



# Virtual Care Engagement Monthly Report

UMR-State of Nevada  
October 2025

# Member Engagement



**48**

Registrations This Month

**304**

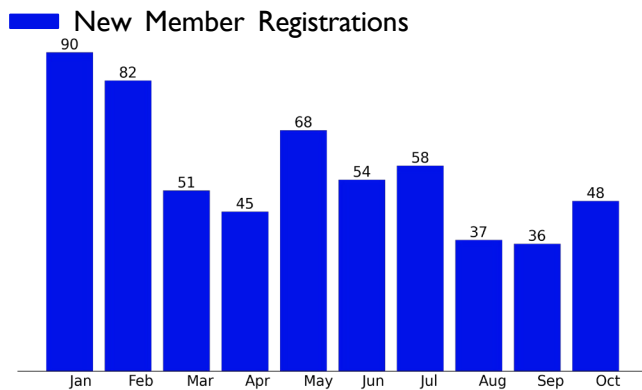
Unique Visitors This Month

**399**

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**

Total Covered Lives

**13,894**

Registrations Lifetime to date

**28.4%**

Registration Rate Lifetime to date

**-**

Employee Covered Lives

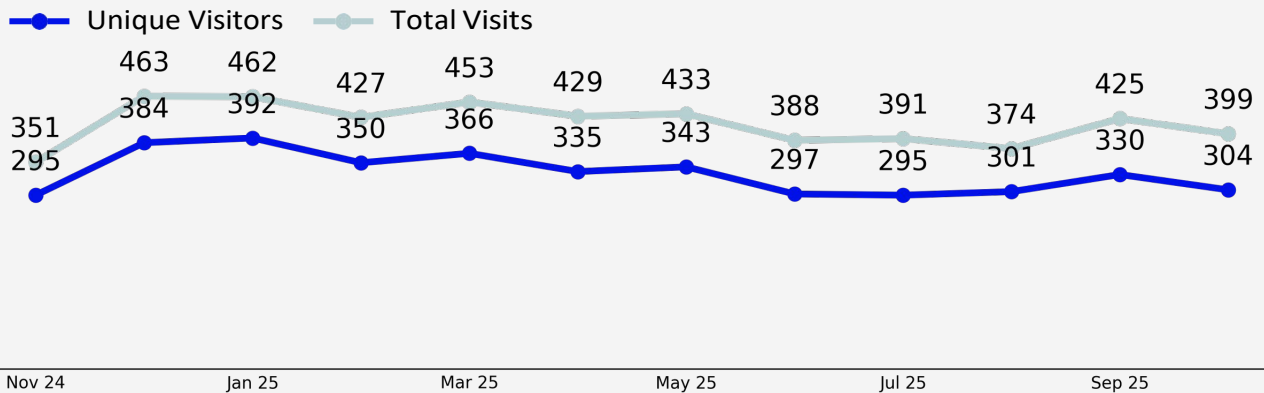
**569**

Registrations Year to Date

**1.2%**

Registration Rate Year to Date

## Visits Last 12 Months



**26,903**

Visits Lifetime to Date

**8,235**

Unique Visitors Lifetime to Date

**3.3**

Avg Visits Per Visitor Lifetime to Date

**16.8%**

Engagement Rate (Visitors/Lives) Lifetime to Date

**4,181**

Visits Year to Date

**1,885**

Unique Visitors Year to Date

