



HITRUST



# PACK ® HEALTH

A Quest Diagnostics Company

**A better way to better health.**



HERE'S WHAT WE KNOW

## Americans now are more likely to have unmet health needs than 20 years ago.<sup>1</sup>

- Adults with a chronic disease had a 20% chance of skipping a doctor visit due to cost in 2017 — 63% worse than 1998<sup>1</sup>.
- To equip and empower patients to lead their healthiest life, they need support that alleviates burdens associated with chronic condition management.



**MEDICATION  
NONADHERENCE  
IMPACTS UP TO HALF OF  
THOSE WITH CHRONIC  
CONDITIONS<sup>4</sup>**



**AS HIGH AS 25% OF  
PATIENTS WITH AT LEAST  
ONE CHRONIC  
CONDITION ALSO  
EXPERIENCE  
DEPRESSION<sup>3</sup>**



**PATIENTS WITH  
CHRONIC  
CONDITIONS ARE  
MORE LIKELY TO BE  
FOOD INSECURE**



**THE MORE CHRONIC  
CONDITIONS A PERSON  
HAS IS ASSOCIATED  
WITH HIGHER  
FINANCIAL DISTRESS<sup>2</sup>**

# about Pack Health

Pack Health is a patient engagement platform that equips and empowers patients to take back control of their health. We help patients improve their health behaviors and increase engagement for partners.



Provide one-to-one support to keep patients engaged



Understand and address the real-life, unspoken patient barriers



Keep patients connected to their care experience



Provide ongoing value and improve retention



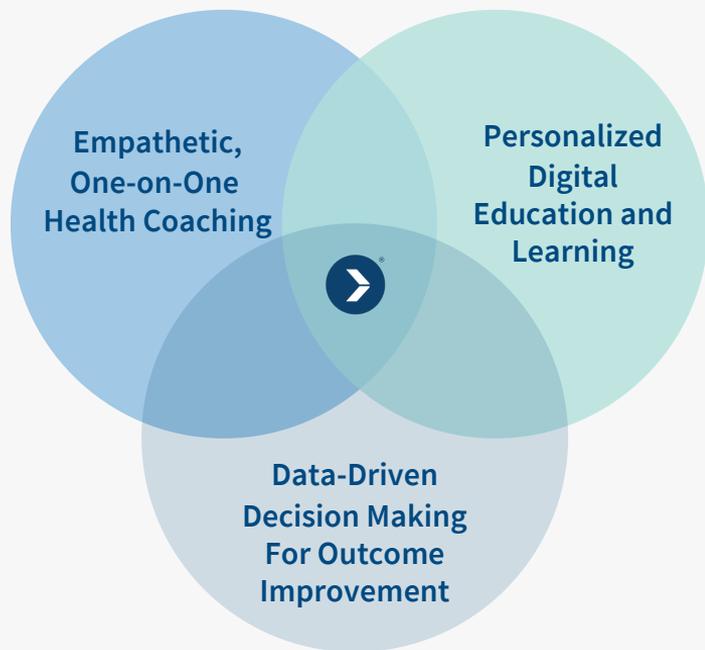
Reduce overall healthcare expenditures

OUR  
CLIENTS  
INCLUDE





## Pack Health platform delivers support for patients through:



## We support patients across 30+ chronic conditions and comorbidities:

### CARDIOMETABOLIC

- A-Fib
- Chronic Kidney Disease
- Coronary Artery Disease
- Type 2 Diabetes
- Diabetes Prevention
- Dyslipidemia
- Heart Failure
- Hypertension
- Weight Management

### PULMONARY

- Asthma
- COPD
- Idiopathic Pulmonary Fibrosis

### AUTOIMMUNE

- Lupus
- Crohn's and Colitis
- IBD/IBS
- Psoriatic Arthritis
- Multiple Sclerosis
- Rheumatoid Arthritis

### SPECIALIZED

- Depression
- Anxiety
- Food Insecurity
- High Stress
- Chronic MSK Pain
- Chronic Pain

### ONCOLOGY

- ALL/CLL
- Breast
- Prostate
- CAR T-Cell
- Multiple Myeloma
- Tumor Agnostic
- Survivorship
- Caregiving

**Treating the whole person means all of their conditions.** 40% of Americans have 2+ conditions. We can address all a members' conditions at once.

