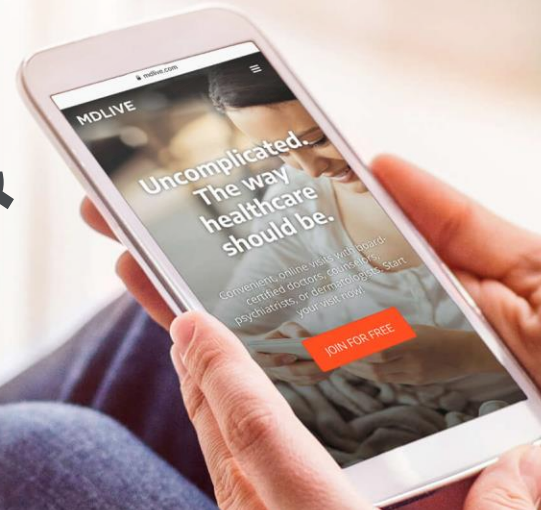


MDLIVE[®]

Always there.

Virtual Care – Therapy & Psychiatry for Health Plans and Employers



ABOUT MDLIVE

- Leading provider of telehealth platform and services, **founded in 2009**
- Acquired Breakthrough Behavioral in 2014, **becoming the first telehealth provider** to offer both medical and BH services
- Currently have 40M Plan and Employer members; **35M with access to Behavioral Health services**
- 1,300+ licensed providers - Medical, Behavioral Health & Dermatology; **over 800 BH-specific provider licenses**
- **HITRUST and ISO 27001 certification**



KEY CLIENTS & PARTNERSHIPS

Employers

Health Plans

Health Systems



Strategic Partner



NATIONAL BEHAVIORAL HEALTH CRISIS

ACCESS

45 Days

The average number of days to wait for an initial psychiatric appointment.
Geographic range 35 - 56 days¹

BARRIERS

20%

1 in 5 Americans suffer from a behavioral health condition¹

COST

-\$193b

Lost earnings due to serious mental illness¹

30,000 : 1

Rural Areas:
Population ratio to one Psychiatrist¹

20,000 : 1

Urban Areas:
Population ratio to one Psychiatrist¹

4 Reasons why people do not seek treatment¹

- ✓ Lack of recognition that help is needed
- ✓ Lack of awareness
- ✓ Convenience of services
- ✓ Stigma

44% Increase in ER Utilization

- ✓ Overall Emergency department visits up 15% from 2006 to 2014
- ✓ Those involving a mental health diagnosis up 44%²

¹ Resources: Department of Health and Human Services, The National Council for Behavioral Health, and numerous studies/research from the National Institutes of Health

² <https://www.cnn.com/2019/01/03/health/er-mental-health-patients-eprise/index.html>, accessed on 11/25/2019

TELEHEALTH VALUE

Multiple studies have shown that **online behavioral healthcare** can be as **effective as face-to-face visits**^{1,2}. However, online care offers additional benefits and convenience that drive utilization as well as positive outcomes.

- ✓ Eliminate network gaps in both rural and urban areas
- ✓ Reach chronically ill and/or home-bound members
- ✓ Improve access for members living in rural communities or who face difficult commutes otherwise
- ✓ Improve health outcomes and reduce unnecessary medical visits
- ✓ Increase member satisfaction and quality of life



¹Psychotherapy for depression in older veterans via telemedicine: a randomized, open-label, non-inferiority trial. Egede, Prof Leonard E et al; August 2015.

²Empirical evidence for Telemedicine Interventions in Mental Disorders. Bashshur, PhD, R.L et al; February 2016.

BEHAVIORAL HEALTH ROI



Emergency Department

- ✓ 1 in 8 visits are related to BH diagnoses¹
- ✓ BH diagnoses are associated with higher ED utilization²



BH Hospitalizations

- ✓ Hospitalizations for BH have increased faster than any other diagnosis⁵
- ✓ On average, 15-20% of those discharged readmit within 30 days⁵



Comorbid Medical

- ✓ Nearly 30% of those with a medical condition have a comorbid BH condition³
- ✓ Medical costs are often 2-3X higher for those with comorbid medical/BH conditions⁴



Alternative to “no care”

- ✓ 50% of individuals with a diagnosed BH condition do not seek care¹
- ✓ Online solutions offer anonymity and detract from stigma associated with treatment

¹Tackling the Mental Health Crisis in Emergency Departments: Look Upstream for Solutions. Laderman et al; January 2018

²Factors Associated with Emergency Department Use by Patients With and Without Mental Health Diagnoses. Niedzwiecki, PhD, Matthew J et al; October 2018.

