

# Welcome to a New Kind of Healthcare Engagement

Today's healthcare consumers expect highly customized, on-demand engagement—the kind they get outside of healthcare every day.

At Carenet Health, we help healthcare organizations answer that need with cost-effective, personalized interactions across critical engagement touchpoints and via modern, consumer-centric channels. These individual connections add up to exceptional consumer experiences that inspire action, build trust—and deliver guaranteed ROI.

## The right interactions at the right time—for the right results

Individualized, multi-channel support, no matter the time of day or night. Interactions that are consistent and convenient. It's what we do best. And it's why, when you partner with us, you'll see satisfaction climb and a distinct competitive advantage emerge.

Educating, guiding and influencing consumers. Impacting care, costs and outcomes.

60%

average health risk assessment completion rate

74%

average engagement activation rate

98%

text message reach rate (mPulse Mobile® results)



Acting as a trusted extension of your organization, we offer high-touch, tech-integrated and data-driven engagement solutions.

- From single campaign outreach to year-round, multi-touch programs, our highly specialized influence experts motivate consumers and produce measurable impact
- Our 24/7/365 availability means you can deliver on-demand engagement anytime, and scale up and down as needs change
- Our three decades of experience give us the ability to implement solutions quickly and flexibly
- We often serve as an engagement learning lab, implementing pilot programs and continually updating what's working and what's not for all of our clients
- Our strategic partnership with mPulse Mobile strengthens channel synergy and delivers the power of conversational texting and natural language understanding

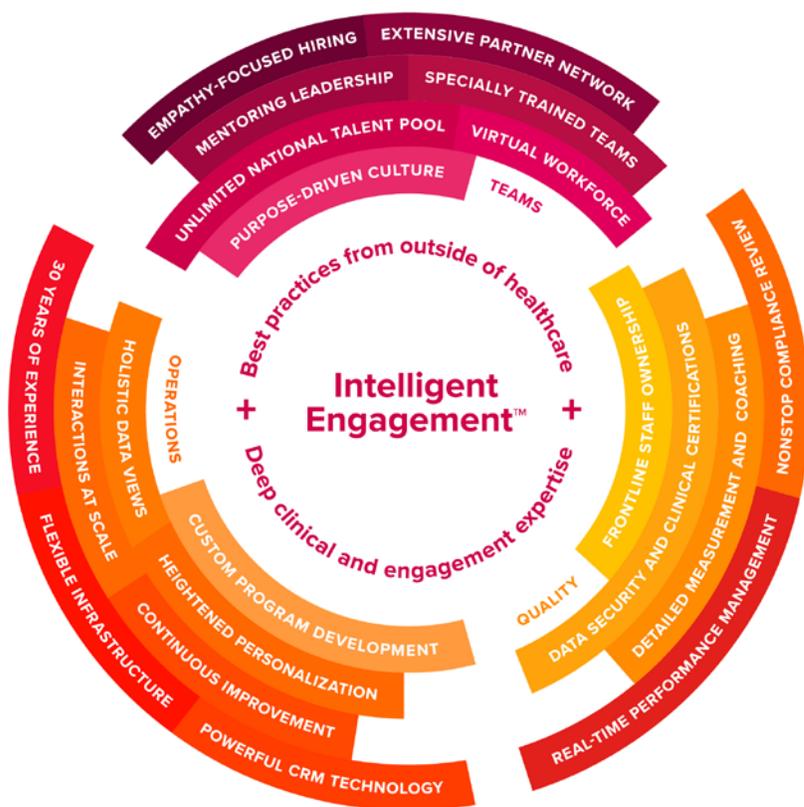
“Our partnership with Carenet is vital to providing our members with exceptional customer service and guidance. We trust them completely to interact with our members as a seamless extension of our organization and culture.”

Senior Director, Member Strategy & Engagement  
at one of the nation's largest health plans

## How we deliver on our promise: Intelligent Engagement™

Our proprietary engagement methodology is the how behind the experiences and results we deliver. The approach, called Intelligent Engagement, is made up of a collection of more than 20 finely tuned elements—a unique combination of quality, operational and team excellence, powered by clinical capital and expertise from inside and outside of healthcare.

We apply Intelligent Engagement to everything we do, whether that's closing gaps in care or delivering virtual clinical care and support.



76%

of HEDIS  
screenings  
scheduled

\$60M

client savings  
per one outreach  
program

20-30%

higher  
performance  
yield

## Capabilities and areas of engagement expertise

If it has to do with interacting with healthcare consumers, we can help.

- HEDIS improvement initiatives
- Star ratings initiatives
- ER education and diversion
- Readmissions reduction
- High-cost, high-need outreach
- Medication and treatment adherence
- Welcome calls/member onboarding
- Health risk assessment (HRA) support
- Pharmacy cost-savings
- Transition-of-care support
- Post-discharge follow-up
- Wellness program enrollment and utilization
- Care cost comparisons
- Provider-payer engagement
- In-network steerage
- Member surveys
- General consumer support/member services, such as:
  - » Eligibility verification
  - » Primary care physician selection
  - » Referrals
  - » Benefits and claims assistance

## Join us in moving healthcare forward.

Email us today at [marketing@carenethealthcare.com](mailto:marketing@carenethealthcare.com), call 800.809.7000 or learn more at [carenethealthcare.com](http://carenethealthcare.com). Because when you get engagement right, you get healthcare right.

### MORE ABOUT US

Caret Health is a leading provider of healthcare engagement, clinical support and health advocacy solutions and 24/7 access to telehealth care. Our engagement specialists, care coordinators and registered nurses support more than 65 million healthcare consumers on behalf of 250+ of the nation's premier health plans, providers, health systems and Fortune 500 organizations.