

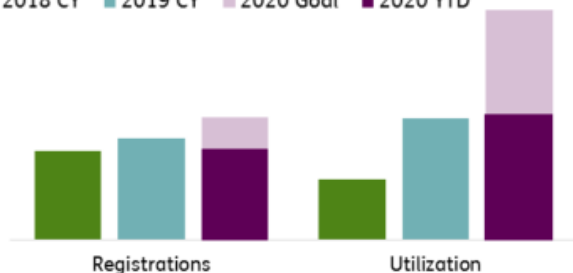


Humana's Virtual Visits At-A-Glance

ALL MARKETS AS OF JUNE 2020

Adoption

■ 2018 CY ■ 2019 CY ■ 2020 Goal ■ 2020 YTD



Total Registrations:

- 2018: **34,863**
- 2019: **40,185**
- 2020 Goal: **48,500**

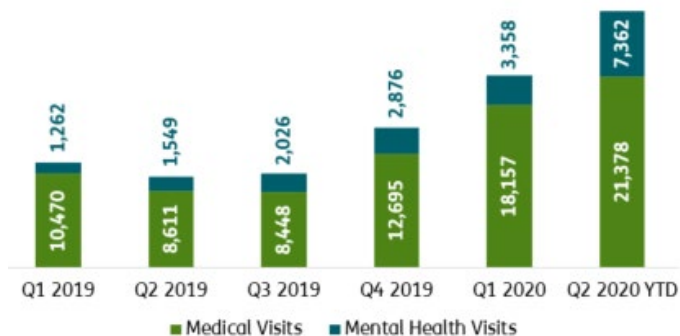
Total Visits:

- 2018: **23,674**
- 2019: **47,937**
- 2020 Goal: **90,732**

In 2019, **3.5%** of Humana membership registered for Doctor On Demand and **4%** had a visit with Doctor On Demand (**up 2% from 2018**). Doctor On Demand mental health visits launched for Humana members in January 2019. By year end 2019, **15%** of virtual visits were mental health. Humana has set a goal to almost double visits in 2020 (**78,675** medical and **12,075** mental health visits). So far in 2020, registrations are at 75% of goal and visits are at 55% of goal, with mental health visits significantly increasing in 2020.

The increases in registrations are being driven by monthly email campaigns, gift card incentives, and Doctor On Demand co-hosted informational webinars. Once registered, Doctor On Demand messages to the member through monthly email campaigns.

Doctor On Demand Utilization by Medical and Mental Health Visits



Doctor On Demand services are not available for Humana members in: Puerto Rico and outside the US. Limitations on healthcare and prescription services delivered via virtual visits and communications options vary by state. Virtual visits are not a substitute for emergency care. This material is provided for informational use only and should not be construed as medical advice or used in place of consulting a licensed medical professional.

Utilization Comparison vs. Cost (by Sites of Alternative Care & Diagnosis in 2019)

% of members by care site

VS

Average member cost share by care site

13% Urgent Care

\$74.82 Urgent Care

2% Doctor On Demand

\$20.88 Doctor On Demand

1% Retail Clinic

\$50.28 Retail Clinic

In 2019, Doctor On Demand utilization increased while alternative sites of care utilization decreased.

In 2019, acute pharyngitis, disorders of the urinary system (UTI), upper respiratory infections, and sinusitis were the top diagnoses for Urgent Care, Retail Clinics, and Doctor On Demand visits. For these diagnoses, **73%** of members visited Urgent Care and **6%** opted for Retail Clinics. These members visited Doctor On Demand **21%** of the time.

There is a dramatic difference in the (average) member cost for these diagnoses depending on site of care.

What's New in 2020:

- All Doctor On Demand virtual visits (medical and mental health) are \$0 in 2020 due to Covid-19.
- Doctor On Demand is now our preferred virtual visit provider and is listed in the provider directory.
- Doctor On Demand will continue to be added to Member ID cards (as new cards are issued).

Humana.

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