

Included Health

Virtual Care Engagement Monthly Report

dr. on demand by Included Health

UMR-State of Nevada

April 2026

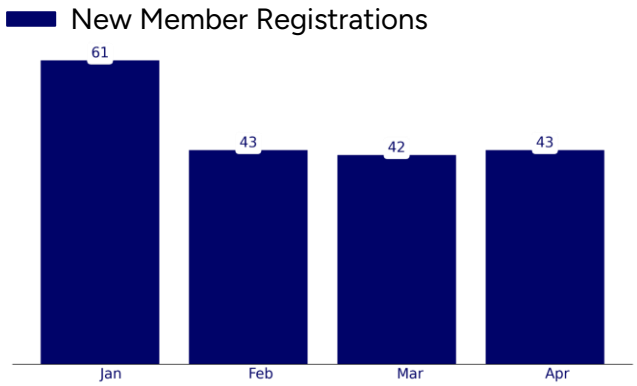
©2026 Included Health, Inc. - Proprietary

Member Engagement

43	324	423
Registrations This Month	Unique Visitors This Month	Total Visits This month

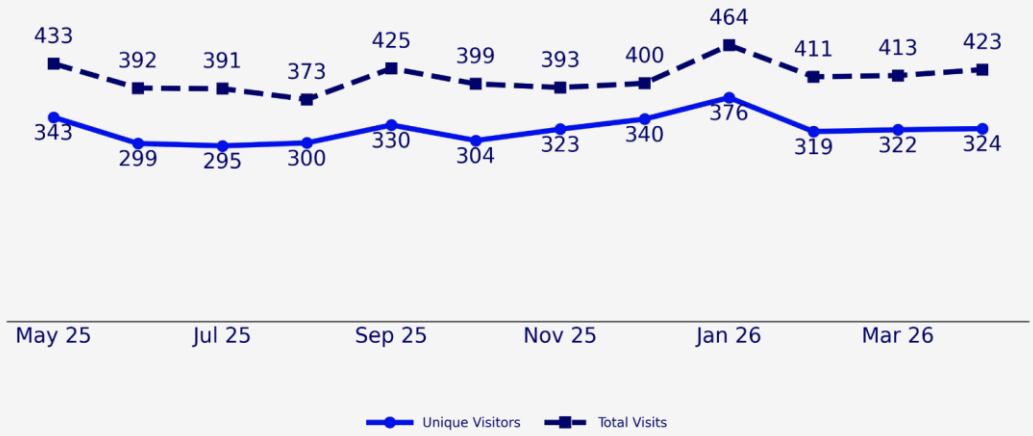
This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement is key to program success; changes in engagement can result from marketing initiatives or seasonality (e.g., cold and flu).

New Registrations (Year to Date)



48,935	14,218	29%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	189	0.3%
Employee Covered Lives	Registrations Year to Date	Registration Rate Year to Date

Visits Last 12 Months

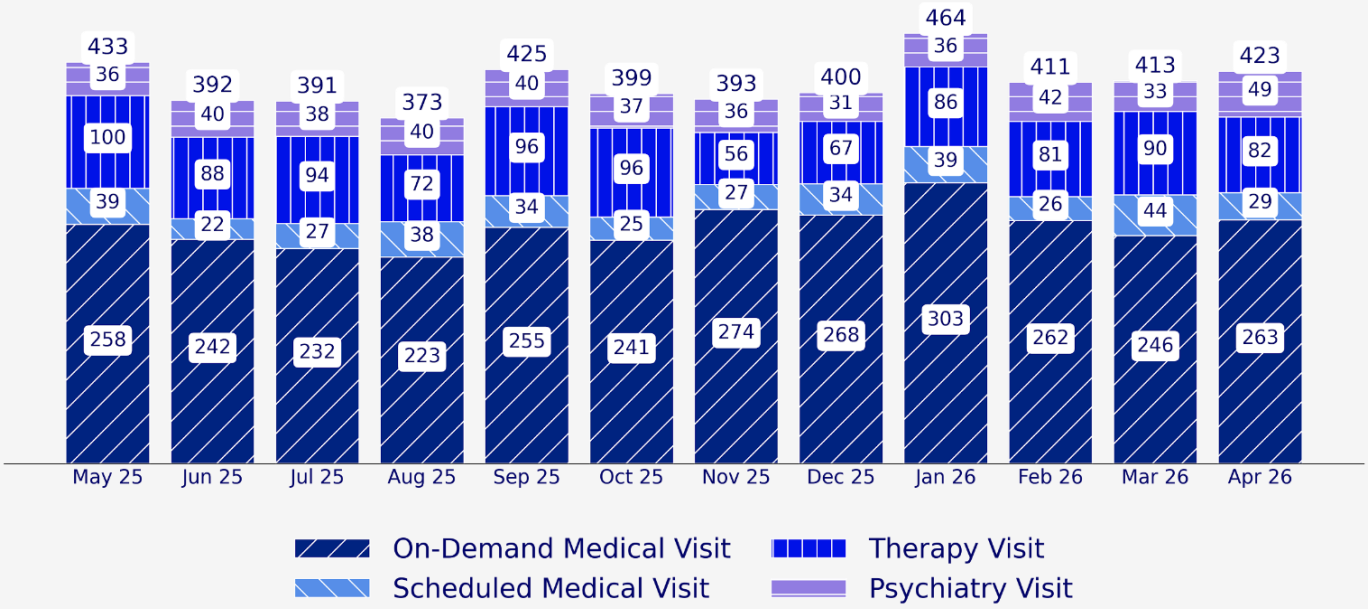


29,407	8,543	3.4	17%
Visits Lifetime to Date	Unique Visitors Lifetime to Date	Avg Visits Per Visitor Lifetime to Date	Engagement Rate (Visitors/Lives) Lifetime to Date
1,711	992	1.7	2%
Visits Year to Date	Unique Visitors Year to Date	Avg Visits Per Visitor Year to Date	Engagement Rate (Visitors/Lives) Year to Date

