



NowClinic[®] Virtual Visits

2015

The Optum telehealth suite

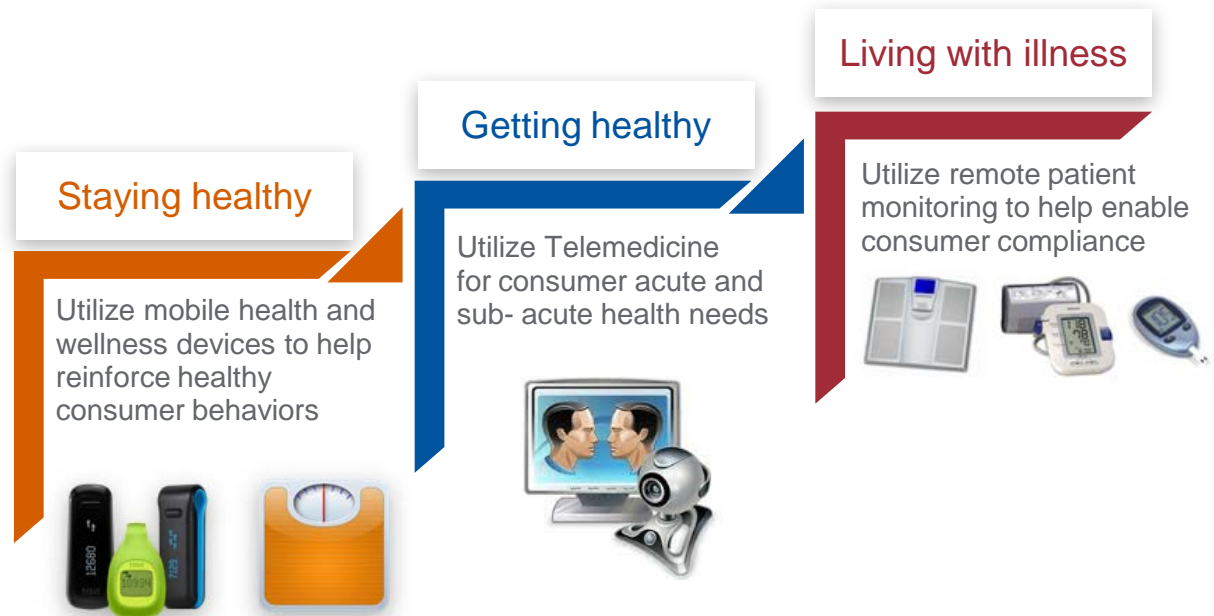
A variety of technologies that support providers, consumers, payers and other groups to help improve the delivery of care, access from primary care to specialty care, and general population health management.

Point-to-point

e.g., high-definition audio/video in hospital-to-employer, clinic-to-clinic, or monitoring/devices

