



## Everyday & Urgent Care with Behavioral Health

Partnering with South Country to provide highly-accessible, video-first virtual care for acute needs and behavioral health.

June 5, 2024



# Delivering innovation to our health plan partners

Here for our mutual clients and members since 2011



## First-to-market with

search-based match platform  
intelligently routing members to  
quality care and relevant b



## First-to-market with

virtual primary care and an  
employed provider model

## INCLUDED

## First-to-market with

specialized LGBTQ+ guidance  
and advocacy to ensure  
culturally affirming care



We build **trusted relationships** with our  
clients and members  
through comprehensive,  
wraparound support

Supporting **300+** clients  
including **over 30**  
**health plans**

Serving **40M+** **health plan**  
covered lives across  
the nation

Supporting **adult and pediatric members**  
with everyday, acute, and  
behavioral health needs



# 24/7 on demand care for everyday, acute, and behavioral health needs

## Continuum of Member Needs



Remote worker  
looking for **easy  
access to care**



Mom looking for  
**urgent care options**  
for a sick kid



Member who doesn't have a  
time to see a specialist  
regarding a **skin condition**



Member looking  
for **suggestions to  
manage burnout**



Caregiver carrying a  
**significant mental  
health burden**

**24/7 access to support for everyday needs, including behavioral health**



## Everyday & Urgent care

Our high-quality, employed providers are available to members **nationwide with 24/7** availability for quick and easy access to care for everyday and urgent needs. Patients can typically get connected with a provider in 10 minutes or less.

### Sample List of Conditions Treated

Cold & Flu  
Sinus Infections  
Bronchitis & Pneumonia  
Urinary Tract Infections  
Vomiting & Diarrhea

Conjunctivitis  
High Blood Pressure  
Vaginal & Yeast Infections  
Cellulitis & Skin Conditions  
Women's and Men's Health

Labs & Screenings  
Allergies  
Fever  
Asthma  
High Cholesterol

# 92%

case resolution rate (% of time the outside care is not recommended)

# 63%

of patients intending to go to the ER redirected to more appropriate sites of care or self-care





# Behavioral Health

We cover a **full range of behavioral health needs**, from sub-clinical conditions to highly complex clinical situations. Patients can typically get an appointment with a provider in 7 days or less.

## Wellness & Preventive

Stress  
Sleep Issues  
Career challenges

Worry  
Communication Difficulties  
Relationship Challenges

Life Events  
Life Transitions  
Burnout

## Anxiety and Depression

Stress  
Postpartum Issues  
Trauma & Loss  
Post Traumatic Stress Disorder  
Behavioral Therapy  
Social Anxiety  
Insomnia

## Substance Use Disorders

Alcohol Abuse & Dependence  
Cannabis Abuse & Dependence  
Opioid Dependence  
Nicotine Dependence  
Cocaine Abuse  
Sedative Abuse  
Stimulant Dependence

## Serious Mental Illness

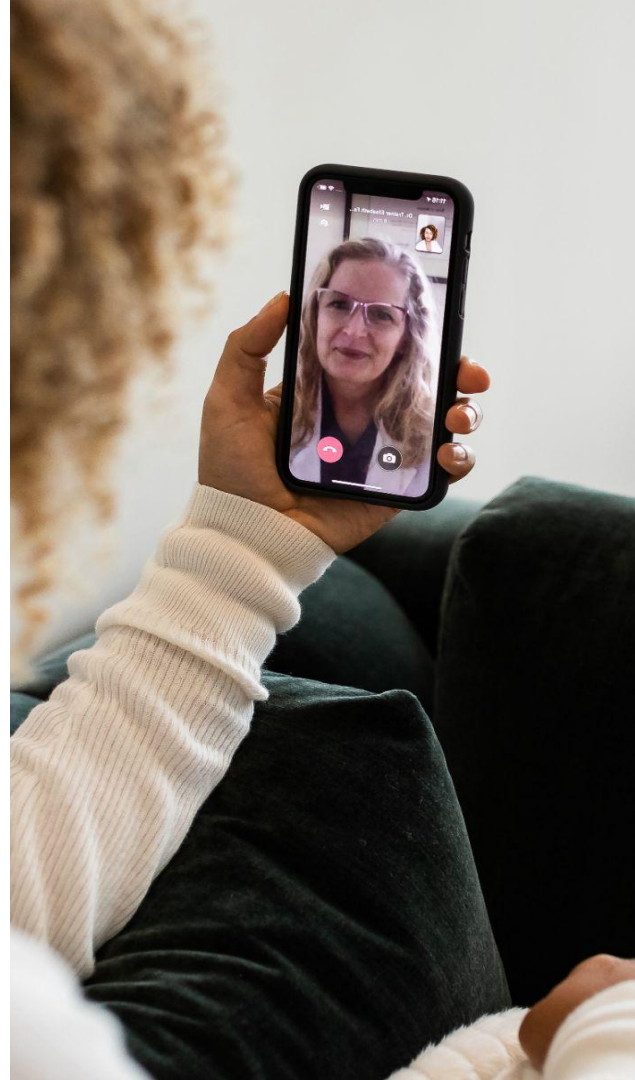
Severe Depression with and without Psychotic Features  
Bipolar Disorder  
Cyclothymic Disorder  
Schizophrenia (all types)  
Schizoaffective Disorder (Bipolar and Depressive)  
Brief Psychotic Disorder  
Delusional Disorders  
Unspecified Psychosis