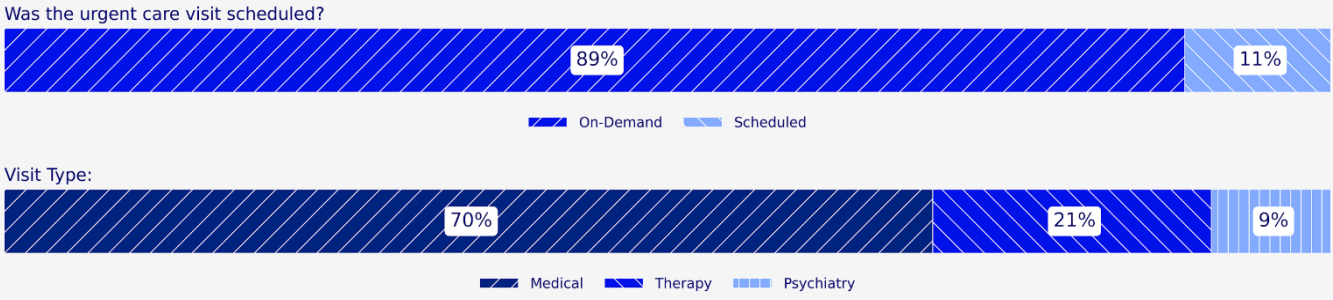
©2026 Included Health, Inc. - Proprietary

Member Engagement

Medical & Behavioral Health Visits (Rolling) - 4,917 Visits



Member Demand by Visit Type Year to Date



Most Popular Day for Visits Year to Date

Wednesday

Most Popular Time for Visits Year to Date

Noon - 2PM

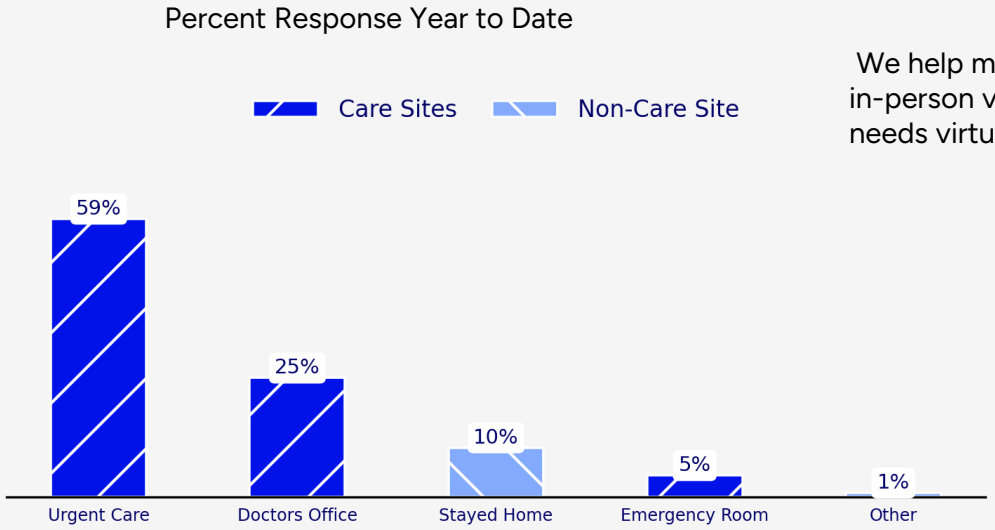
*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

©2026 Included Health, Inc. - Proprietary

Supporting your population

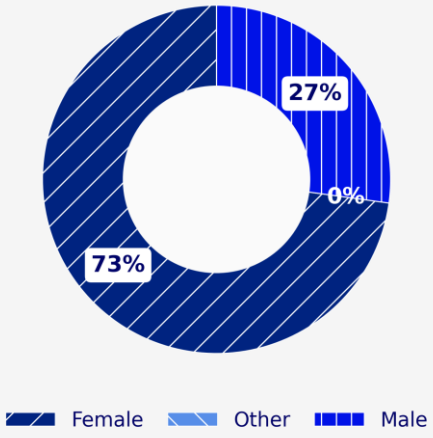
Member access, demographics, and experience

Without Included Health, where would you have gone?

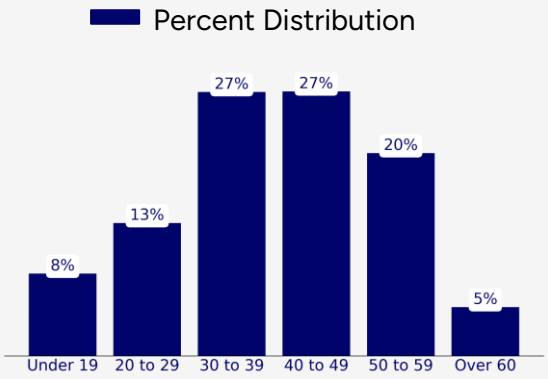


We help members avoid unnecessary in-person visits by treating their needs virtually.

Visits by Reported Gender Year to Date



Visits by Age Year to Date



Member Experience Metrics	April	Year to Date
Average Member Rating	4.9 / 5 (N = 207)	4.9 / 5 (N = 926)
Median Wait Time for On-Demand Medical Appointments	14.7 min	10.8 min
Median Days to Scheduled Appointment (BH)	10.0 days	11.0 days

©2026 Included Health, Inc. - Proprietary

Member Clinical Needs

This section highlights the range of clinical conditions that we treat through virtual care services. The program addresses comprehensive physical and behavioral health needs, and chronic and acute conditions. Examining the top needs of your population can inform more targeted clinical interventions and programs.

Member Reported Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Cold	143
Cough	130
Urinary tract infection (UTI)	117
Sore throat	94
Anxiety	81
Nasal congestion	77
Eye issue	51
Other injury	48
Influenza	48
Rash	46

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	404
Anxiety disorders	332
Mood disorders	186
Bacterial infection; unspecifi..	116
Urinary tract infections	110
Adjustment disorders	109
Administrative/social admission	70
Depression, unspecified	60
Influenza	56
Inflammation; infection of eye..	54

©2026 Included Health, Inc. - Proprietary

Clinical Service Delivery

Our clinical team can provide a wide range of clinical services to help address members' needs. Our team has a focus on prescribing and labs to ensure our efficacy meets or exceeds that of in-person care through connections with pharmacy benefits and top lab networks.

Prescriptions and Testing Summary

463	83%	18	2%
Prescriptions This Month	of Medical and Psychiatry visits resulted in a prescription order Year to Date	Lab Orders This Month	of Medical visits resulted in a lab order Year to Date

Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	146
amoxicillin 875 mg-potassium c	109
fluticasone propionate 50 mcg/	91
albuterol sulfate hfa 90 mcg/a	89
nitrofurantoin monohydrate/mac	80
prednisone 20 mg tablet	69
azelastine 137 mcg (0.1 %) nas	64
doxycycline hyclate 100 mg cap	50
fluconazole 150 mg tablet	44
methylprednisolone 4 mg tablet	39

Top Labs	Count (YTD)
urinalysis complete, reflex culture	11
cbc w/ auto diff	5
cmp, serum or plasma	5
hba1c (hemoglobin a1c), blood	4
lipid panel, serum	4
o&p (ova & parasites), stool	3
unlisted lab	3
salmonella sp + shigella sp, culture, stool	3
urinalysis, complete	2
h pylori ag, stool	2

For any questions regarding the reporting, please feel free to reach out to your respective client success lead. Thank you.

