

Claims Solutions

- Dialysis Claim Review & Repricing**
 Identifies inappropriate charges through a line-by-line clinical review and prices the clean claim to a reasonable allowable amount providing savings that average 89% off billed charges
- High-Dollar/In & Out-of-Network Claim Repricing**
 Clinical review and repricing of out-of-network claims average 75% in overall savings, while in-network claims average 24% in additional savings before PPO discount is applied, all of which are 100% defensible
- Single Case Agreement Acquisition**
 When out-of-network is the only option, MedWatch negotiates a single agreement for the case that is handled as an in-network benefit with no balance billing
- Reference Based Pricing**
 Options for facility only or full network replacement achieve exceptional savings and provide full member advocacy and support
- Air & Land Medical Transport Claim Repricing**
 Minimizes catastrophic out-of-network transportation claims and recovers miscoding charges



Ancillary Services

- Virtual Primary Care**
 Unlimited virtual visits with \$0 copays, \$0 deductibles, and \$0 out-of-pocket costs encourages member utilization and reduces overall medical and pharmaceutical healthcare expenses while promoting a 1-on-1 personalized professional relationship between the member and their dedicated virtual primary care physician
- Physician Telemedicine**
 Provides members 24/7/365 telephonic access to qualified doctors who are available to assist with medical advice, non-emergency care and, if necessary, short-term prescriptions. By providing easy and timely access to services, members are more likely to seek care and resolve medical issues and concerns that can negatively impact their health, happiness, and productivity at work and at home. Telemedicine saves the plan significant claims costs by reducing inappropriate or over utilization of urgent care and emergency room facilities
- Nurse Advice Call Line**
 24/7 medical advice from nurse clinicians to assist and direct members to appropriate care service
- Employee Assistance Program with Enhanced Behavioral Health Support**
 Provides specialized resources and individualized support to assist members in resolving personal problems that may adversely affect their performance at work and overall wellbeing

The Right Choice for Your Health Plan

Since our founding in 1988, MedWatch has evolved into one of the most respected concierge member advocacy & medical cost containment solution providers in the industry offering a comprehensive suite of services that addresses every aspect of managing care and cost. MedWatch helps maximize the positive impact of employee health benefits through effective identification and management of risk, providing plan members with support and advocacy throughout their healthcare journey.

MedWatch's proprietary technology seamlessly integrates our solutions allowing critical plan information and member activity to be readily accessible and actionable resulting in improved care and reduced healthcare spend across the healthcare continuum.

The privacy of protected health information and security infrastructure is vital to ensuring that our clients' confidential information is protected for all services offered. MedWatch takes the security of all client and member information very seriously and has the necessary protections and protocols in place to minimize potential risks.



MedWatch - The Right Choice!



Comprehensive Services Across the Healthcare Continuum

Low-Risk Preventive & Advocacy Programs

- Pathways Concierge & Member Advocacy
- Cost & Quality Transparency Tools
- High-Dollar/In & Out-of-Network Claim Repricing
- Lifestyle Wellness Management
- Virtual Primary Care
- EAP with Behavioral Health Support
- Biometric Testing & Health Assessments
- 24/7 Physician Telemedicine
- Nurse Advice Call Line

Mild-Risk Programs

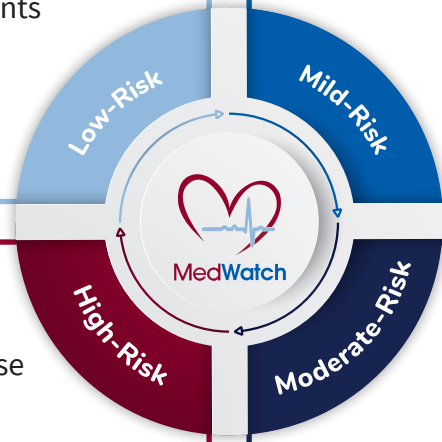
- Utilization Management for In & Outpatient Services
- Medical & Surgical Procedure Precertification
- Mental Health & Substance Abuse Precertification
- Pathology & Diagnostic Reviews for Early Identification
- High-Cost Diagnostic Radiology Savings
- Bundled Surgical Solutions
- Baby & Me Maternity Management

- Dialysis Claim Review & Repricing
- Kidney Care & End Stage Renal Disease
- Medical Case Management
- Large Claims Management
- Specialty Case Management
- Oncology Care & Oncology Networks
- Neonatal Case Management
- Transplant Care & Transplant Networks
- Trauma & Rehabilitation Case Management
- Bio-Tech, Infusions, Specialty Drug Reviews