³Mental Disorders and Medical Comorbidity. Druss, MD, MPH, Benjamin G; February 2011.

⁴Milliman, 2017

⁵Enhancing Mental Health Care Transitions Reduces Unnecessary Costly Readmissions. Health Catalyst; May 2017.

MDLIVE PATIENT ROI

Emergency Department

- ✓ **5% of MDLIVE BH patients** said they would have gone to the ER if they hadn't used MDLIVE resulting in an additional estimated spend of **\$1.1M**.

Alternative to “no care”

- ✓ **69% of MDLIVE patients** would have delayed care without MDLIVE BH services, resulting in a possible **\$73M** in additional costs should they have required more intensive future treatment (IOP or PHP).

I loved my provider – she was excellent and changed my whole outlook on counseling! I will definitely be making another appointment.

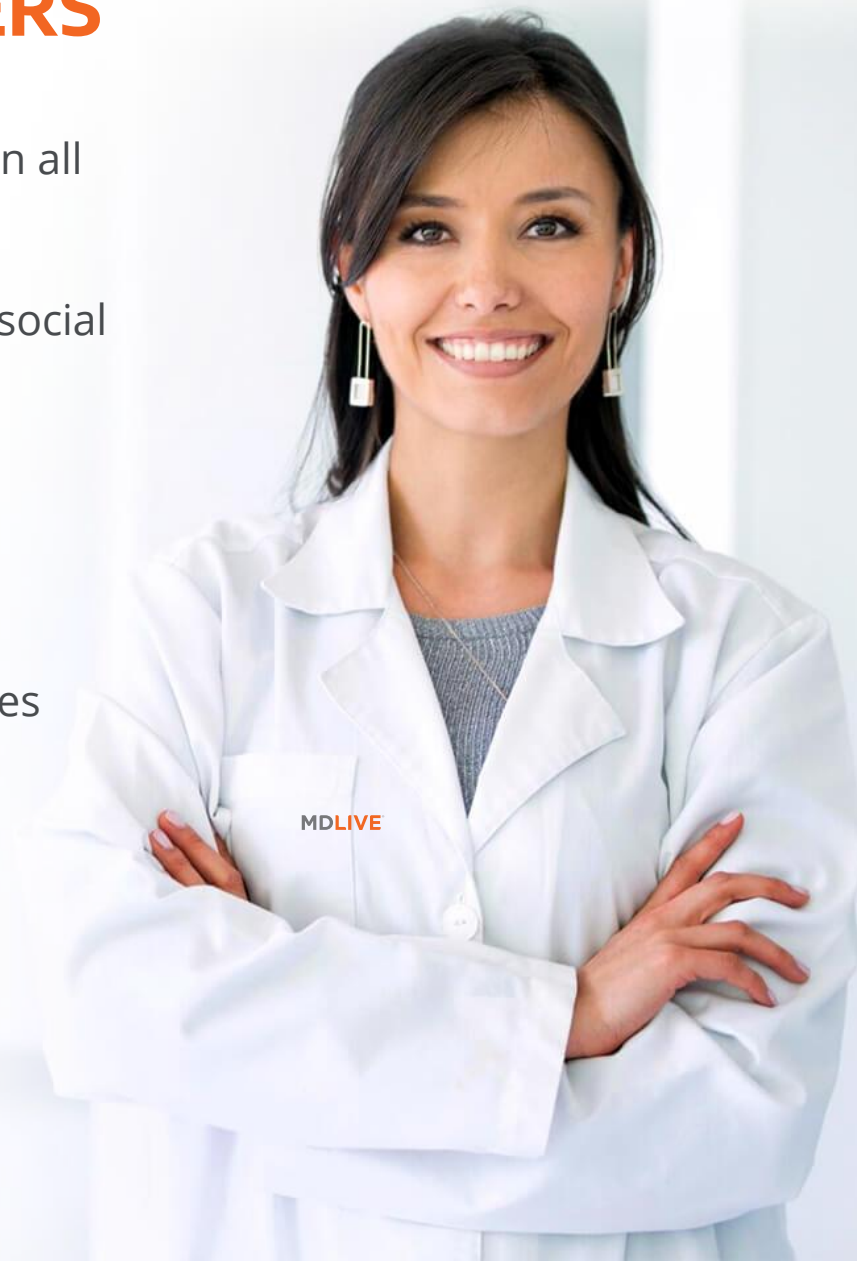
The ease and low cost of the exceptional help and benefit was outstanding. Love it!

I was able to be seen in the comfort of my own home and avoided driving a long distance to see my usual provider.