©2026 Included Health, Inc. - Proprietary

Data & Metric Definitions

Metric	Definition
Behavioral Health Visit	Behavioral Health visits refer to scheduled appointments with our multidisciplinary team of therapists, psychologists, and psychiatrists. Our integrated Behavioral Health solution delivers highly-accessible, virtual-first therapy and psychiatry to members to address every member need from subclinical to clinical. Therapy visits are 25 or 50 minutes in length depending on the patient's needs. Initial Psychiatry visits are 45 minutes in length and all follow-up psychiatry visits are 15 minutes in length.
Covered Lives	Total count of member lives (employees and dependents) eligible for Included Health services.
Employee Lives	Total count of employee lives eligible for Included Health services.
Engagement Rate	Total number of unique visitors as a percentage of eligible lives.
Medical Visit	Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians. **Urgent Care:** Our Everyday & Urgent Care solution offers accessible video-first care for acute needs. Our multidisciplinary team of employed clinicians provide 24/7 care on demand or by appointment to improve access to care and deliver a better care experience. Providers are cross-trained in behavioral health, primary dermatology, and geriatric medicine, to treat a wide range of everyday & urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression **Virtual Primary Care:** With Primary Care, we provide 24/7 care across the full continuum of member needs, including physical - acute, preventive and chronic - and behavioral for engaged members.
ICD-10 Code and Description	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
Member Rating	Average visitor rating of 1-5 stars submitted upon visit completion.
Patient Reported Symptoms	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
Registration	A member is considered "registered" when they digitally accept the Included Health TOS. Registration rate is the total number of individuals registered as a percentage of eligible lives.
Reported Age and Gender	Describes the patient's age and gender category as provided by the member's insurance carrier or reported by the patient. Note, these demographics describe the patient, not the visitor.
Visit	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
Visitors	A member that initiates a visit with Included Health. Unique visitor counts is determined by the member that initiates the visit, not the patient seen by the provider. For example: A patient that initiates a visit for herself and a separate visit for her child is counted as one unique visitor.

©2026 Included Health, Inc. - Proprietary



Included Health

Virtual Care Engagement Monthly Report

UMR-State of Nevada

May 2026

dr+ on demand by Included Health

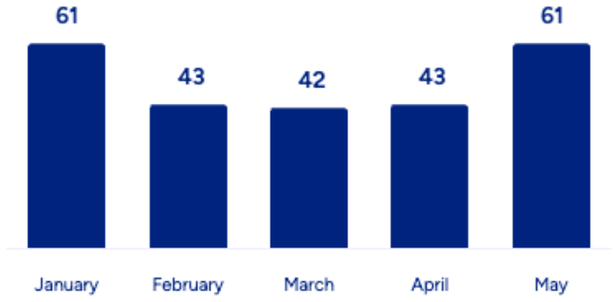
©2026 Included Health, Inc. - Proprietary

Member Engagement

61	297	380
Registrations This Month	Unique Visitors This Month	Total Visits This Month

This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement is key to program success; changes in engagement can result from marketing initiatives or seasonality (e.g., cold and flu).

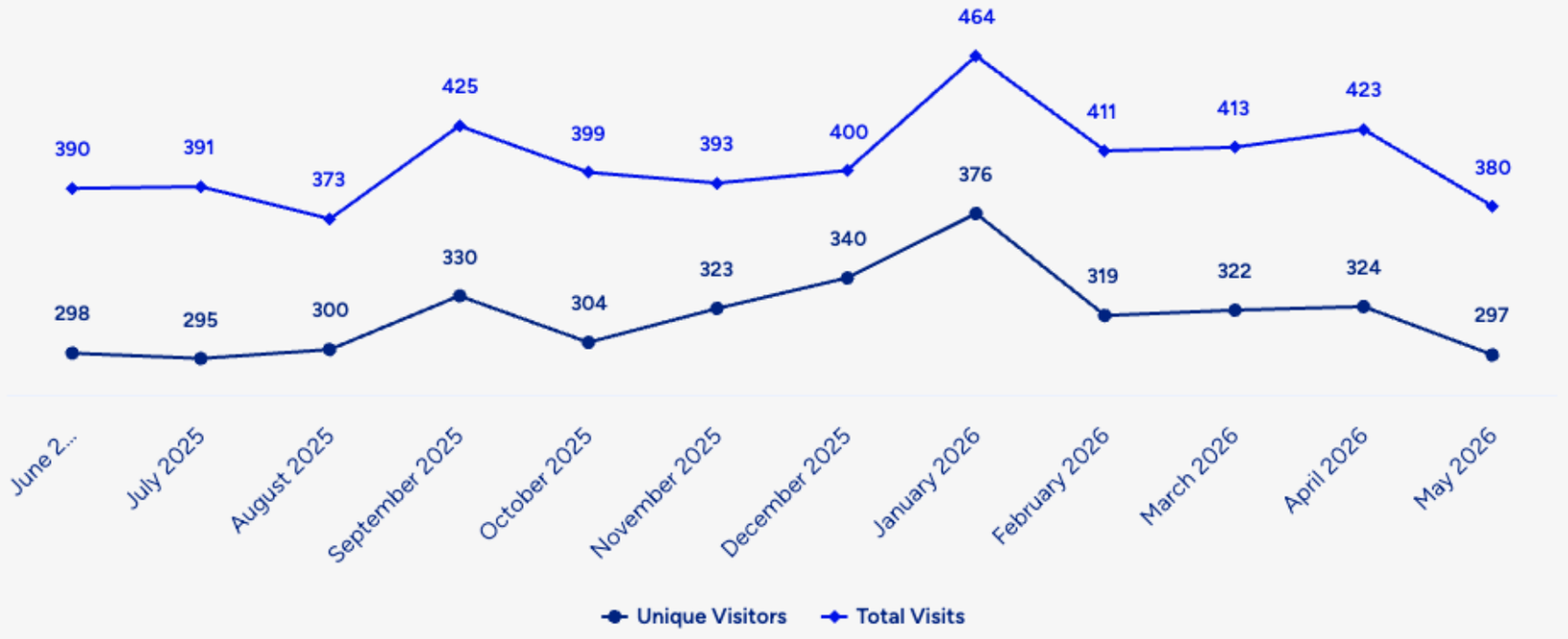
New Registrations (Year to Date)