High-Risk & Complex Case Programs

- Chronic Disease/Condition & Comorbidity Management
- Chronic Condition Case Management (CCCM)
- Medical Necessity Reviews
- 24/7 Diabetic Monitoring & Intervention
- Pain Management
- Mental Health & Substance Abuse Case Management
- Oversite Case Management
- Bundled Pharmaceutical Solutions
- Medical Transport Claim Repricing

Moderate to Higher-Risk Programs



Comprehensive Concierge Member Advocacy & Medical Cost Containment Services Overview

Sales & Marketing | 321-249-9179 | sales@urmedwatch.com
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MedWatch Services Overview

MedWatch's comprehensive medical cost containment solutions and member advocacy combined with our proprietary technology and Care Management System work together to effectively mitigate risk and enhance clinical and financial outcomes for our clients and their members. **MedWatch works to protect the health of the member and the plan by helping to ensure that the right care is provided at the right time in the right place and at the right cost.**



Pathways Concierge Services

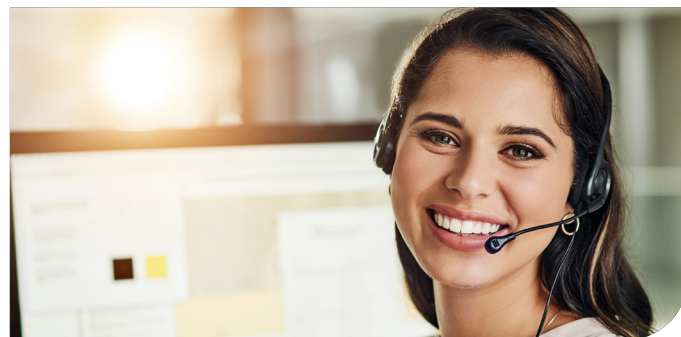
Pathways Concierge gives members and/or providers a "single phone number point of contact" and "white glove" service that provides support and answers questions regarding benefit plans, claims status and balance billing while providing steerage to healthcare providers/facilities, medical/surgical procedures, prescriptions and more. Our proprietary platform allows the concierge team to access member, benefit and clinical information to effectively engage the member at the beginning of their medical journey and remain proactively involved throughout the process, providing advocacy and support to the patient, their caregivers and family.

Pathways Supports:

- ✓ Traditional PPO, ACO, and Narrow Network Plans
- ✓ Reference Based Pricing Plans
- ✓ Unique Hybrid Models

Optional Services:

- ✓ All Provider Calls/Inquiries
- ✓ Open Enrollment Support
- ✓ Cost & Quality Transparency Tool
- ✓ Surgical Bundles
- ✓ Pharmaceutical Bundles and/or Overlay Programs



Utilization Management Program

Utilization Management provides an unbiased criteria-based determination of medical necessity, location of care and length of stay for proposed procedures and inpatient admissions. MedWatch's URAC Accredited program manages the quality and effectiveness of patient care with early identification and intervention helping to mitigate risk, minimize inappropriate treatment, improve outcomes, and lower costs. MedWatch's UM proactively identifies patients that would benefit from case management, even before a claim is submitted, allowing for early intervention.

Related Services

- ✓ **Inpatient Reviews**
Addresses inpatient medical, and psych and substance abuse admissions, determining medical necessity, appropriate level of care, and length of stay
- ✓ **Outpatient Reviews**
Assesses outpatient cases which includes surgical care, critical therapies, and diagnostic tests

Optional Services

- ✓ **Diagnostic Imaging Savings**
Network savings averaging 54% achieved through access to freestanding imaging centers
- ✓ **UM Connect**
Coordinates programs offered by the benefit plan that may require specialized handling or member steerage
- ✓ **Readmission Prevention**
Improves coordination of care between settings to reduce recovery time, prevent readmissions, and lower costs
- ✓ **UM Facilitated Basic RBP Support**
Reduces disruption by communicating payment methodology to the provider at the time of precertification

Case Management Program

Case Management is a collaborative process that addresses acute and complex medical cases. MedWatch's URAC Accredited program reviews the appropriateness of treatment plans, improves the quality of patient care, and minimizes the cost of the treatment for the member and the plan.

Specialty Case Management provides expertise in the area of oncology, transplants, pain management, high-cost drug review, mental health, substance abuse, and other complex and costly medical events that require intervention by highly-skilled and specialized MedWatch Nurse Case Managers and physicians.