# 83%

of members experienced an improvement in depression symptoms after 8 therapy visits

# 76%

of members experienced an improvement in anxiety symptoms after 8 therapy sessions





# Full spectrum behavioral health

Care for all behavioral needs from everyday stressors to serious mental health conditions to meet members where they are.

## ADMINISTRATIVE



### Coaching

#### Select subclinical conditions

##### Wellness & Preventive

- Stress
- Sleep Issues
- Career challenges
- Worry
- Communication Difficulties
- Relationship Challenges
- Life Transitions
- Burnout



### Therapy and Psychiatry

#### Select clinical conditions

##### Anxiety & Depression Treatment

- Stress
- Postpartum Issues
- Trauma & Loss
- Post Traumatic Stress Disorder
- Behavioral Therapy
- Social Anxiety
- Insomnia

##### Substance Use Disorders Treatment

- Alcohol Abuse & Dependence
- Cannabis Abuse & Dependence
- Opioid Dependence
- Nicotine Dependence
- Cocaine Abuse
- Sedative Abuse
- Stimulant Dependence

## COMPLEX



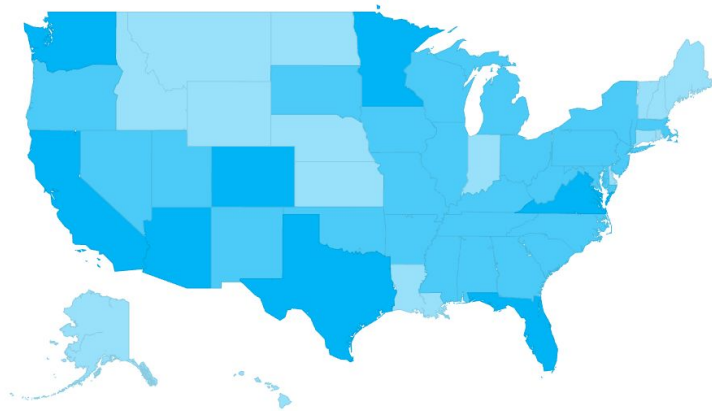
##### Serious Mental Illness Treatment

- Severe Depression with and without Psychotic Features
- Bipolar Disorder
- Cyclothymic Disorder
- Schizophrenia (All Types)
- Schizoaffective Disorder (Bipolar and Depressive Types)
- Brief Psychotic Disorder
- Delusional Disorders
- Unspecified Psychosis



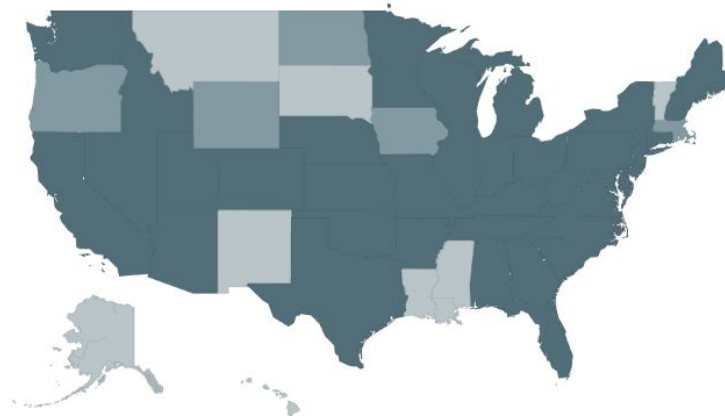
# Established nationwide network for accessible and reliable care when and where it's needed

Current **medical practice** hours of clinical availability



● 1,700 - 3,300 hours ● 3,300 - 6,600 hours ● 6,600 - 14,000+ hours  
Current hours of clinical availability for the medical practice

Current **behavioral health practice** hours of clinical availability



● 1,000 - 3,300 hours ● 3,300 - 6,600 hours ● 6,600 - 24,000+ hours  
Current hours of clinical availability for the mental health practice

24/7 on demand visits in < 10 minutes

**First appointments available within 1-3 days for Psychiatry and Therapy, and 75% of members see same or next day availability**



# Member Experience



# Employed provider model leads to better outcomes

## DIVERSE ON-STAFF PHYSICIANS

Our employed provider model enables robust training and ensures high clinical quality, as well as diversity throughout our practice