48,935	14,290	29%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	256	0.5%
Employee Covered Lives	Registration Year to Date	Registration Rate Year to Date

©2026 Included Health, Inc. - Proprietary

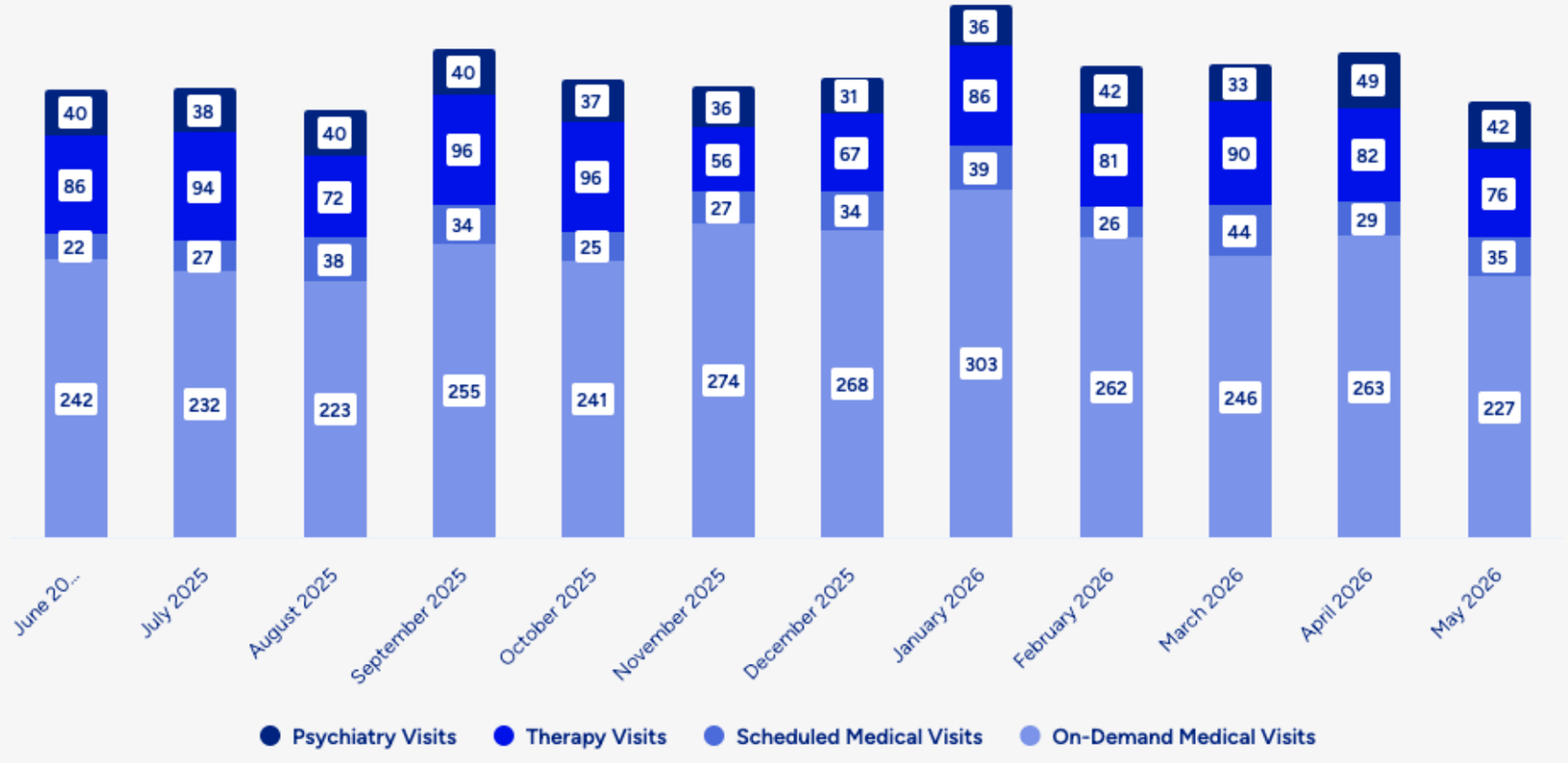
Visits Last 12 Months



29,782 Visits Lifetime to Date	**8,592** Unique Visitors Lifetime to Date	**3.5** Avg Visits Per Visitor Lifetime to Date	**18%** Engagement Rate (Visitors/Lives) Lifetime to Date
2,090 Visits Year to Date	**1,140** Unique Visitors Year to Date	**1.8** Avg Visits Per Visitor Year to Date	**2%** Engagement Rate (Visitors/Lives) Year to Date

©2026 Included Health, Inc. - Proprietary

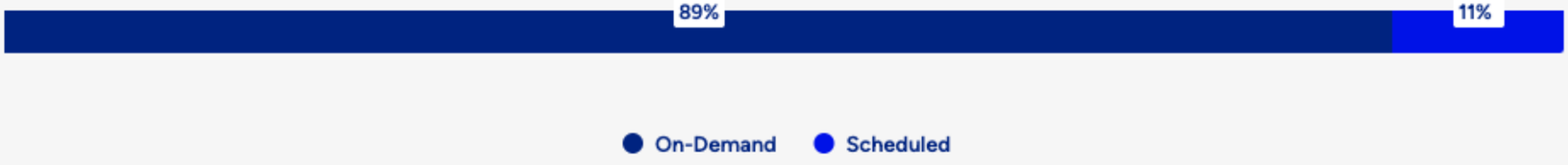
Medical & Behaviorial Health Visits (Rolling) - 4,863 Visits