**2.2**

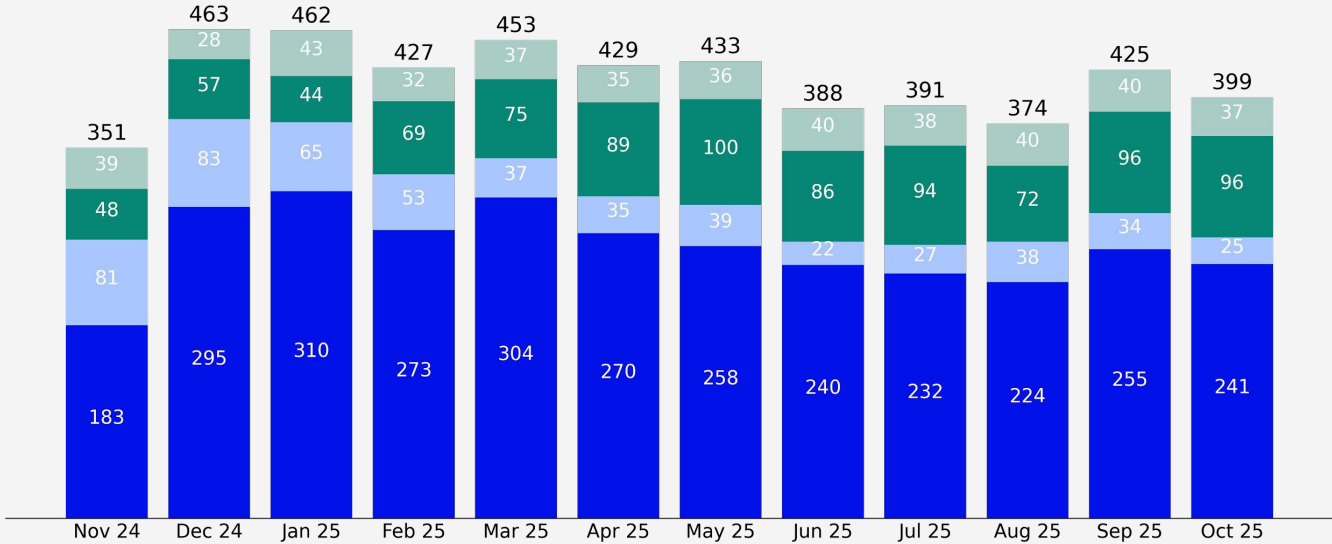
Avg Visits Per Visitor Year to Date

**3.9%**

Engagement Rate (Visitors/Lives) Year to Date

## Medical & Behavioral Health Visits (Rolling) - 4,995 Visits

- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit



## Member Demand by Visit Type Year to Date

Was the urgent care visit scheduled?



Appointment 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

# Supporting your population

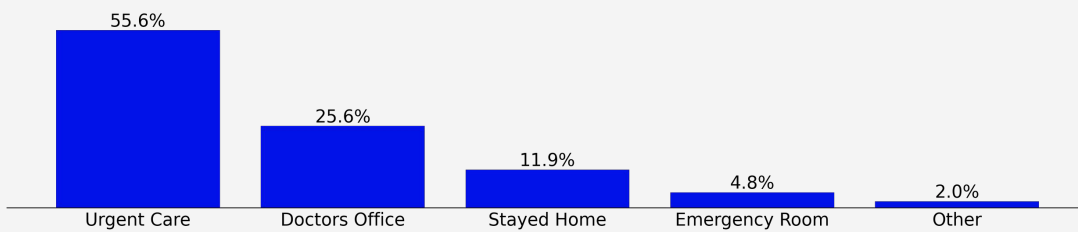


Member access, demographics, and experience

## Without Included Health, where would you have gone?

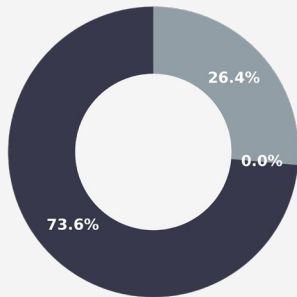
■ Percent Response Year to Date

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



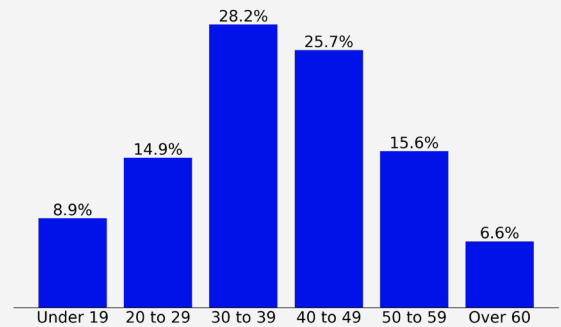
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



