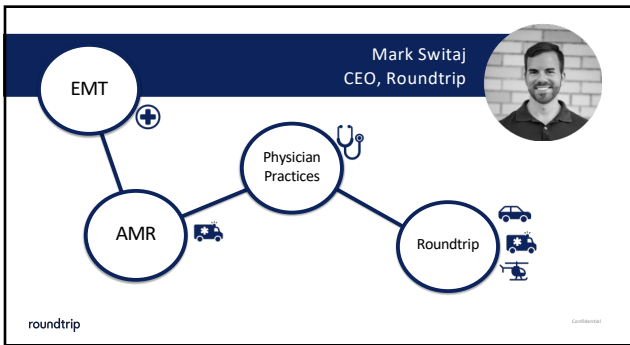


Finding a better route: How transportation and care transitions help more people live their healthiest lives

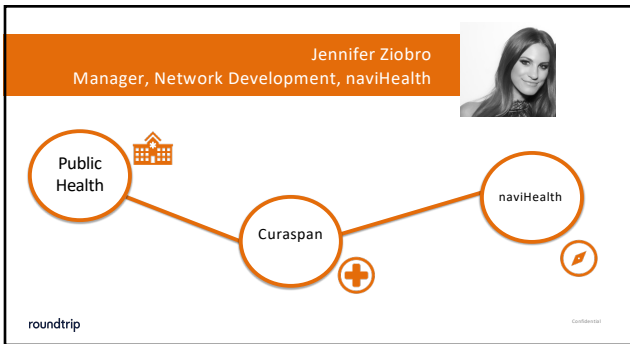


Mark Switaj | CEO, Roundtrip
Jennifer Ziobro | Manager, Network Development, naviHealth

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Audience Polling

Q: How often have you had a patient miss or delay a medical appointment because of a transportation issue?

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Things we all know about healthcare








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The continuum of care is often discontinuous

 Access & Navigation Challenges	 Lapses in Care	 Source of Truth Data
<ul style="list-style-type: none"> 3.6M missed appointment annually 57M Americans currently live in a rural area 53% of patients who reported limited access to healthcare said they had left an appointment because the wait was too long 	<ul style="list-style-type: none"> 20% of patients will change providers altogether following a long wait time experience 18.5% of adults in the US have no usual source of healthcare As many as 40% of patients do not adhere to their treatment regimens 	<ul style="list-style-type: none"> CMS focused on looking for best ways to incentivize EHR adoption in post acute setting 30% of skilled nursing facilities participated in health data exchange Only 7% had the ability to locate and integrate patient health data into patient EHRs

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Not all patients are created equal

Care Disparities

- Life expectancies by zip code:
 - National Average – 78.60 years**
 - Portland – 79.96
 - Boston – 79.89
 - Philadelphia – 75.49**
- In Philadelphia, 36.5% of Hispanics and 27% of black Non-Hispanics rate their health as fair or poor

Social Determinants

- Clinical care shown to account for only 20% of our health
- Social and economic factors account for 80%
- A study found that a 91% of Medicaid managed care plans are actively addressing SDOH

Access to Resources

- 65% of patients say that transportation assistance would aid with pharmacy access and prescription refills
- About 23.5 million people live in food deserts - nearly 50% of them are also low-income

roundtrip Credit: Mediacore

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Care transitions are important

Patient Education

- 50% of adults have difficulty understanding and using health information
- Nearly 1 in 5 patients experience an adverse event during discharge, with a third of these being likely preventable

Transportation

- Care Coordinators spend 17 hours per month coordinating patient transportation
- Primary means of ordering transportation is still a telephone
- \$1 invested in non-emergency medical transportation saves \$11 in healthcare costs

Readmissions

- 10% to 25% of hospital and nursing home admissions result from patient noncompliance
- Approximately 2.6 million seniors— are readmitted within 30 days, at a cost of over \$26 billion every year

roundtrip Credit: Mediacore

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naviHealth

Credit: Mediacore

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naviHealth By The Numbers

The world's leading care transitions company.

- 19** years of experience with discharge management
- ~4MM** Medicare Advantage lives under management for PAC
- 80k** annual bundled payment episodes managed in CMS's BPCI program
- 875** acute hospitals using naviHealth software
- 240k** ACO lives under management
- 12k** post-acute providers using naviHealth software

Representative Partners

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One Vision, Serving Two Customer Segments

Health Plans	Hospitals and PAC Providers
<ul style="list-style-type: none"> naviHealth manages post-acute care on a delegated, at-risk basis Delegated: naviHealth performs Utilization Management functions for post-acute services on behalf of health plans At-Risk: naviHealth takes full medical risk, guaranteeing health plans a discount on historical PAC spend and sharing in savings 	<ul style="list-style-type: none"> naviHealth offers a series of software and services that enable providers to manage patients across the care continuum Software: Care transitions software and clinical decision support tools, enabling an efficient and evidence-based discharge Clinical services: Trained clinical staff to perform care management services for health systems participating in VBC

Advisory & Analytics: BPCI program management, PAC network formation, claims reconciliation and reporting, performance improvement strategies, and other services

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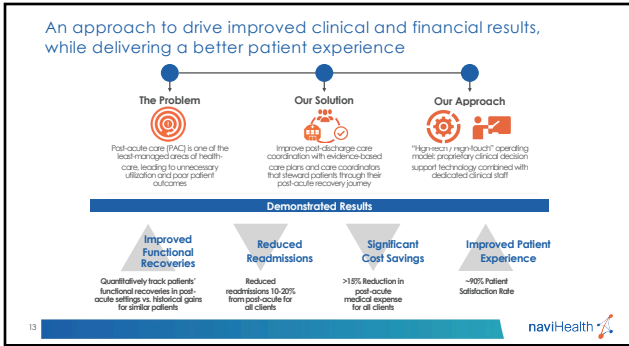
Built Off the Must Haves to Succeed in Value-Based Care (VBC)

Our experience managing risk on behalf of health systems has allowed us to gain invaluable knowledge of what it takes to be successful in value-based care.