Related Services

- ✓ **Medical Necessity Reviews**
Review of targeted treatment plans relative to approved clinical standards and benefit plan design
- ✓ **Centers of Excellence & Specialty Networks**
Highly personalized, comprehensive, expert care provided through secure networks, hospitals and outpatient care centers for transplants, oncology, orthopedics, and more
- ✓ **Pharmaceutical Solutions**
Provides significant savings on high-cost, specialty, and maintenance medications
- ✓ **Surgical Bundles**
All-inclusive packages covering the most commonly performed surgical procedures at costs well below traditional PPO rates



Direct Contract and Bundled Services

MedWatch has access to the largest medical services marketplace with bundled contracts for self-insured employers and world class providers. This platform provides transparent pricing information that assists when making crucial decisions involving a member's health and finances. This service provides members with nationwide access to top-quality providers who deliver exceptional medical care and better outcomes. Medical services available include transplants, oncology treatments, high-cost specialty drugs and infusion services, pediatric care, high-cost diagnostic testing, routine surgeries like hernia repair, gallbladder removal, orthopedic surgeries and more. Both the member and the plan realize savings that exceed what standard PPOs, narrow networks, and RBP plans can achieve, with no risk of balance billing. Depending on plan design, members may also benefit from little to no out-of-pocket responsibility.

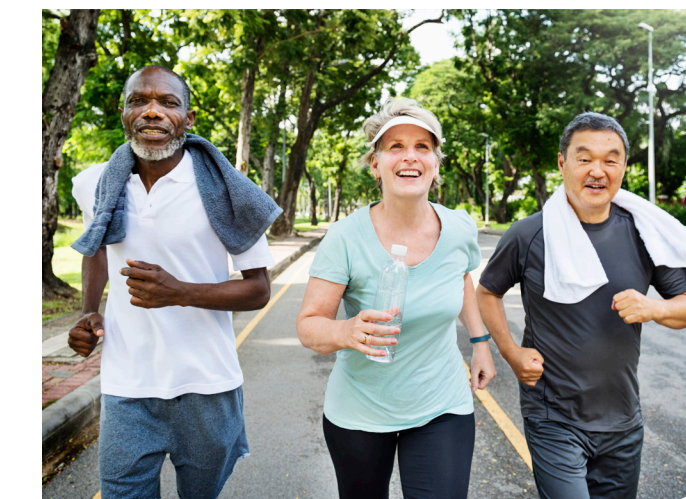


Disease Management Program

Disease Management addresses the five most common chronic conditions - asthma, congestive heart failure, coronary artery disease, chronic obstructive pulmonary disease, diabetes, and all related comorbidities.

MedWatch's URAC Accredited Living Well with Chronic Conditions (Disease Management) helps identify members with, or those who are trending towards, a chronic condition, then our skilled Total Lifestyle Coaches proactively engage members, creating a collaborative and trust-based relationship to evaluate their health condition(s) and associated co-morbidities. By assessing the social determinates that impact their health, including access to housing, utilization of social services, geographical location, education, and many other factors, the Total Lifestyle Coach is able, together with the member, to formulate a plan with achievable goals. Through targeted support, education and coaching, members learn to self-advocate, manage their condition(s), and improve their overall health and quality of life while reducing ongoing healthcare costs that can negatively impact the plan.

Chronic Condition Case Management addresses complex and rare conditions, such as Crohn's disease, multiple sclerosis, and rheumatoid arthritis, which require the intervention of highly specialized MedWatch Nurse Case Managers. These complex conditions often necessitate intensive member education for newly diagnosed conditions and ongoing support for management of these conditions, related specialty



treatment plans and medications. Our Nurse Case Managers concurrently address comorbidities and collaborate with the multidisciplinary teams required to treat complex and rare conditions.

Related Services

- ✓ **Kidney Care Program**
Identify and engage at-risk members early on to slow or prevent the progression of kidney disease through education and lifestyle changes
- ✓ **Diabetic Monitoring / Connected Device Programs**
Reduce ER visits and hospitalizations with connected technology and real-time interaction by health coaches specialized in diabetes
- ✓ **Baby & Me Maternity Management**
Resources and specialized support for expectant mothers to minimize risks associated with pregnancy
- ✓ **Biometric Testing & Health Assessment Program**
Identify potential high-risk, high-cost events within the plan population in order to provide member outreach, education, and programs that support chronic condition management and wellness efforts
- ✓ **Wellness Programs**
Holistic approach supports members who are looking to improve their health related to:
 - Tobacco/Smoking Cessation
 - Weight Management