

The Shift to Virtual Health During COVID-19



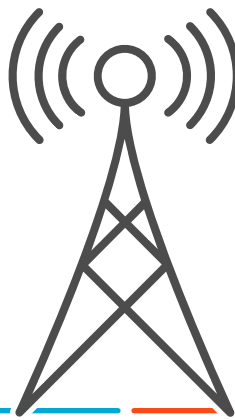
At Premise, local and national virtual health serve as integrated access points in addition to our onsite and nearsite health centers. Since the outbreak of COVID-19, we've rapidly evolved our care model to embrace a virtual-first approach. Through our virtual platform, My Premise Health, we can deliver all essential care to new and established members around-the-clock.

Here's how we've pivoted to a virtual-first approach.



LOCAL VIRTUAL

Onsite and nearsite care during normal business hours



NATIONAL VIRTUAL

24/7, on-demand access to virtual primary care



Utilization Growth

1,500%
INCREASE

in scheduled virtual visits

150%
INCREASE

in secure messages sent between a member and a provider

*Statistics reflect utilization from February to April 2020.

Unmatched Virtual Capabilities

17

Virtual Product Lines Available
The most virtual products on the market.

- Acupuncture
- Behavioral health
- Chiropractic
- Condition management
- Dermatology
- Ergonomics
- Fitness
- Nutrition
- Occupational health
- Occupational therapy
- Pharmacy (clinical)
- Physical therapy
- Primary care
- Vision
- Wellness coaching
- Women's health
- Workers' compensation

Member Experience

<10 MIN

wait times for national virtual health on-demand visits

National telemedicine providers average **3-hours or more** to see a doctor.

85 — Net Promoter Score (NPS)

Members utilizing national virtual health cite short wait times and engaged providers as a key benefit.

As the COVID-19 outbreak evolves, Premise Health plays a critical role in reinforcing the country's healthcare infrastructure. By delivering care through a virtual-first approach, we continue to alleviate the burden on community resources and provide continued access to high-quality healthcare.