I live in rural Texas where mental health is rarely mentioned; access to care is limited and the actual care is mediocre to poor. It was great to have a MDLIVE doctor who listened; diagnosed and then treated.

OUR BEHAVIORAL HEALTH PROVIDERS

- National NCQA credentialed network of more than 400 providers in all 50 states
- Psychiatrists, psychologists, licensed professional counselors and social workers, marriage and family therapists
- Average 10 years of clinical practice experience
- Ensure clinical quality and follow HIPAA and PHI guidelines
- Adhere to highest quality standards and NCQA and URAC guidelines



VIRTUAL BEHAVIORAL HEALTH BENEFITS

Studies show that **online behavioral healthcare can be as effective as face-to-face visits**. No special technology required for patient, just internet access – we provide the platform.

- ✓ Turnkey solution
- ✓ Eliminate network gaps in both rural and urban areas
- ✓ Reach chronically ill and/or home-bound members
- ✓ Improve health outcomes and reduce unnecessary medical visits
- ✓ Increase in member satisfaction and quality of life



COMPREHENSIVE BEHAVIORAL SOLUTION

Therapists and Psychologists

MDLIVE therapists provide guidance and evidence-based counseling through talk therapy.

All of our counselors are licensed to practice independently, and are credentialed by MDLIVE Behavioral's dedicated team.

Services

- ✓ Initial Assessment
- ✓ Ongoing Counseling
- ✓ Care Coordination

Psychiatrists

MDLIVE psychiatrists can prescribe many types of antidepressants and mood stabilizers, among other things. They cannot prescribe controlled substances (narcotics, benzodiazepines, or stimulants).

Services

- ✓ Diagnostic Assessment
- ✓ ePrescribing
- ✓ Ongoing Med Management
- ✓ Care Coordination

Commonly Treated Conditions by MDLIVE Behavioral Health Therapists

- Depression
- Anxiety
- Loss and grief
- Stress and challenges of everyday life
- Relationship problems
- Child / adolescent issues

MDLIVE FEATURES

- 24/7 on-line scheduling and telephonic customer support
- Therapist appointments within 3-5 business days; sometimes next day
- Secure messaging between provider and patient in MDLIVE's portal
- After hours and weekend appointment availability
- Sessions from the comfort of a member's home and office
- Industry-standard, validated assessments
- Automatic appointment reminders
- Web, Mobile App and phone consultations

PATIENT PORTAL

The screenshot displays the MDLIVE Patient Portal interface. On the left is a vertical sidebar with the MDLIVE logo at the top and several menu items: APPOINTMENTS, MESSAGES, PHOTOS & FILES, HEALTH PROFILE, PHARMACY, HELP & SUPPORT, and MY ACCOUNT. At the bottom of the sidebar is a language toggle for 'EN ESPAÑOL'. The main content area features a header with 'Current Location: Oregon' and a user profile 'Dani' with a settings gear icon. The central focus is a section titled 'Who needs help today?' which contains two circular buttons: one with a photo of 'Dani Lee' and another with a plus sign labeled 'Add dependent'. An orange mouse cursor is pointing at the 'Dani Lee' button. At the bottom of the page, there is a dark footer bar containing copyright information and a contact number.

HOW MUCH WILL YOUR MDLIVE VISIT COST?

Medical Visit	Therapy Counseling	Psychiatry
Board-certified doctors and pediatricians available 24/7 by secure video or phone	Private, secure and confidential therapy sessions by video or phone. By appointment only	Psychiatrists typically don't provide therapy, but can prescribe medications when appropriate
\$XX Per Visit	\$XX Per Session	\$XX First Visit \$XX follow up
Use it for: Cold & Flu Pink Eye Sinus Infection Sore Throat UTI (Females only) and more...	Use it for: Anxiety Grief and Loss Relationship Issues Sadness & Stress Sexuality and more...	Use it for: Anxiety Bipolar Disorder Depression Insomnia Trauma and PTSD and more...
SEE A DOCTOR NOW	Learn More → SCHEDULE A VISIT	Learn More → SCHEDULE A VISIT
SCHEDULE A VISIT		

REASON FOR VISIT


< MDLIVE Dani Lee Reason for Visit Choose Provider Visit Type Video App Express Review

What's your reason for visit today, Dani?