©2026 Included Health, Inc. - Proprietary

Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Visit Type



Most Popular Day for Visits Year to Date

Tuesday

Most Popular Time for Visits Year to Date

8AM - 10AM

*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

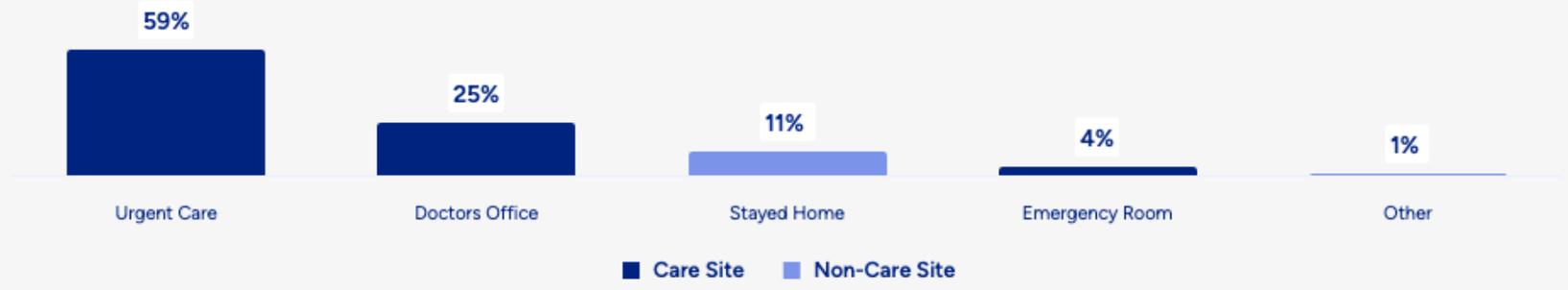
©2026 Included Health, Inc. - Proprietary

Supporting your population

Member access, demographics, and experience

Without Included Health, where would you have gone?

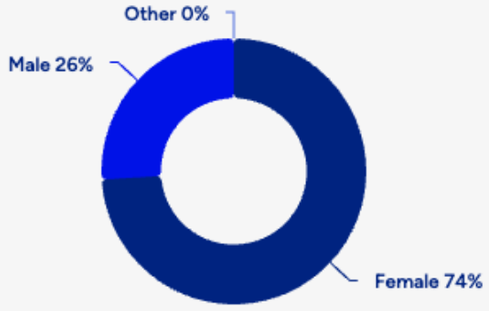
Percent Response Year to Date



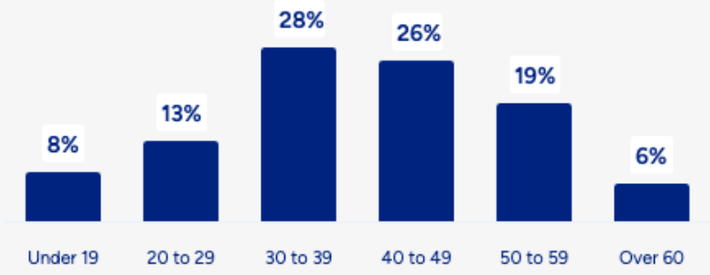
We help members avoid unnecessary in-person visits by treating their needs virtually.

©2026 Included Health, Inc. - Proprietary

Visits by Reported Gender Year to Date



Visits by Age Year to Date



Member Experience Metrics	May	Year to Date
Average Member Rating	4.9 / 5 (N = 211)	4.9 / 5 (N = 1,136)
Median Wait Time for On-Demand Medical Appointments	17.0 min	12.0 min
Median Days to Scheduled Appointment (BH)	9.0 days	11.0 days

©2026 Included Health, Inc. - Proprietary

Member Clinical Needs

This section highlights the range of clinical conditions that we treat through virtual care services. The program addresses comprehensive physical and behavioral health needs, and chronic and acute conditions. Examining the top needs of your population can inform more targeted clinical interventions and programs.

Member Reported Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Cold	157
Cough	153
Urinary tract infection (UTI)	151
Sore throat	120
Anxiety	99
Nasal congestion	91
Other injury	64
Eye issue	64
Influenze	58
Prescription refill	57

©2026 Included Health, Inc. - Proprietary

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	475
Anxiety disorders	408
Mood disorders	241
Urinary tract infections	141
Adjustment disorders	131
Bacterial infection; unspecifi..	131
Depression, unspecified	83
Administrative/social admission	82
Viral infection	68
Inflammation; infection of eye..	66

©2026 Included Health, Inc. - Proprietary

Clinical Service Delivery

Our clinical team can provide a wide range of clinical services to help address members' needs. Our team has a focus on prescribing and labs to ensure our efficacy meets or exceeds that of in-person care through connections with pharmacy benefits and top lab networks.

Prescriptions and Testing Summary

416
Prescriptions This Month

82%
of Medical and Psychiatry visits resulted in a prescription order Year to Date

19
Lab Orders This Month

2%
of Medical visits resulted in a lab order Year to Date

©2026 Included Health, Inc. - Proprietary

Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	172
amoxicillin 875 mg-potassium c	122
albuterol sulfate hfa 90 mcg /a	112
fluticasone propionate 50 mcg/	109
nitrofurantoin monohydrate /mac	103
prednisone 20 mg tablet	87
azelastine 137 mcg (0.1 %) nas	76
doxycycline hyclate 100 mg cap	57
fluconazole 150 mg tablet	48
phenazopyridine 200 mg tablet	47

Top Labs	Count (YTD)
urinalysis complete, reflex culture	14
cbc w/ auto diff	6
cmp, serum or plasma	6
hba1c (hemoglobin a1c), blood	5
lipid panel, serum	5
culture, urine	5
tsh, ultra-sensitive, serum	3
unlisted lab	3
o&p (ova & parasites), stool	3
ct + ng rna, pcr, unspecified specimen	3

For any questions regarding the reporting, please feel free to reach out to your respective client success lead. Thank you.

©2026 Included Health, Inc. - Proprietary

Data & Metric Definitions

Metric	Definition
Behavioral Health Visit	Behavioral Health visits refer to scheduled appointments with our multidisciplinary team of therapists, psychologists, and psychiatrists. Our integrated Behavioral Health solution delivers highly-accessible, virtual-first therapy and psychiatry to members to address every member need from subclinical to clinical. Therapy visits are 25 or 50 minutes in length depending on the patient's needs. Initial Psychiatry visits are 45 minutes in length and all follow-up psychiatry visits are 15 minutes in length.
Covered Lives	Total count of member lives (employees and dependents) eligible for Included Health services.
Employee Lives	Total count of employee lives eligible for Included Health services.
Engagement Rate	Total number of unique visitors as a percentage of eligible lives.
Medical Visit	Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians. **Urgent Care:** Our Everyday & Urgent Care solution offers accessible video-first care for acute needs. Our multidisciplinary team of employed clinicians provide 24/7 care on demand or by appointment to improve access to care and deliver a better care experience. Providers are cross-trained in behavioral health, primary dermatology, and geriatric medicine, to treat a wide range of everyday & urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression **Virtual Primary Care:** With Primary Care, we provide 24/7 care across the full continuum of member needs, including physical -acute, preventive and chronic -and behavioral for engaged members.
ICD-10 Code and Description	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
Member Rating	Average visitor rating of 1-5 stars submitted upon visit completion.

