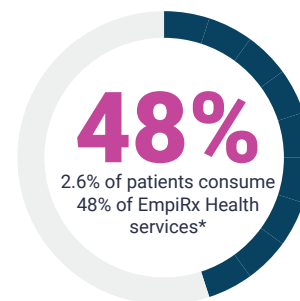
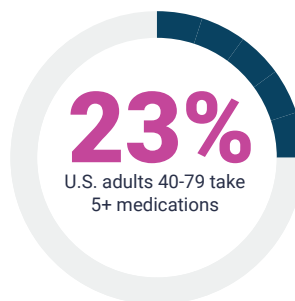


Complex Care Management + Member Care Advocacy

Members with healthcare and service complexity exist in **every population**.
We provide the care they deserve in the most **compassionate** manner.



*Last statistic is specific to the EmpiRx Health BoB

Identifying Members

Our Population Health Management model identifies members with the greatest need:

- High-risk
- Comorbidities
- Multi-drug utilization
- Depression
- Opioid abuse
- Service complexity

Care Model In Action

- Welcome call from Member Care Advocate from dedicated, direct line
- Advocate serves as care coordinator across pharmacy and physician
- Regular and proactive check-ins with patient
- Members choose between phone or text engagement

Clinically-Driven Results

- Gaps-in-care reduction
- Improved quality of life
- Frictionless service experience
- Dashboard delivers lean data insights on care needs & outcomes

The MCA Experience

1. Member receives a welcome call from their personal Member Care Advocate (MCA) – marking the beginning of a trusted and comfortable relationship.
2. The MCA proactively assists the member, including coordinating with their physician and pharmacist as needed, assuring the member all will be taken care of.
3. The member is given the MCA's direct cell number and is assured of 24/7 clinical care support.
4. Ongoing check-ins between the member and the MCA ensure access to required medications, relieving the member of any burden.
5. The member always has what they need from EmpiRx Health throughout their Rx journey.