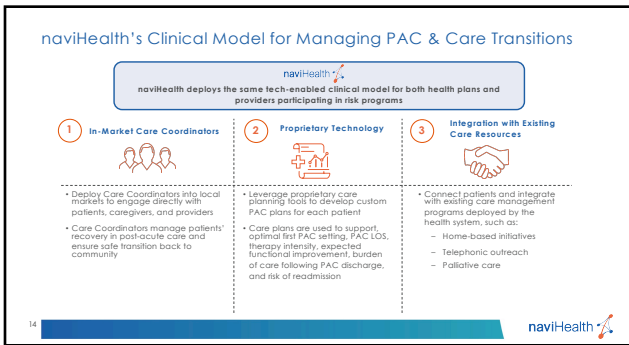
- Integration of **decision support** into a post-acute care discharge and care transition workflow
- A reliable, connected and engaged **network of PAC providers** based on data-driven insights regarding quality outcomes, efficiency and operational effectiveness
- Reporting and analytics** to track performance, identify trends and drive continuous improvement
- Active **engagement of patients** post-discharge across the care continuum
- Alignment** among health system leaders, hospital-based providers and case managers that VBC is a priority

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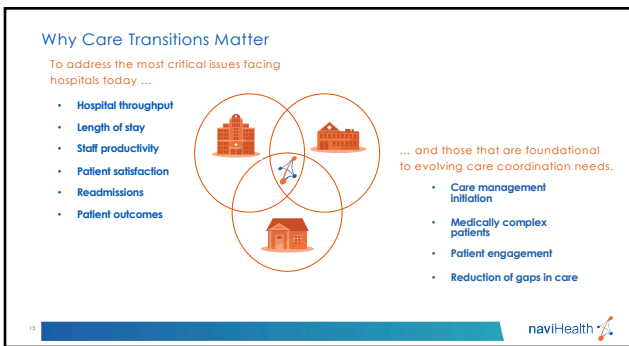
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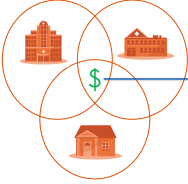
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Successful Care Transitions Eliminate Waste

Failing to successfully transition patients to post-acute care can result in billions of dollars wasted annually.



Do not let patients fall through the cracks by avoiding:

- Complications
- Readmissions
- Functional status declines
- Increased dependency
- Redundant care


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What strategies are best for ensuring successful care transitions?

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Transportation is Broken

RoundTrip was created to revolutionize the clunky, cumbersome, and costly medical transportation industry that exists today

Little data transparency or coordination

I can't make my appointment because I don't have a ride

3 hour wait time, crowding in the ER & limited bed availability

We're over-ordering

Thousands of telephone calls are needed to coordinate rides each day

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roundtrip Confidential

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The Roundtrip Platform

We do not own any vehicles or employ any drivers, instead we subcontract the transportation services and facilitate the ordering, scheduling, and quality control of our network through our digital platform

Transportation Company Agnostic
Medical transportation
Cab services
Ride-sharing

One Simple, Integrated Portal
Hospitals
Health Plans
Transportation Managers

roundtrip Confidential

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Roundtrip Serves All Riders

Roundtrip is a comprehensive solution, able to services all levels of patient transportation needs including: rideshare, medical sedans, wheelchair vans, stretcher vans, and ambulances from a single platform

Lyft Lyft Plus Medical Sedan Wheelchair Van Ambulance *Under-development*
Fixed-Wing Rotor Wing

Medicaid Medicare Private Insurance Facility-Pay Self-Pay

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Case Study: Geisinger Health System

Optimizing rural resources to expedite discharges and reduce length of stays

Estimated average ride cost: \$694 Estimated ride-hour savings: \$3,852 Average distance: 23 mi Completed rides: 5106 40+ data points recorded in real-time

Timeline: Holding 25+ transportation companies accountable

Transport Providers: Optimizing internal & rural resources

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Case Study: Johns Hopkins Bayview

Providing rideshare transportation to patients that would have otherwise used unreliable cab services

NO TRANSPORTATION HERO EVENTS WORKFLOW EFFICIENCY

0 PATIENT SAFETY CONCERNS IDENTIFIED COMPARED TO 10 IDENTIFIED PRIOR TO LAUNCH

90% OF RIDES CAN BE BOOKED IN TWO MINUTES OR LESS

REDUCTION IN FACILITY COSTS INCREASED SATISFACTION

30% SAVINGS WITH AN AVERAGE COST SAVINGS PER RIDE OF \$12.93

EMPLOYEE & PATIENT SATISFACTION WITH TRANSPORTATION IMPROVED FROM FROM 1 TO 4 ON A 5-POINT SCALE

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Roundtrip Product Demonstration

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Questions & Discussion

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