©2026 Included Health, Inc. - Proprietary

Metric	Definition
Patient Reported Symptoms	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
Registration	A member is considered "registered" when they digitally accept the Included Health TOS. Registration rate is the total number of individuals registered as a percentage of eligible lives.
Reported Age and Gender	Describes the patient's age and gender category as provided by the member's insurance carrier or reported by the patient. Note, these demographics describe the patient, not the visitor.
Visit	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
Visitors	A member that initiates a visit with Included Health. Unique visitor counts is determined by the member that initiates the visit, not the patient seen by the provider. For example: A patient that initiates a visit for herself and a separate visit for her child is counted as one unique visitor.

© 2026 Included Health, Inc. - Proprietary



Included Health

Virtual Care Engagement Monthly Report

UMR-State of Nevada

June 2026

dr+ on demand by Included Health

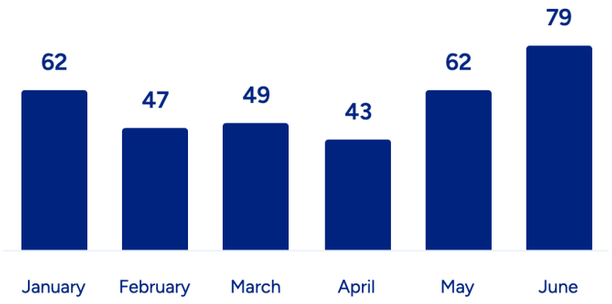
©2026 Included Health, Inc. - Proprietary

Member Engagement

79	313	395
Registrations This Month	Unique Visitors This Month	Total Visits This Month

This section highlights how many members have engaged with our services, as measured by registrations and visits. Registration is a leading indicator of program health, as it opens the door to continuous engagement with members and supporting them when clinical needs arise. Monitoring monthly engagement is key to program success; changes in engagement can result from marketing initiatives or seasonality (e.g., cold and flu).

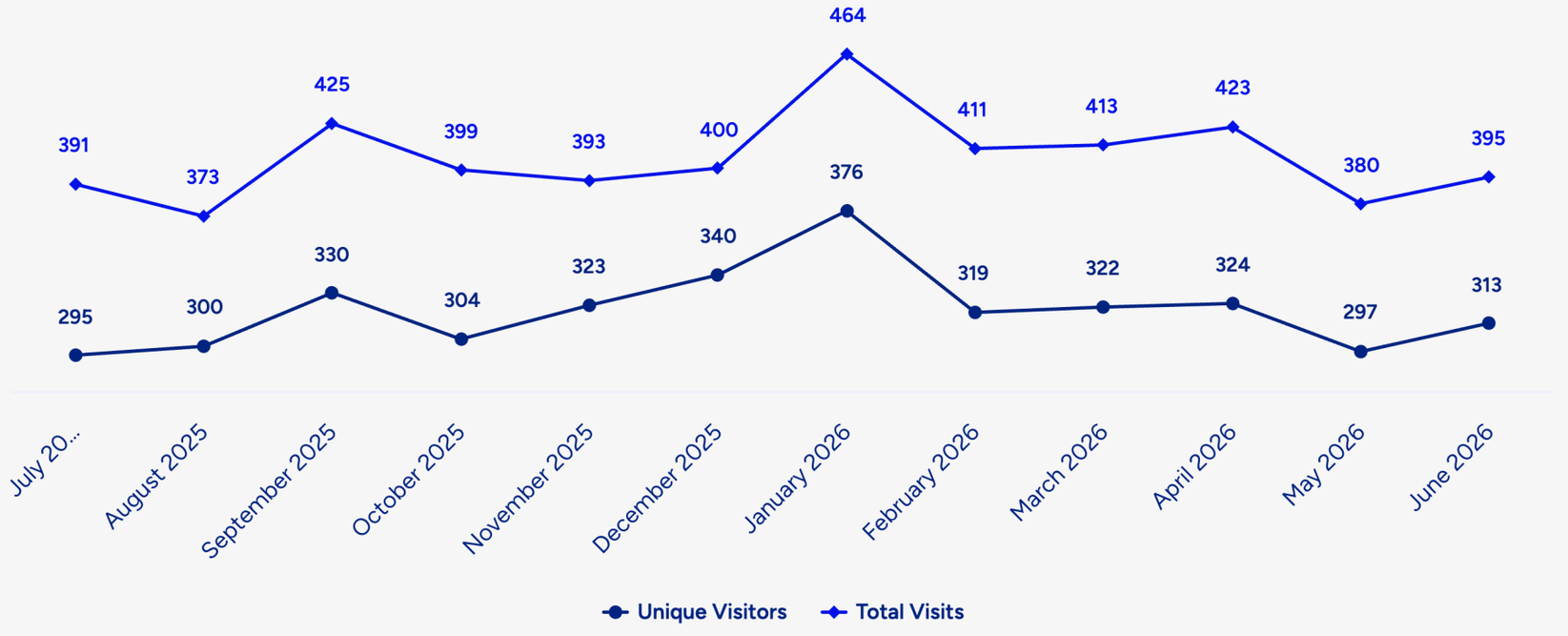
New Registrations (Year to Date)



48,935	14,399	29%
Total Covered Lives	Registrations Lifetime to date	Registration Rate Lifetime to date
-	342	1%
Employee Covered Lives	Registration Year to Date	Registration Rate Year to Date

