

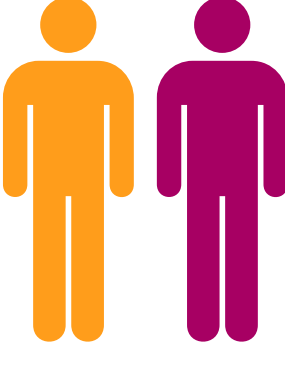
2020: A Year Like No Other

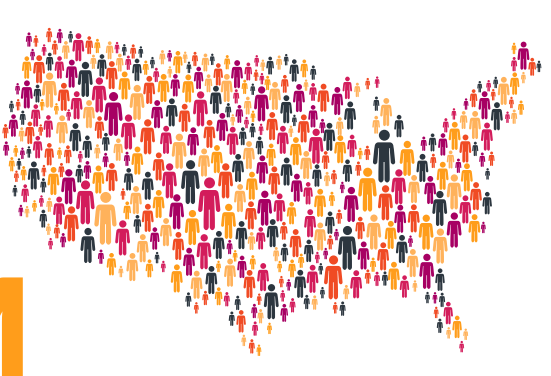
Throughout an unprecedented and unpredictable year, Carenet Health worked closely with our clients to help them meet new and existing demands. Quick action, partnership, innovation and scalability were all key. Here's a quick look back at 2020 and its many milestones for our organization.

★ Reach ★

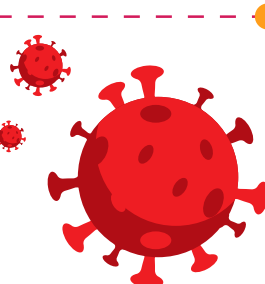
4.5M 
live engagement calls


45,000 
emergency-level
911 calls managed

25M+ 
all-channel interactions
with consumers

4M 
members served by our
first behavioral health
crisis line

2M 
nurse advice
calls triaged with
guidelines for
600+ conditions


20+ 
new COVID-19
response programs
implemented in 90 days

55,300 
telehealth patients helped
with COVID-19-related
symptoms and questions

15,606 
social media
followers added

64% 
more website visitors

★ QUALITY ★


99% 
average patient
satisfaction
(nurse interaction)

86 
YTD net
promoter score


19,000+
quality evaluations
completed


100%
scored to
achieve NCQA
re-certification

★ TEAM SUPPORT ★

90% 
of our team transitioned
to remote work in 90 days

01 
nonprofit
created for
team members
in need

★ ★ ★ **01** ★ ★ ★

new suite of guiding principles
focused on our culture of service and purpose

Vision: Better healthcare for all

Mission: Partner with premier healthcare
companies to realize their potential

Promises:

- Put people first
- Work with an entrepreneurial spirit
- Deliver market-leading performance

Thank you
to all who worked alongside us.

Learn more about us at carenethealth.com.