### Member Experience Metrics

October

Year to Date

Average Member Rating

4.9 / 5 (N = 223)

4.9 / 5 (N = 1,784)

Median Wait Time for On-Demand Medical Appointments

1.9 min

4.0 min

Median Days to Scheduled Appointment (BH)

12.0 days

9.0 days

# 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)	326
Cold	295
Cough	230
Anxiety	167
Other injury	162
Sore throat	162
Eye issue	146
Nasal congestion	125
Earache	93
Rash	89

## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Anxiety disorders	833
Other upper respiratory infect..	796
Mood disorders	427
Urinary tract infections	311
Adjustment disorders	253
Administrative/social admission	207
Attention-deficit conduct and ..	157
Inflammation; infection of eye..	155
Viral infection	149
Depression, unspecified	100

# 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

<h3>392</h3> <p>Prescriptions This Month</p>	<h3>78.5%</h3> <p>of Medical and Psychiatry visits resulted in a prescription order Year to Date</p>	<h3>6</h3> <p>Lab Orders This Month</p>	<h3>3.6%</h3> <p>of Medical visits resulted in a lab order Year to Date</p>
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## Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	226
nitrofurantoin monohydrate/mac	199
amoxicillin 875 mg-potassium c	187
albuterol sulfate hfa 90 mcg/a	187
prednisone 20 mg tablet	155
fluticasone propionate 50 mcg/	141
azelastine 137 mcg (0.1 %) nas	129
ondansetron 4 mg disintegratin	106
fluconazole 150 mg tablet	91
doxycycline hyclate 100 mg cap	75

Top Labs	Count (YTD)
urinalysis complete, reflex culture	40
cmp, serum or plasma	20
culture, urine	17
urinalysis, complete	13
cbc w/ auto diff	13
rpr (rapid plasma reagin), serum	12
hba1c (hemoglobin a1c), blood	10
lipid panel, serum	10
tsh + free t4, serum	9
hiv 1+2 ab + hiv1 p24 ag, quantitative immunoassay...	8

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



Metric	Definition
<b>Behavioral Health Visit</b>	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.
<b>Covered Lives</b>	Total count of member lives (employees and dependents) eligible for Included Health services.
<b>Employee Lives</b>	Total count of employee lives eligible for Included Health services.
<b>Engagement Rate</b>	Total number of unique visitors as a percentage of eligible lives.
<b>Medical Visit</b>	<p>Medical visits refer to on-demand and/or scheduled encounters with our multidisciplinary team of clinicians.</p> <p><b>Urgent Care:</b> Our Everyday &amp; 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 &amp; urgent care and behavioral health needs including cold, flu, UTIs, sinus infections, along with anxiety and depression</p> <p><b>Virtual Primary Care</b> - 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.</p>
<b>ICD-10 Code and Description</b>	Describes the top international classification of diseases for diagnoses, symptoms, and procedures recorded by our clinicians as a result of the visit.
<b>Member Rating</b>	Average visitor rating of 1-5 stars submitted upon visit completion.
<b>Patient Reported Symptoms</b>	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
<b>Registration</b>	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.
<b>Reported Age and Gender</b>	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.
<b>Visit</b>	A visit describes a member's encounter with an Included Health provider. Visits can be classified as: Medical or Behavioral (Therapy, Psychiatry)
<b>Visitors</b>	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.



# Virtual Care Engagement Monthly Report

UMR-State of Nevada  
November 2025

# Member Engagement



**53**

Registrations This Month

**317**

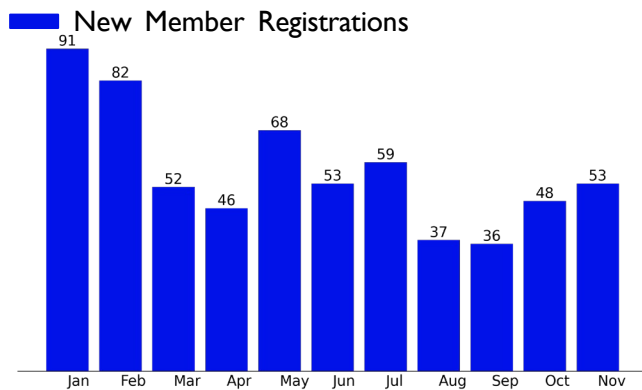
Unique Visitors This Month

**386**

Total Visits This month

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## New Registrations (Year to Date)