©2026 Included Health, Inc. - Proprietary

Visits Last 12 Months



30,178
Visits Lifetime to Date

8,687
Unique Visitors Lifetime to Date

3.5
Avg Visits Per Visitor Lifetime to Date

18%
Engagement Rate (Visitors/Lives) Lifetime to Date

2,485
Visits Year to Date

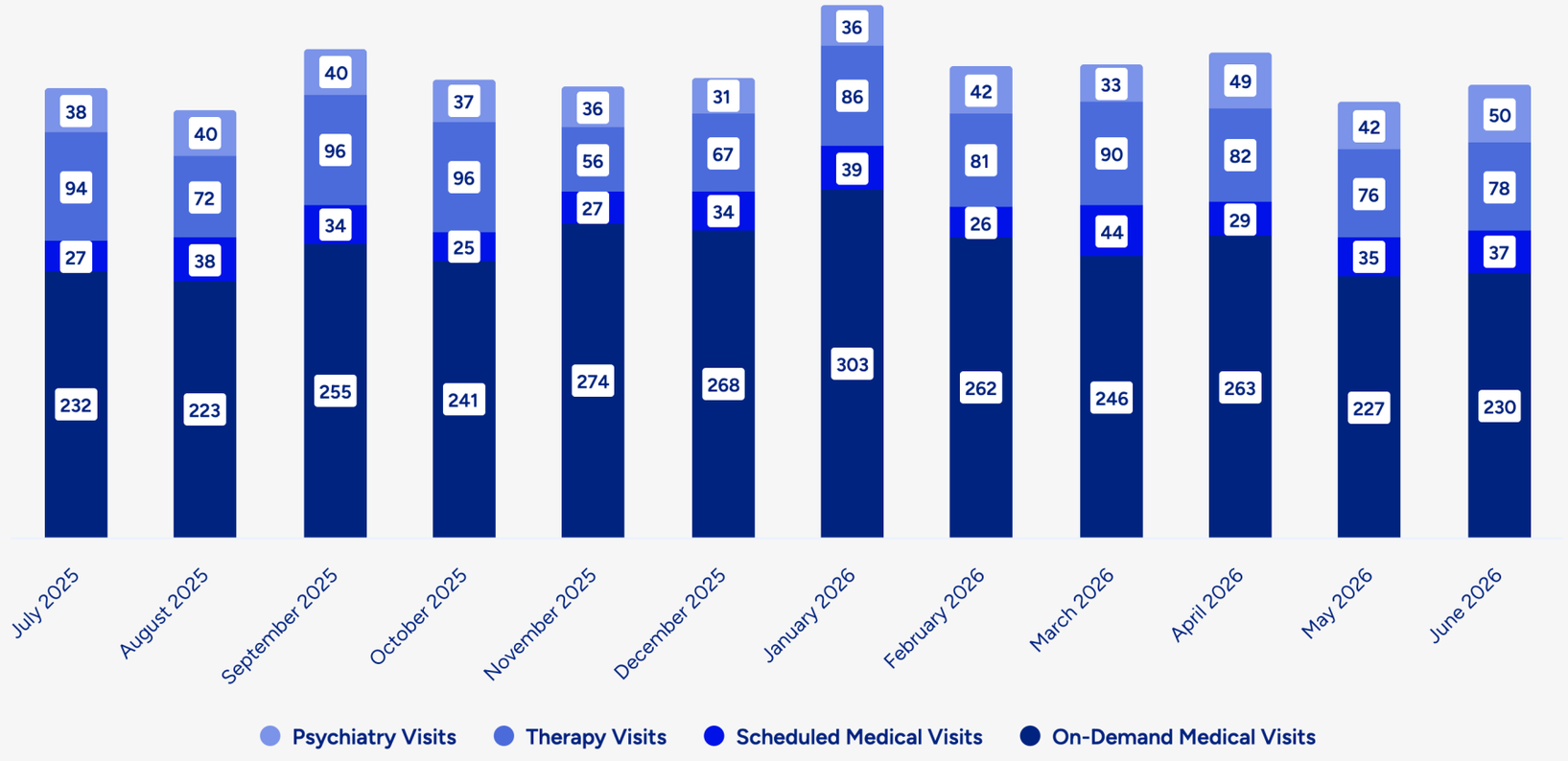
1,302
Unique Visitors Year to Date

1.9
Avg Visits Per Visitor Year to Date

3%
Engagement Rate (Visitors/Lives) Year to Date

©2026 Included Health, Inc. - Proprietary

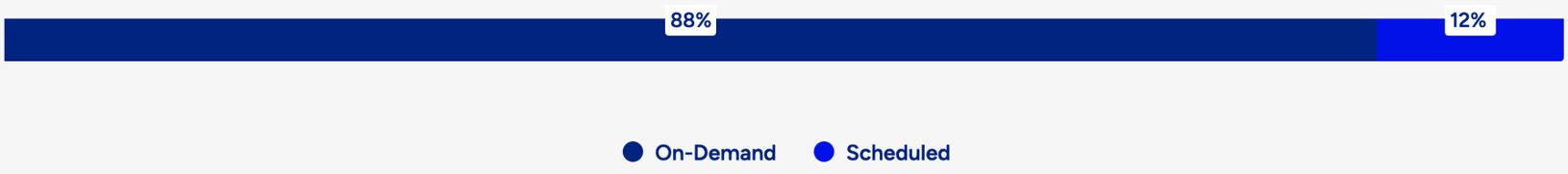
Medical & Behaviorial Health Visits (Rolling) - 4,866 Visits



©2026 Included Health, Inc. - Proprietary

Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Visit Type



Most Popular Day for Visits Year to Date

Monday

Most Popular Time for Visits Year to Date

Noon - 2PM

*Most popular day and time metrics are adjusted to time zone local where the visit was initiated

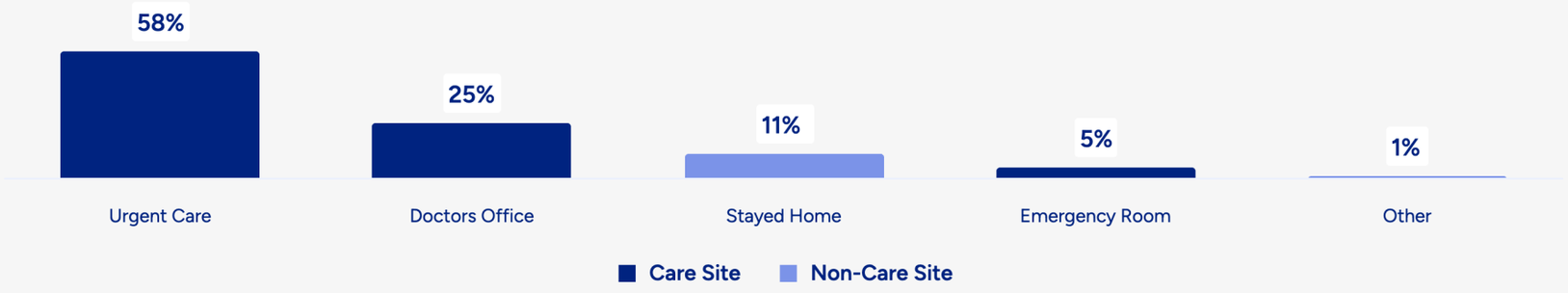
©2026 Included Health, Inc. - Proprietary

Supporting your population

Member access, demographics, and experience

Without Included Health, where would you have gone?