# How it Works

We don't overcomplicate patient engagement. We use communicate in ways patients are already familiar with and keep the focus on them.

## HOW WE DO IT



**12 weeks of trusted, two-way engagement** with a dedicated Health Advisor.



**Individually tailored support resources** delivered via text & email.



**Evidence-based engagement across 30+ conditions** designed to remove the fragmentation from the patient experience.

## WHY IT MATTERS



When patients are equipped to take back control of their health, their **health self-efficacy improves.**



Increased health self-efficacy leads to **improved patient outcomes.**



Improved patient outcomes directly translates to **improvements in Stars, HEDIS measures, and cost savings.**

## HOW WE CONNECT



### phone

**WEEKLY; ~15 MINS**

Our primary method of connecting with members. Each week, we discuss a new topic.



### text

**WEEKLY; 2-3 TIMES**

Used to motivate and educate outside of calls. Members also have unlimited inbound access.



### email

**WEEKLY; 1 TIME**

Used to prep members for their weekly call. This keeps members informed and prepped to ask questions on their weekly call.

# To fully treat the whole person, we combine support with the tools patients need to make their lifestyle goals a reality.

## Care Escalation

- Care escalated for emergency or highly urgent medical needs
- Medical emergency
- Mental health emergency
- Personal safety emergency

### EXAMPLES

- “Hang up with me and dial 911”
- Transfer to a suicide prevention hotline
- Providing mental health first aid

## Care Coordination

- Care coordination for medical needs beyond Pack Health’s scope of care
- Social services
- Non-emergency medical services
- Overcome SDOH barriers

### EXAMPLES

- Food supplements
- Help finding a doctor
- Coordinating Social Services
- Scheduling an Uber Health ride
- Medication discount program

UBER  
Health

## Lifestyle Resources

- Additional resources for members that are not included in core curriculum
- Education materials
- Digital information and resources
- Partners can “bring their own”

### EXAMPLES

- Recipes
- Educational videos
- Workout plans
- App recommendations
- Meal plan

*Aunt*  
**BERTHA**

# Pack Health's platform is proven to create meaningful impact and close care gaps across use cases.

## PACK HEALTH'S PLATFORM FOR **Food as Medicine**



Weekly one-to-one engagement via calls, texts, and emails



Condition specific food boxes delivered right to members' doors



Recipes to effectively utilize the provided healthy foods



Support to manage comorbidities, SDoH, and barriers

## PACK HEALTH'S PLATFORM FOR **Post-Discharge**



30, 90, or year-long one-to-one support post-discharge



Designed to prevent unnecessary hospital readmissions



Keeps patients adherent to treatment plans from providers



Support to manage comorbidities, SDoH, and barriers

## PACK HEALTH'S PLATFORM FOR **Behavioral Health**



Designed to concurrently support patient mental and physical health



Focuses on identifying, handling, and mitigating behavioral health needs



Measures changes in behavioral health; escalated when necessary



Support to manage comorbidities, SDoH, and barriers

# Patients stay engaged and improve outcomes when the burden of engagement isn't placed on them.

## OUTCOMES



**52%**

Who were not adherent to meds are now adherent



**68%**

of those at risk for depression are no longer at risk



**22%**

improvement in health self-efficacy

## ENGAGEMENT



**14 minutes**

Avg. call length



**70%**

of those who enrolled engaged



**70**

Net Promoter Score



**1:3**

Inbound to outbound touchpoint rate



“I love our talks because I know **I've got someone that I can always call** other than my family.”

- Pack Health Member



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**With Pack Health,  
there's a **better way**  
to better health.**

**Want more information?**

Contact us at

[sales@packhealth.com](mailto:sales@packhealth.com)

or visit us online at

[www.packhealth.com](http://www.packhealth.com).