**48,935**

Total Covered Lives

**13,967**

Registrations Lifetime to date

**28.5%**

Registration Rate Lifetime to date

**-**

Employee Covered Lives

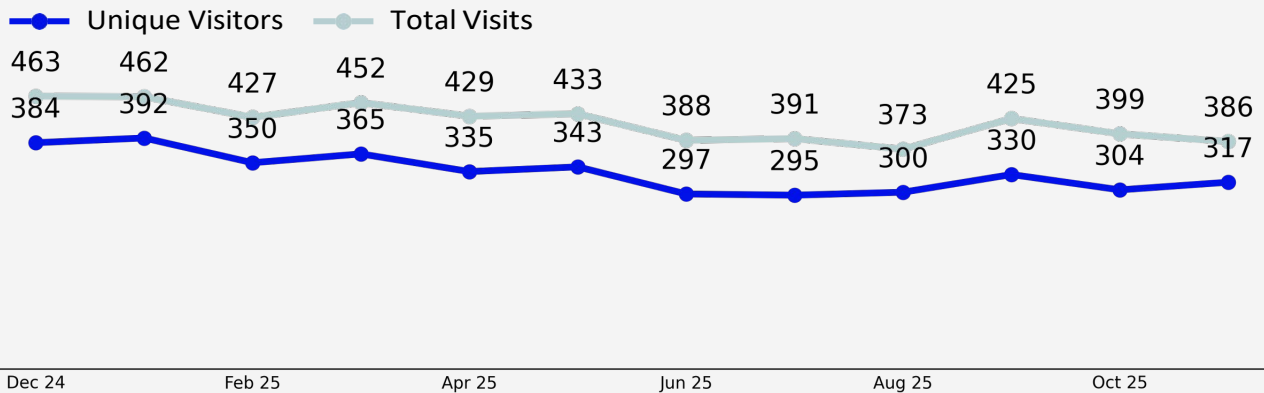
**625**

Registrations Year to Date

**1.3%**

Registration Rate Year to Date

## Visits Last 12 Months



**27,287**

Visits Lifetime to Date

**8,284**

Unique Visitors Lifetime to Date

**3.3**

Avg Visits Per Visitor Lifetime to Date

**16.9%**

Engagement Rate (Visitors/Lives) Lifetime to Date

**4,565**

Visits Year to Date

**1,982**

Unique Visitors Year to Date

**2.3**

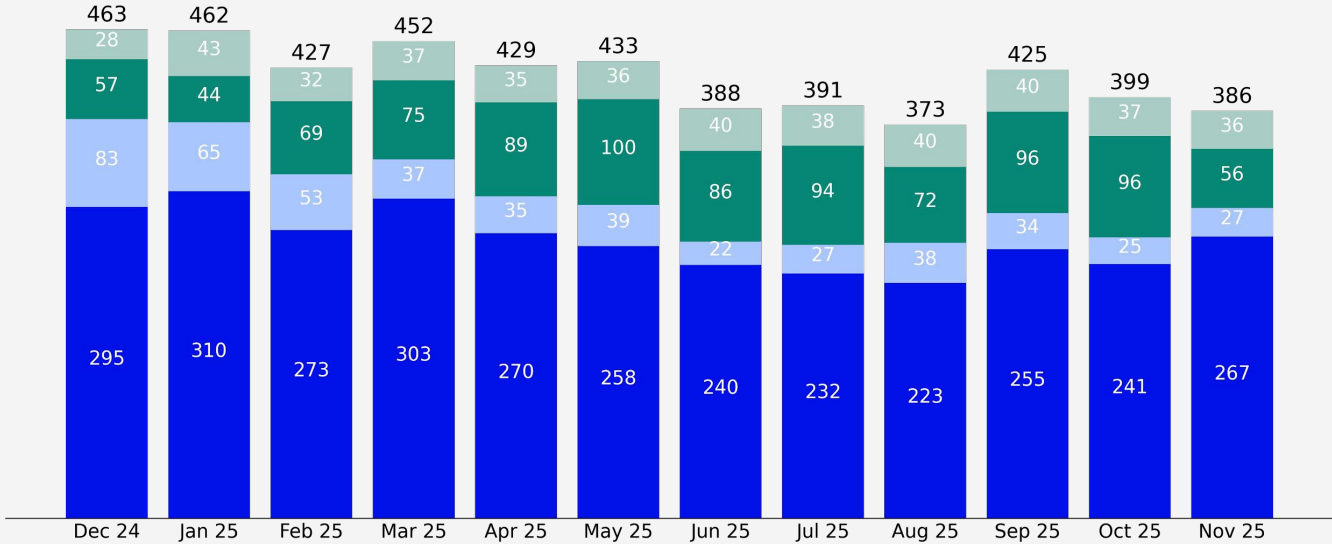
Avg Visits Per Visitor Year to Date

**4.1%**

Engagement Rate (Visitors/Lives) Year to Date

## Medical & Behavioral Health Visits (Rolling) - 5,028 Visits

- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit



## 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

# Supporting your population

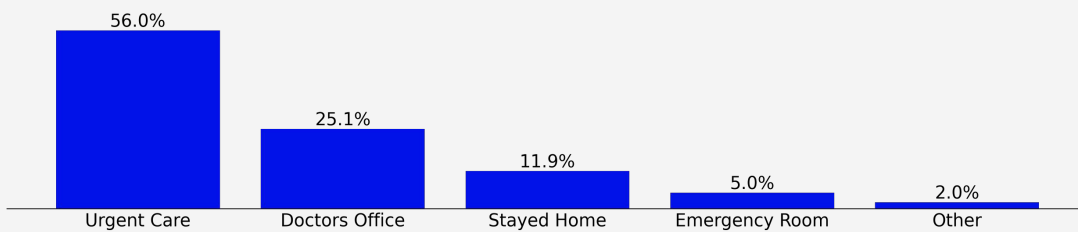


Member access, demographics, and experience

## Without Included Health, where would you have gone?

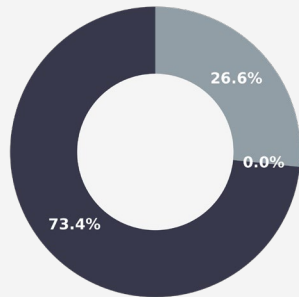
■ Percent Response Year to Date

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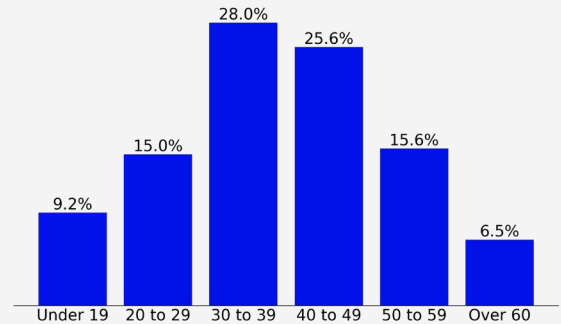
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



### Member Experience Metrics

### November

### Year to Date

Average Member Rating

4.9 / 5 (N = 211)

4.9 / 5 (N = 1,993)

Median Wait Time for On-Demand Medical Appointments

2.1 min

3.7 min

Median Days to Scheduled Appointment (BH)

13.0 days

9.0 days

# 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)	362
Cold	326
Cough	260
Anxiety	186
Sore throat	186
Other injury	174
Eye issue	153
Nasal congestion	134
Earache	104
Prescription refill	99

## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Anxiety disorders	895
Other upper respiratory infect..	874
Mood disorders	455
Urinary tract infections	345
Adjustment disorders	277
Administrative/social admission	226
Attention-deficit conduct and ..	162
Inflammation; infection of eye..	161
Viral infection	158
Bacterial infection; unspecifi..	118

# 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

<h3>452</h3> <p>Prescriptions This Month</p>	<h3>78.7%</h3> <p>of Medical and Psychiatry visits resulted in a prescription order Year to Date</p>	<h3>14</h3> <p>Lab Orders This Month</p>	<h3>3.5%</h3> <p>of Medical visits resulted in a lab order Year to Date</p>
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## Top Prescriptions and Testing Orders

Top Prescriptions	Count (YTD)
benzonatate 200 mg capsule	246
nitrofurantoin monohydrate/mac	217
albuterol sulfate hfa 90 mcg/a	209
amoxicillin 875 mg-potassium c	208
prednisone 20 mg tablet	175
fluticasone propionate 50 mcg/	156
azelastine 137 mcg (0.1 %) nas	142
ondansetron 4 mg disintegratin	118
fluconazole 150 mg tablet	98
doxycycline hyclate 100 mg cap	80

Top Labs	Count (YTD)
urinalysis complete, reflex culture	44
cmp, serum or plasma	21
culture, urine	18
urinalysis, complete	14
cbc w/ auto diff	13
rpr (rapid plasma reagin), serum	12
unlisted lab	10
hba1c (hemoglobin a1c), blood	10
lipid panel, serum	10
tsh + free t4, serum	9

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Metric	Definition
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<b>Member Rating</b>	Average visitor rating of 1-5 stars submitted upon visit completion.
<b>Patient Reported Symptoms</b>	Describes the top symptoms selected by the patient during visit intake. A patient may select more than one symptom per visit.
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# Virtual Care Engagement Monthly Report

UMR-State of Nevada  
December 2025

# Member Engagement



**38**

Registrations This Month

**340**

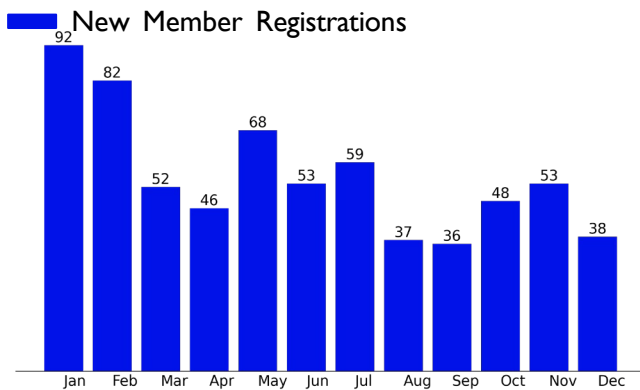
Unique Visitors This Month

**401**

Total Visits This month

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## New Registrations (Year to Date)