**>60%**  
female



**25%**  
identify as  
racial  
minorities



**56%**  
parents

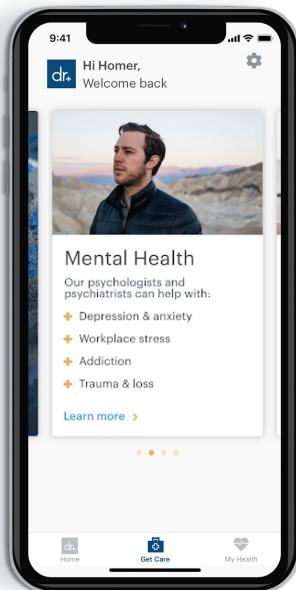


**4%**  
LGBTQ+

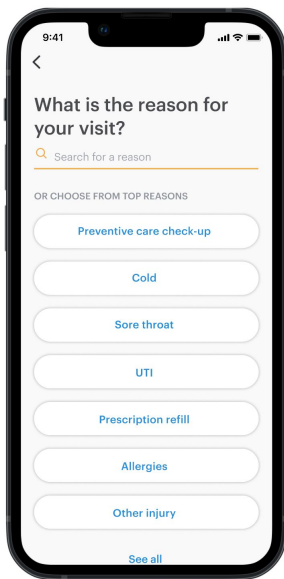
- 17 years **average experience**
- **Cross-trained in** behavioral health, dermatology, and geriatrics
- Ongoing training and certification, **including virtual care, antibiotic stewardship, peer review, cultural competency**

# A better care experience for your members

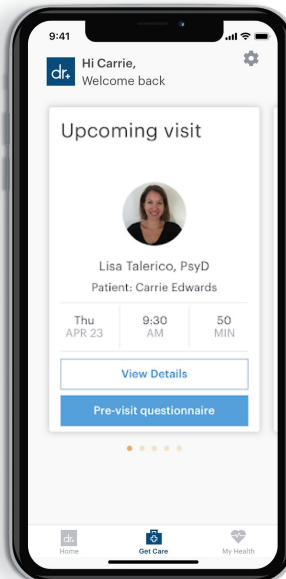
Anytime, anywhere access to on-demand care via an easy-to-use interface



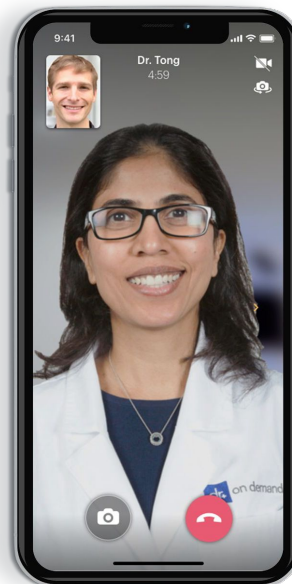
Thoughtfully designed,  
easy-to-use interface



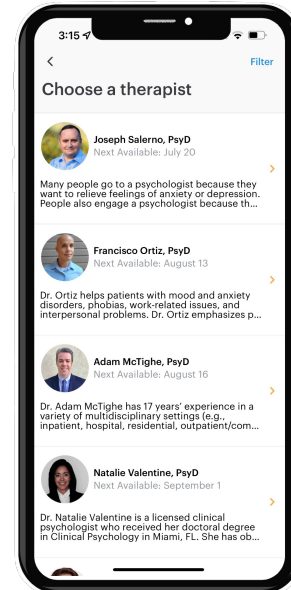
Smart intake flow that  
recognizes the reason for  
visit and knows what to  
ask for (pictures,  
temperature, etc.)



Flexible home screen  
content catered to member



Video-first virtual care  
model for convenient  
access, regardless of  
location



Therapy and psychiatry  
focus areas allow members  
to select a provider based  
on their specific needs



# Questions



## Frequently Asked Questions

How do I share virtual visit summaries with my PCP?

Is there an age limit for behavioral health visits?

Can a member schedule an appointment for their dependents?

Can a member meet with a therapist on Saturday at 9pm?

What if the member requires a prescription?

Can a member schedule therapy visits for the next 3 weeks?



## Frequently Asked Questions

Once a member creates an account, a member can add their external providers under My Providers on the My Health page. After visit summaries are then shared with external physicians automatically.

There is no age limit for behavioral health visits. All our behavioral health providers are able to treat pediatric patients.

Minors are not able to have their own Doctor On Demand account. They must be registered under their parent or guardian's account. When you go to schedule a visit, the app will ask if this visit is for a member or their dependent.

Yes, our behavioral health providers are available 7 days a week, including nights and weekends. In some cases, our providers can see patients same day.

During the account registration and smart intake process, you will be asked to choose and confirm your preferred pharmacy based on geography. Providers will order prescriptions that will automatically be sent to the member's preferred pharmacy. Doctor On Demand providers are not able to prescribe controlled substances.

You can schedule appointments up to a month in advance.