

A Smart Engagement Platform

Predictive AI for Proactive Outreach





One Platform, Endless Possibilities

An Al-Driven Precision Engine for Smarter Engagement

- Boost satisfaction with personal engagement
- Simplify workflows with smart automation
- Achieve measurable results across your population









Empowering 10M+ lives across 250B data points

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Optimizing the Member Healthcare Journey

Database Management

Cloud-Based

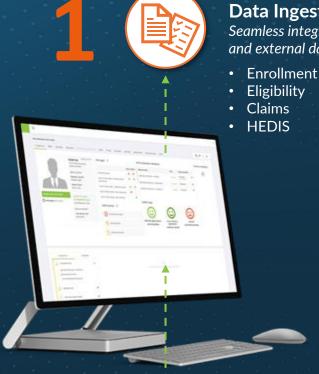
Analytics Platform

Al-Driven

Engagement Engine

| | Overview | Features |
|---------------------|--|---|
| Database Management | ✓ Simplifies the integration of diverse data sources, from demographics and clinical records to behavioral insights and social determinants of health | ✓ Structured and unstructured data ingestion ✓ Highly secured framework ✓ Streamlined protocols to ensure a robust and adaptable ecosystem |
| Analytics Platform | ✓ Identifies risks and opportunities within member populations through the utilization of artificial intelligence and machine learning to generate predictive analytics via dashboard modules | ✓ Successfully integrates point solutions into one platform to drive actionable insights across teams: ✓ Quality Improvement ✓ Assessment Navigator ✓ Satisfaction Accelerator |
| Engagement Engine | Enables payers to deliver effective data-driven engagement solutions to address wide-ranging customer demographic needs | ✓ Real-time analytics with predictive next-best outreach ✓ Omni-channel coordinated outreach via third-party plugins ✓ Multi-language support |

Tailored End-To-End Enterprise Engagement Solution ingage™



Data Ingestion

Seamless integration of internal and external data

- Call Center
- Surveys Campaigns
- SDOH



Member Segmentation

AI-powered audience builder that continuously learns

- Behavioral-based segmentation
- Real-time correlation between member satisfaction and clinical engagement





Insights

Gain insights down to the individual member level

- Visualize member and provider needs
- Predictive insights into member patterns
- Determine next best outreach needs





Results

Drive satisfaction and higher retention with improved engagement experiences

- Member/Patient insight
- Provider performance transparency
- HEDIS gap closure





Action

Multi-channel outreach and personalization

- Multi-modal capabilities
- Predictive next-best outreach
- Automated follow-up



Intelligent Analytics Platform

Engagement Application Solutions

Unified Solution for Complete Member Journey Optimization



Clinical Quality Improvement

Reduce Care Gaps by up to 40%

- ✓ Wellness Visits
- Chronic Conditions
- ✓ Preventive Programs



Member Assessment Navigator

Increase Assessment Rates by 45%

- ✓ Wellness Visits
- ✓ Chronic Conditions
- ✓ Preventive Programs



Member Satisfaction Accelerator

Improve CAHPS Scores by up to 25%

- ✓ Wellness Visits
- ✓ Chronic Conditions
- ✓ Preventive Programs