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Total Covered Lives

**14,002**

Registrations Lifetime to date

**28.6%**

Registration Rate Lifetime to date

**-**

Employee Covered Lives

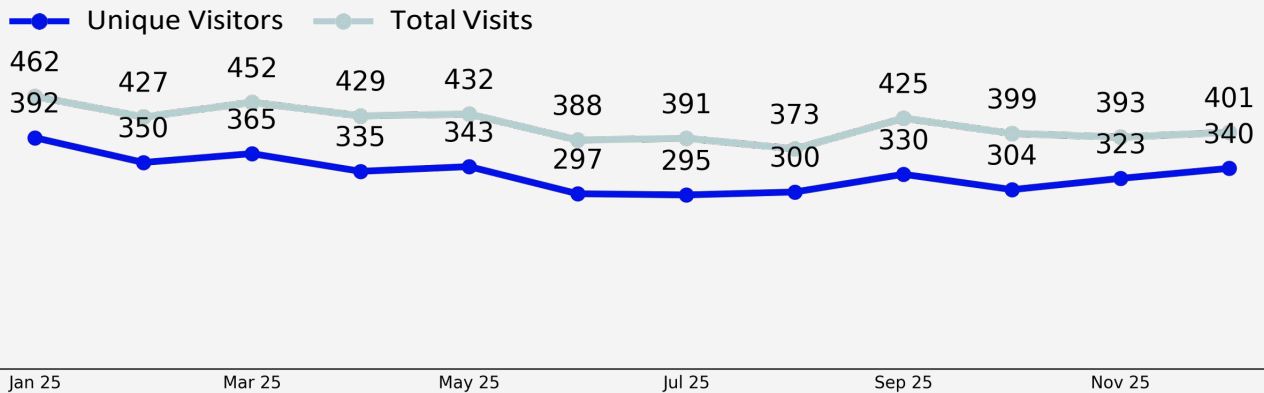
**664**

Registrations Year to Date

**1.4%**

Registration Rate Year to Date

## Visits Last 12 Months



**27,690**

Visits Lifetime to Date

**8,330**

Unique Visitors Lifetime to Date

**3.3**

Avg Visits Per Visitor Lifetime to Date

**17.0%**

Engagement Rate (Visitors/Lives) Lifetime to Date

**4,972**

Visits Year to Date

**2,110**

Unique Visitors Year to Date

**2.4**

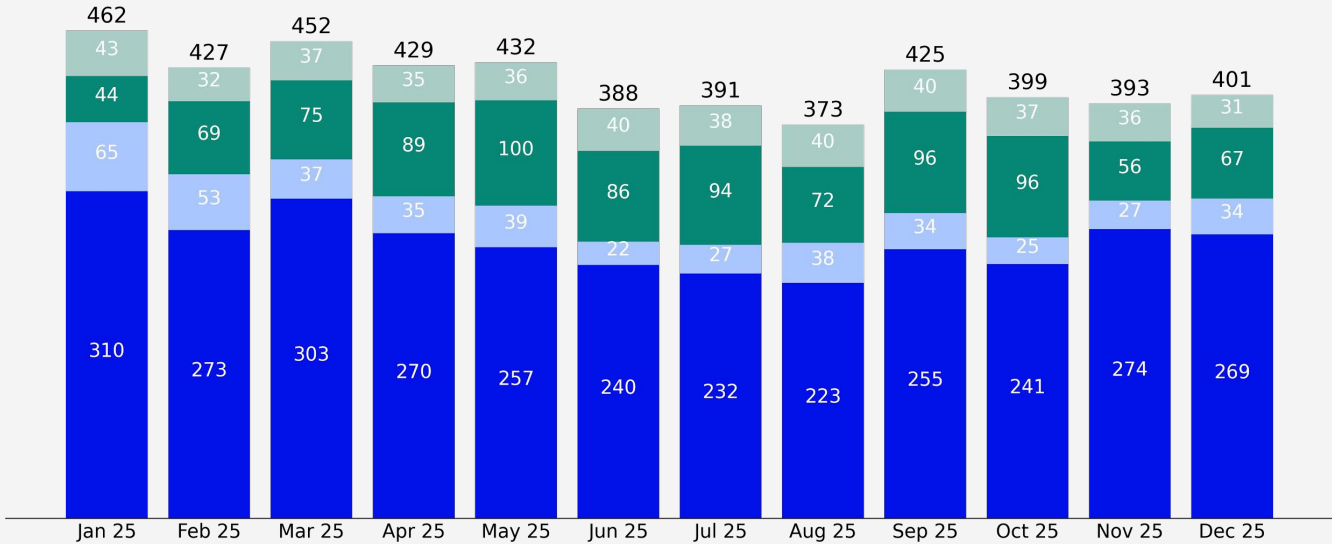
Avg Visits Per Visitor Year to Date

**4.3%**

Engagement Rate (Visitors/Lives) Year to Date

## Medical & Behavioral Health Visits (Rolling) - 4,972 Visits

- Scheduled Medical Visit
- On-Demand Medical Visit
- Therapy Visit
- Psychiatry Visit