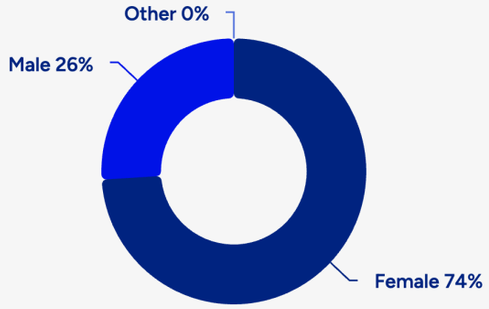
Percent Response Year to Date



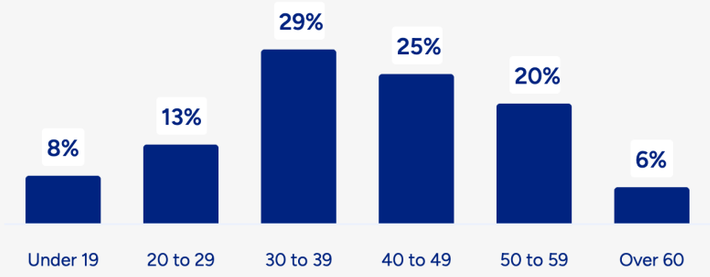
We help members avoid unnecessary in-person visits by treating their needs virtually.

©2026 Included Health, Inc. - Proprietary

Visits by Reported Gender Year to Date



Visits by Age Year to Date



Member Experience Metrics	June	Year to Date
Average Member Rating	4.9 / 5 (N = 230)	4.9 / 5 (N = 1,366)
Median Wait Time for On-Demand Medical Appointments	13.0 min	12.2 min
Median Days to Scheduled Appointment (BH)	13.0 days	12.0 days

©2026 Included Health, Inc. - Proprietary

Member Clinical Needs

This section highlights the range of clinical conditions that we treat through virtual care services. The program addresses comprehensive physical and behavioral health needs, and chronic and acute conditions. Examining the top needs of your population can inform more targeted clinical interventions and programs.

Member Reported Visit Reasons

Top 10 Visit Reasons

Visit Reasons	Visits Year to Date
Urinary tract infection (UTI)	187
Cold	181
Cough	170
Sore throat	139
Anxiety	120
Nasal congestion	103
Other injury	77
Eye issue	77
Prescription refill	73
Rash	63

©2026 Included Health, Inc. - Proprietary

Member Conditions

Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	545
Anxiety disorders	496
Mood disorders	295
Urinary tract infections	173
Adjustment disorders	159
Bacterial infection; unspecifi..	150
Depression, unspecified	106
Administrative/social admission	99
Viral infection	80
Inflammation; infection of eye..	78

©2026 Included Health, Inc. - Proprietary

Clinical Service Delivery

Our clinical team can provide a wide range of clinical services to help address members' needs. Our team has a focus on prescribing and labs to ensure our efficacy meets or exceeds that of in-person care through connections with pharmacy benefits and top lab networks.

Prescriptions and Testing Summary

445
Prescriptions This Month

82%
of Medical and Psychiatry visits resulted in a prescription order Year to Date

13
Lab Orders This Month

2%
of Medical visits resulted in a lab order Year to Date

©2026 Included Health, Inc. - Proprietary

Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	191
amoxicillin 875 mg-potassium c	141
albuterol sulfate hfa 90 mcg /a	130
nitrofurantoin monohydrate /mac	127
fluticasone propionate 50 mcg/	126
prednisone 20 mg tablet	100
azelastine 137 mcg (0.1 %) nas	87
doxycycline hyclate 100 mg cap	65
fluconazole 150 mg tablet	64
phenazopyridine 200 mg tablet	61

Top Labs	Count (YTD)
urinalysis complete, reflex culture	16
cmp, serum or plasma	7
cbc w/ auto diff	7
culture, urine	6
lipid panel, serum	6
hba1c (hemoglobin a1c), blood	6
unlisted lab	4
o&p (ova & parasites), stool	4
tsh, ultra-sensitive, serum	3
ct + ng rna, pcr, unspecified specimen	3

For any questions regarding the reporting, please feel free to reach out to your respective client success lead. Thank you.

©2026 Included Health, Inc. - Proprietary

Data & Metric Definitions

Metric	Definition
Behavioral Health Visit	Behavioral Health visits refer to scheduled appointments with our multidisciplinary team of therapists, psychologists, and psychiatrists. Our integrated Behavioral Health solution delivers highly-accessible, virtual-first therapy and psychiatry to members to address every member need from subclinical to clinical. Therapy visits are 25 or 50 minutes in length depending on the patient's needs. Initial Psychiatry visits are 45 minutes in length and all follow-up psychiatry visits are 15 minutes in length.
Covered Lives	Total count of member lives (employees and dependents) eligible for Included Health services.
Employee Lives	Total count of employee lives eligible for Included Health services.
Engagement Rate	Total number of unique visitors as a percentage of eligible lives.
Medical Visit	Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians. **Urgent Care:** Our Everyday & Urgent Care solution offers accessible video-first care for acute needs. Our multidisciplinary team of employed clinicians provide 24/7 care on demand or by appointment to improve access to care and deliver a better care experience. Providers are cross-trained in behavioral health, primary dermatology, and geriatric medicine, to treat a wide range of everyday & urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression **Virtual Primary Care:** With Primary Care, we provide 24/7 care across the full continuum of member needs, including physical -acute, preventive and chronic -and behavioral for engaged members.
ICD-10 Code and Description	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
Member Rating	Average visitor rating of 1-5 stars submitted upon visit completion.

©2026 Included Health, Inc. - Proprietary

Metric	Definition
Patient Reported Symptoms	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
Registration	A member is considered "registered" when they digitally accept the Included Health TOS. Registration rate is the total number of individuals registered as a percentage of eligible lives.
Reported Age and Gender	Describes the patient's age and gender category as provided by the member's insurance carrier or reported by the patient. Note, these demographics describe the patient, not the visitor.
Visit	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
Visitors	A member that initiates a visit with Included Health. Unique visitor counts is determined by the member that initiates the visit, not the patient seen by the provider. For example: A patient that initiates a visit for herself and a separate visit for her child is counted as one unique visitor.

© 2026 Included Health, Inc. - Proprietary