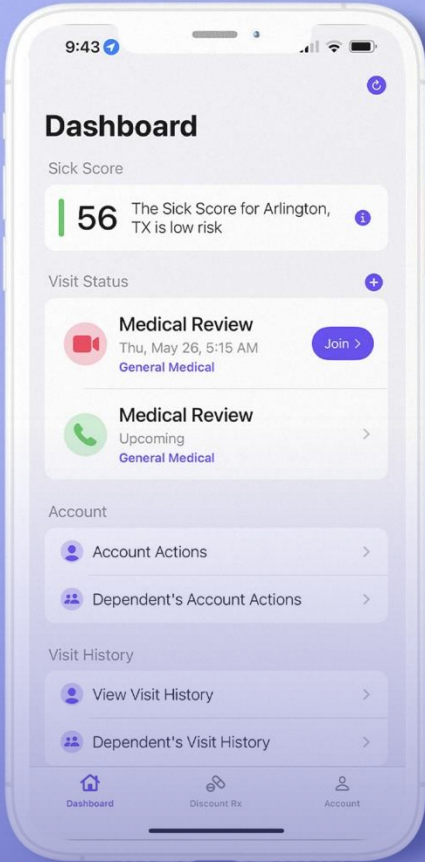
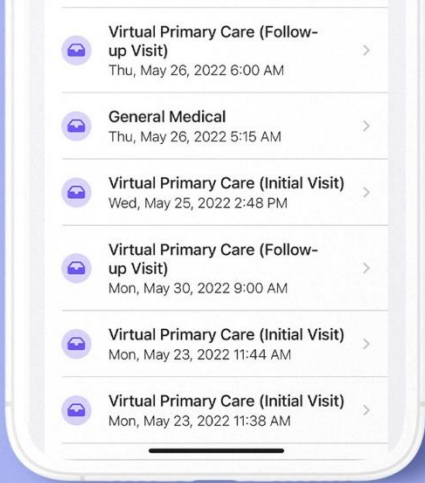


Challenges

Along the healthcare journey, members/patients face multiple challenges and barriers to accessing timely, quality care. In this increasingly complex environment, growing competition among virtual health vendors and a focus on value-based care, there is a heightened call for added value in the marketplace. Some of the key issues include:

-  Responding to the demand for more affordable and convenient access to complete care
-  Addressing complex healthcare needs of an exploding population coupled with a shortage of primary care physicians and the scarcity of behavioral health clinicians
-  Fulfilling the largely unanswered need for personalized, proactive digital solutions
-  Resolving patient barriers to accessing care, including issues associated with health equity
-  Reducing costs





Virtual-First Care

Solution

To make healthcare more accessible, affordable and equitable, Recuro introduces its premier Digital Medical Home™



Virtual-first, population health approach to telehealth that drives value and improved outcomes



One-stop shop for care services and benefits



Personalized and proactive platform, enabling better treatment and more efficient care



Fully integrated solutions allowing streamlined information exchange between care teams



Ongoing engagement to manage health over time for the best outcomes



Holistic, one-stop shop for all health and wellness benefits on a single platform

Recuro's Digital Medical Home™ (DMH) provides a holistic approach that transforms fragmented, disease-focused health care into a personalized, fully integrated, benefit agnostic solution that supports proactive engagement at lower costs. It's a one-stop, for care services and benefits that can integrate multiple point solutions.



Digital Medical Home™ delivers all the value and benefits of coordinated virtual care to all of our stakeholders, including:



Patients

Recuro ensures access and convenience, with virtual connectivity to dedicated clinicians for a personalized and proactive health care experience, pulling all their benefits information into one simple platform.



Payers

Recuro fosters a population health approach that identifies and fills gaps in care. Improved care access helps abate unnecessary exacerbations, reduces the reliance upon reactive care and provides a scalable solution for access to cost-effective care that meets the needs of members and their participants.



Employers

Recuro gives access to targeted, longitudinal, high-quality, integrated, and comprehensive care at a lower cost. This approach supports an organization focused on creating a culture of health; it solves the issue of dealing with multiple vendors by offering a central resource for integrating disparate solutions, simplifies administrative processes and impacts absenteeism and presenteeism.



Providers

Recuro enables a digital healthcare delivery model that supports omni-channel patient engagement.



TPAs/Brokers

Recuro has a value-added product differentiator supporting cost diversion.



Personalized Care Platform

Digital Medical Home™ provides the benefits, and you select from our suite of digital solutions to design an integrated healthcare program that fits your organization's health care needs.

Challenges

Recuro's enterprise ready, SaaS platform enables simple customization, white-labeling and configuration of digital health solutions. Unlike other traditional virtual care solutions available, the Digital Medical Home™ enables personalized, integrated care based on members/patients risk profile and needs.