Stress|

- Stress
- Mental Stress
- Physical Stress
- Emotional Stress
- Psychological Stress
- Stress Reaction
- Stress Management Counseling

BACK CONTINUE



CHOOSE A PROVIDER

< MDLIVE

Dani Lee

Reason for Visit

Choose Provider

Visit Type

Video App

Express Review

Specialty



Language



Gender



ALL



Wed, 09 Oct. 2019



Justine Elstad, LCSW
Social Worker

Next available Friday, October 11, 2019

SCHEDULE

See all available times



Katie Roeda
Social Worker

I am a Licensed Clinical Social Worker with a Master's degree in social work. Since 2011, I have worked with adults struggling with stage of life transitions, anxiety, depression, and relationship issues. My post-master's training includes interpersonal neurobiology, trauma-informed care, dialectical behavior therapy, cognitive-behavioral therapy, solution-focused therapy, dream work and solution-focused therapy. I specialize in spiritual development and support each client's unique path toward spiritual growth. I do not promote specific religious organizations or spiritual causes. I teach skills such as insight meditation, cultivating heart-centered awareness, and practicing lovingkindness in relationships. Experience in martial arts and in dance has informed my work in teaching creative and practical ways to face life's challenges with grace and skill. I look forward to working with you.

Specialties

Anxiety, Panic Attacks, Trauma and PTSD, Relationships, Spirituality, Stress

Qualifications

Licensed States
Oregon

Publications

Location
Salem, OR

Languages Spoken
English

Populations served
Adults

Sat, 12 Oct. 2019

02:00pm

03:00pm

04:00pm

Request a visit time



Dana E Mortensen, LPC
Mental Health Counselor

Next available Monday, October 14, 2019

SCHEDULE

SELECT TYPE OF VISIT

< MDLIVE

Dani Lee

Reason for Visit

Choose Provider

Visit Type

Video App

Express Review

Dani, let's get you taken care of.

What type of visit would you like?



PHONE



VIDEO

[Video vs phone visits. Learn how they work.](#)

What's the best number to reach you at during your visit?

503-555-1234

[Why do we need this?](#)

BACK

CONTINUE

CONFIRMATION PAGE

< MDLIVE Dani Lee Reason for Visit Choose Provider Visit Type Video App Express Review

Welcome back Dani! Has any of your information changed since you last updated it on October 8, 2019?

Visit Details Change
 Consultation Method: Video
 Reason for Visit: Stress

Health Profile Change
 Last Updated: October 8, 2019
 Height: 5'11 Weight: 190 lbs
 Behavioral Health Conditions: Alcohol Dependence: No, Anxiety: No, Bipolar Disorder: No, Counseling Preference: No preference, Depression: No, Hospitalized: No, Hospitalized Date: , Hospitalized Duration: , Multiple Hospitalizations: No, Obsessive Compulsive Disorder (OCD): No, Panic Attacks: No, Schizophrenia: No, and Substance Abuse: No
 Conditions: None
 Allergies: None
 Surgeries: None
 Medications: atomoxetine 10 mg capsule

Pharmacy Change
 CVS 16262 IN TARGET
 12801 W SUNRISE BLVD, Sunrise, FL 33323
 954-846-0716

Payment Method
 No payment is required for this visit

Primary Care Physician Change
 Dr. Robert Dyo
 Richardson, TX
 Share Visit Info with PCP: Yes

BACK

If MDLIVE was not available, where would you have gone?

Delay Seeking Care

- I certify that I have read and accept the terms of MDLIVE Medical Group's Informed Consent. (Required)
- I have read MDLIVE Medical Group's Privacy Policy and I acknowledge that I have the ability to print a hard copy of the Privacy Policy for my records. (Required)

Please enter your initials: "(DL)"

CREATE APPOINTMENT

AFTER THE **APPOINTMENT**

The care continues...



Session Follow-up

MDLIVE sends treatment plans and recommendations to patient via patient portal and secure email.



E-Prescription

MDLIVE e-prescribes or calls in any prescriptions directly to patient's pharmacy of choice.



Update PHR

MDLIVE updates patient's Personal Health Record.



Notify PCP

MDLIVE sends consultation history and SOAP note directly to patient's PCP at patient's request.

WHAT DOES THIS MEAN FOR YOU?

- **Access to Care for Member**
 - ✓ Convenient access to behavioral health care
 - ✓ Increased access of care, 4X faster than industry norms
 - ✓ Decreased appointment abandonment rates
 - ✓ Care coordination with PCP and other providers
- **Employee Productivity**
 - ✓ Less time spent away from the office for appointments
 - ✓ Increased productivity and presentism
 - ✓ Depression treatment that reduces symptoms, improves work function, and is cost-effective
- **Cost Offsets**
 - ✓ Savings in other medical costs such as loss productivity, disability claims, and sick days –“cost offsets”
 - ✓ Decreased absenteeism and disability claims

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