## 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

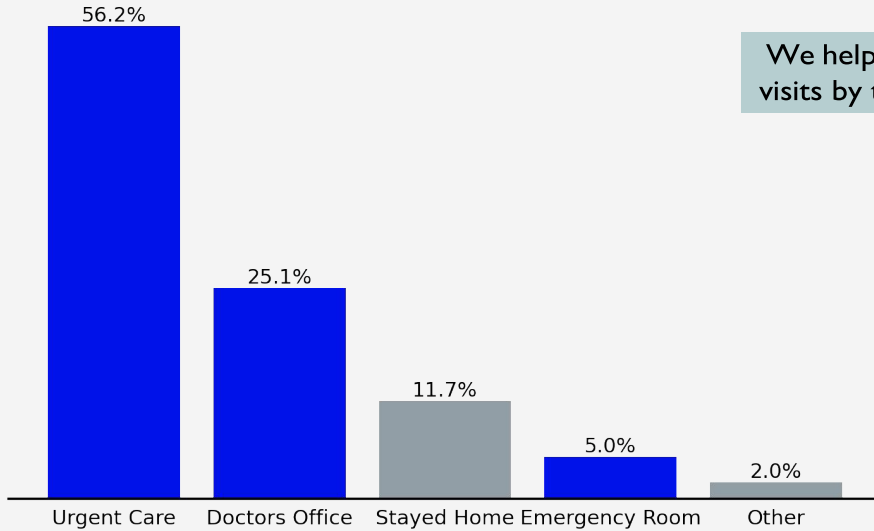
# Supporting your population



Member access, demographics, and experience

## Without Included Health, where would you have gone?

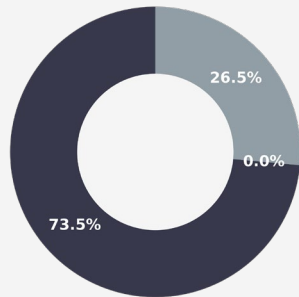
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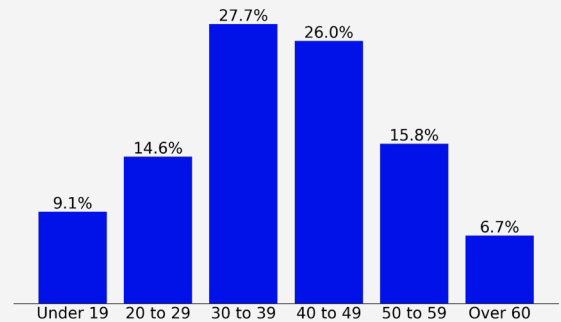
## Visits by Reported Gender Year to Date

■ Female ■ Male ■ Other



## Visits by Age Year to Date

■ Percent Distribution



### Member Experience Metrics

### December

### Year to Date

Average Member Rating

4.9 / 5 (N = 232)

4.9 / 5 (N = 2,227)

Median Wait Time for On-Demand Medical Appointments

11.1 min

4.0 min

Median Days to Scheduled Appointment (BH)

18.0 days

10.0 days

# Member Clinical Needs



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### Top 10 Visit Reasons

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Eye issue	164
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Earache	119
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## Member Conditions

### Top 10 Diagnoses

ICD-10 Diagnoses	Visits Year to Date
Other upper respiratory infect..	985
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# 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

<h3>468</h3> <p>Prescriptions This Month</p>	<h3>78.8%</h3> <p>of Medical and Psychiatry visits resulted in a prescription order Year to Date</p>	<h3>8</h3> <p>Lab Orders This Month</p>	<h3>3.3%</h3> <p>of Medical visits resulted in a lab order Year to Date</p>
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## Top Prescriptions and Testing Orders

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fluconazole 150 mg tablet	114
doxycycline hyclate 100 mg cap	92

Top Labs	Count (YTD)
urinalysis complete, reflex culture	46
cmp, serum or plasma	21
culture, urine	18
urinalysis, complete	14
cbc w/ auto diff	13
rpr (rapid plasma reagin), serum	12
unlisted lab	10
lipid panel, serum	10
hba1c (hemoglobin a1c), blood	10
tsh + free t4, serum	9

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