The platform is interoperable and designed to house the tools, services and support needed to manage a variety of health care issues and conditions. Services and benefits are selected to build a custom solution specific to the needs of the organization and its

members. Digital Medical Home™ fully integrates with existing solutions, as well as the curated suite of capabilities that ensures a streamlined experience.

Digital Medical Home™ enables Recuro members in all 50 states to virtually access comprehensive health care services, including virtual primary and urgent care, behavioral health, at-home lab testing, genomics testing, as well as a suite of supplemental benefits, such as chronic care management, pharmacy, and care navigation all on one personalized platform.

Digital First Platform

Members have on-demand access for a convenient "virtual first" experience across multiple communication channels, including real-time video, mobile and secure messaging.

Integrated Benefits

Integrated Benefits feature several key offerings, ranging from condition management to caregiver support and advocacy. Each configuration is fully customizable and seamlessly integrates into any existing vendor ecosystems.



Core Services

Reкуро Health's platform provides easy connectivity to virtual care, including primary and urgent care, behavioral health, at-home lab testing, diagnostics and remote patient monitoring, genomics testing as well as a suite of supplemental benefits spanning pharmacy, care management and care navigation all on one platform.

Virtual Primary Care

Today's most in-demand telehealth innovation is Virtual Primary Care (VPC), an innovative healthcare delivery experience led by a primary care physician and tailored specifically to each individual member for access to integrated solutions that span urgent care, behavioral health, at-home lab tests and genomic testing.

VPC is an integrated digital health solution that meets the ongoing needs of providers, payers and patients/members. It is scalable to meet the needs of geographically diverse populations and address a shortage of primary care physicians, effectively answering a demand for more convenient access to care and ever-increasing pressures to reduce costs. Providing a single-entry point to a personalized and integrated care model, VPC helps to solve the problems associated with multiple-point solutions and sub-optimal patient engagement. Robust clinical solutions offer a multi-channel, patient-centric and comprehensive virtual first care approach to enhancing well-being for the best possible medical outcomes.

Through VPC, patients/members can build a long-term, ongoing relationship with a dedicated primary care physician and gain access to on-demand services and consultations through a home computer or smartphone. Individuals can get prescriptions, lab orders and a range of at-home testing and diagnostic capabilities.

Virtual Urgent Care

Between the ever-increasing cost of healthcare and the exponential growth of technology, access has never been more important. Virtual Urgent Care connects members with tools and services for a smoother, more cost-effective

healthcare experience. Members connect to board-certified doctors for treatment of common medical concerns with ongoing communication with their doctor. This solution provides unlimited 24/7 access with zero out-of-pocket costs for patients and their families.

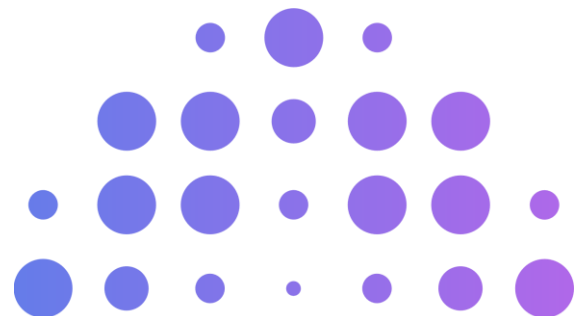
Virtual Behavioral Health

As a component of an integrated virtual care model, Virtual Behavioral Health (VBH) confidentially connects members/patients through secure and private online video and phone sessions to comprehensive clinician care teams.

VBH draws upon the capabilities and services of psychiatrists, psychologists, licensed therapists and counselors. Services include medication management, assessments and screenings, as well as pharmacogenetic testing to ensure the right behavioral health medication is prescribed. Unlimited 24-hour access to VBH supports the most comprehensive behavioral health care at a lower cost.

At-Home Labs

Members conveniently access in-home laboratory and diagnostic tests, stratified health risk information and assessment and genomics, when appropriate.



On-Demand Access

Ease of Implementation

Rapid Connectivity to Personalized Virtual Care

Through the Digital Medical Home™, Recuro members have easy connectivity to on-demand access to in-demand health services. Patients interact virtually with physicians through multiple communication channels, including real-time video, mobile and secure messaging.

Recuro Health can integrate with existing physical and virtual network products and has their own network of 600+ virtual providers, covering family medicine, internal medicine, psychiatrists, clinical social workers and other clinical license types.

Recuro Provider Statistics



NCQA Certified Physicians: 1,500+ licenses, peer review credentialing



Robust Provider Network: Average patient wait time less than 11 minutes



Physician Centric: Medical visits handled by physicians rather than NPs or PAs



Structured Quality Programs & Protocols: 100k+ audits; 100+ proprietary protocols; consults recorded



Electronic Prescriptions: SureScripts-certified software solution



Certified Language Services: 200+ languages available



On-demand Access to In-demand Health Services



Personalization

Recuro is dedicated to making all patients feel included and respected by using an inclusively human-centered and design-focused development approach -- one that employs rigorous patient testing to continuously refine personalization. This process prioritizes soliciting input from a diverse and intersectional range of patients to ensure a broad range of needs and perspectives are accounted for and met.