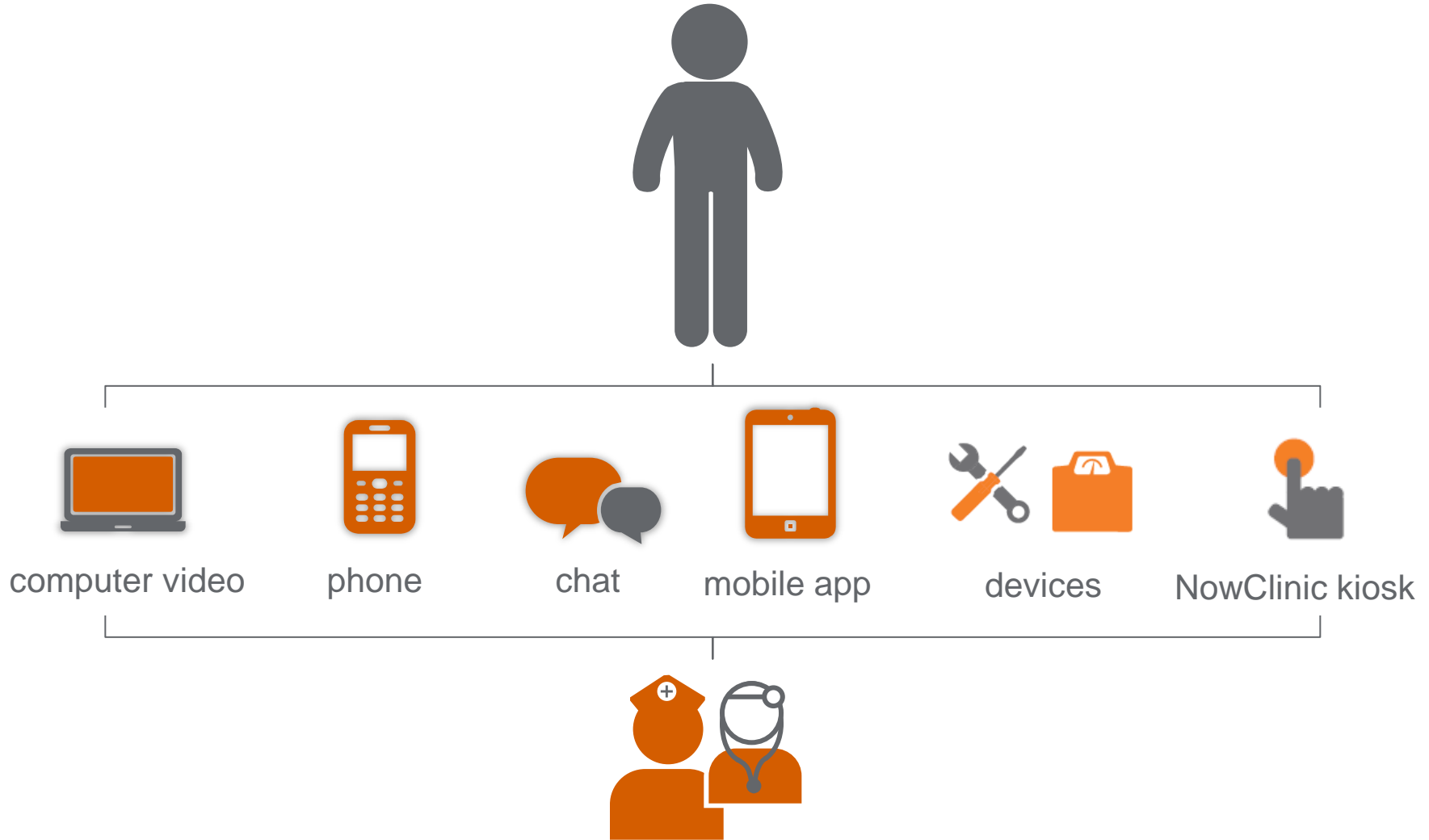
Point-to-many

e.g., online and mobile tools for consumers to use from home or mobile

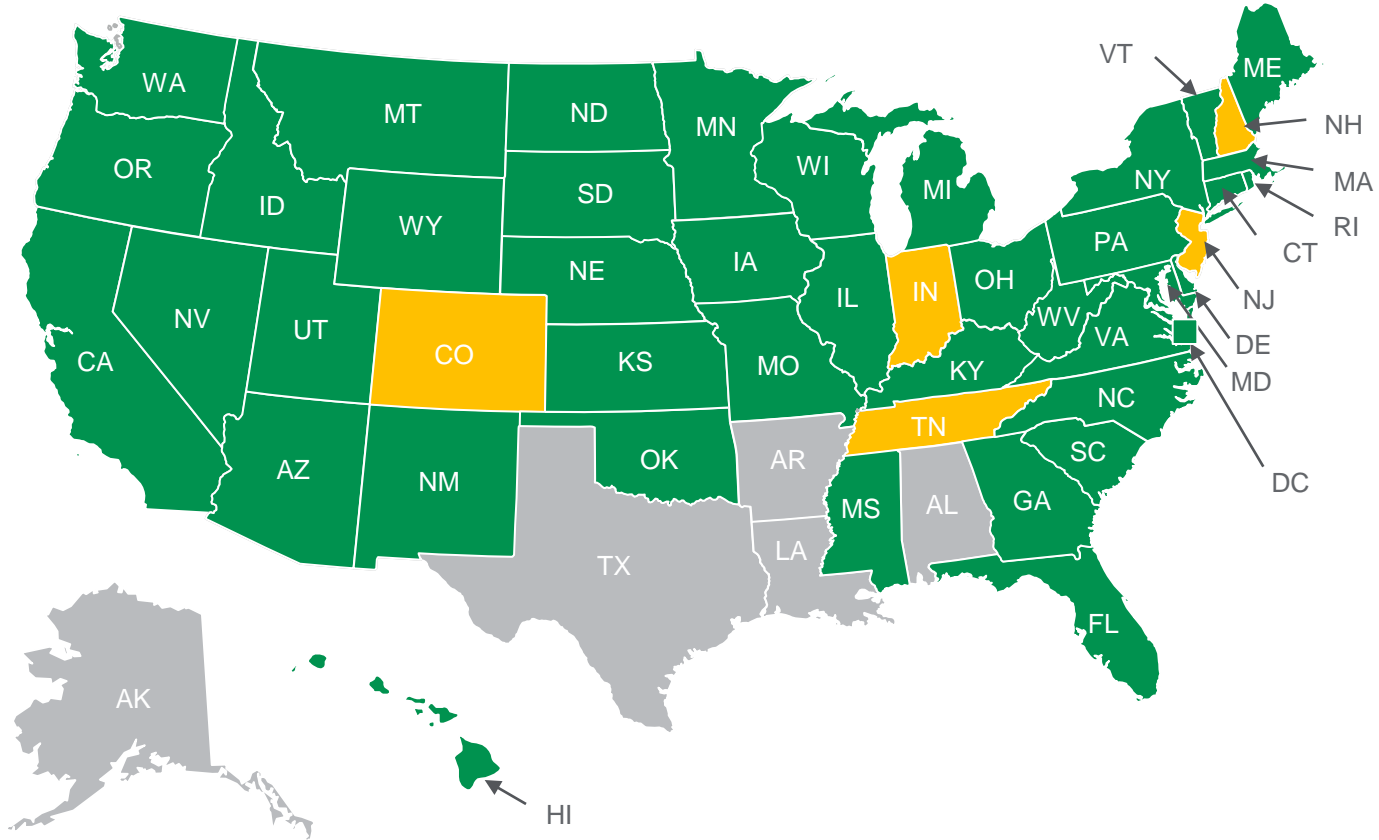


What is NowClinic®?

Helping consumers connect with care providers



NowClinic live states



- NowClinic Live, Prescriptions Available (41)
- NowClinic Live, Prescriptions Not Available (5)
- State Under Review (5)

What do people use NowClinic for?

NowClinic is appropriate for a diverse range of issues:

Any time you can't see your Primary Care Provider:

- ✓ For consults on what type of specialist you should see or for a second opinion.
- ✓ For direction and support on preventive care and/or age- and gender-appropriate screenings.
- ✓ Follow-up appointments (review lab results, answer questions, etc.).



NowClinic may be able to help with:

- Allergies
- Asthma
- Bladder infections/UTI
- Bronchitis
- Coughs/colds
- Diarrhea
- Eye infections/Sty/Pink Eye
- Fever and chills
- Flu/flu-like symptoms
- Insect or spider bites
- Nausea
- Sinus infection
- Skin rash
- Sore throat
- Poison Ivy/Oak
- Viral illness

Acute care service: proven return

Drive more appropriate access to acute care , lower cost, improve quality, and where applicable impact productivity

Lower alternative for acute care	\$131 average cost for ER, Urgent Care, and Office visit ¹
Drive more appropriate access for acute care and reduce emergency room/urgent care visits	86% of consumers would have visited the emergency room (3%), urgent care (55%), Office (23%), Retail (5%) if NowClinic wasn't available ²
Provide the same quality of care as an in-person visit	98% of visits do not result in an unnecessary follow-up visit. Brick and mortar access was 2.7 times more likely to have a follow-up visit for same condition. ¹ Provider satisfaction is at 94% ²
Save the consumer time, money, time away from work, and increase productivity	97% of consumers saved time; 95% saved money; 87% avoided time away from work ²
Change consumer behavior to seek appropriate level of care	9 out of 10 consumers would use NowClinic again and recommend it to someone they know ²
Prescription rate nearly identical to brick and mortar practice	59.9% for NowClinic users group versus 60.0% for matched brick and mortar practice group ¹

¹ Based on 2013 NowClinic value study results

² Based on 2013-2014 NowClinic survey results



Thank you.