The end-to-end, confidential user journey is individualized to reflect personal identity and preferences, with optionality for racial, ethnic, and language concordance. Members are given a choice of providers for Virtual Primary Care and Virtual Behavioral Health offerings. Recuro's network is diverse and multilingual, with specialized training to provide care that is respectful of gender, different cultures, specific care needs of people of color, different experiences and sexual orientation.



Member Engagement

The goal is to connect a better informed, better-prepared patient to their dedicated physician and care team for ongoing care. To do this, Recuro supports each member in their healthcare experience, providing the best information, scheduling support, insurance navigation support and warm handoffs to providers.

Recuro's platform offers a single-member interface for both insurance (administrative) and wellness (clinical) issues. Recuro can offer health information, decision support, optimizing the choice of doctor, arranging a second opinion and counseling an individual with a chronic condition. Recuro can also help with claims, coverage, and benefit issues.



Integrated Processes

Vendor Integration

Including Data Interoperability

Digital Medical Home™ is a seamless, integrated platform that is focused on interoperability among partners, providers, vendors, and customers. Providers can access and share all forms of health information across the complete spectrum of care. Care teams can leverage software and tools that provide an interface for clinical and administrative support.



Recuro supports all leading third-party benefit/vendor integration levels including API, SSO, data ingestion feeds, SFTP, bi-directional data exchange, and others. By leveraging a mixture of proprietary integration tools, third-party partners and a full internal integration team can support seamless integration and bi-directional data transfers.



FHIR®

Recuro Health's clinical data platform is built in accordance with the FHIR healthcare API standard and designed for maximum interoperability with legacy and proprietary APIs.

This enables flexible, rapidly scalable, bi-directional data exchange with ecosystem vendors, regardless of their API specifications. Specific data types and resulting triggers can include identification, outreach and engagement data.



Succeed Together

Partner with Recuro

Helping the World's Top Companies Succeed

Recuro helps the world's top companies succeed with today's healthcare technologies, driving value for payers, providers and patients and throughout the healthcare ecosystem.

Contact Us

Recuro would like to share more on the capabilities, quality improvement and cost containment this exciting platform brings. Visit our website or contact us at for a virtual demo.



Email

info@recurohealth.com



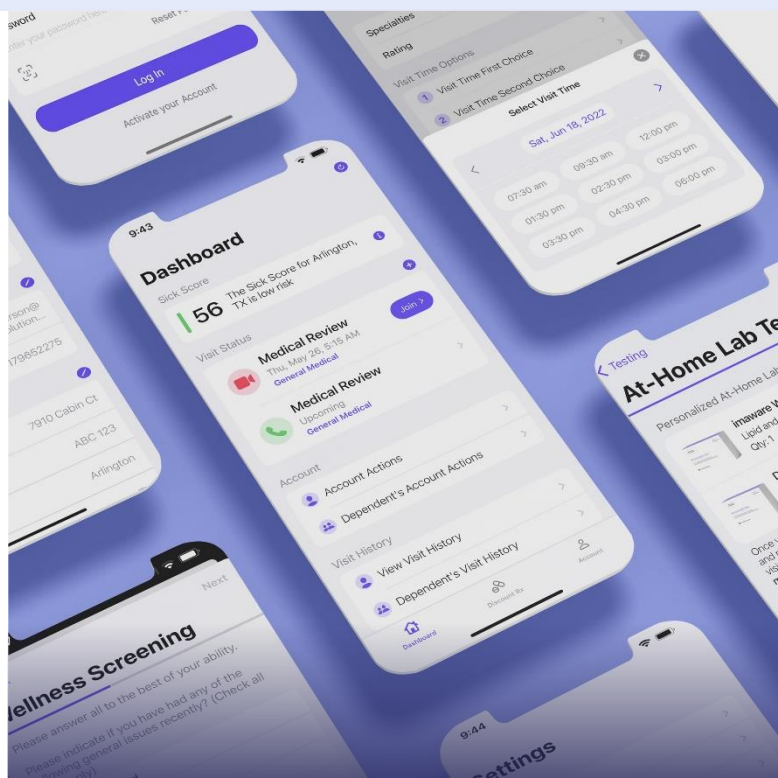
Website

www.recurohealth.com



General Sales

844.979.0313



Integrated Benefits

A single place for patients to find benefits, information, care services, and guided support to navigate their care journeys. Robust clinical solutions offer a multi-channel and patient-centric approach to health improvement and enhanced well-being for the best possible medical outcome.

Hyper Personalization & Scalability

New ways of making benefits and care more targeted and relevant, using everything from personalized health analytics to pharmacogenomic testing. With scalable, integrated solutions and enhanced provider participation

