

# 2019 Year in Review

**\$46.7M**

**in care cost avoidance** for our clients based on diversion of unnecessary ER, urgent care, MD and DDS visits

**25M+**

interactions with healthcare consumers

**2**

ACQUISITIONS

**2**

NEW LOCATIONS

**2**

RE-ACCREDITATIONS

**30%**

growth in # of healthcare consumers who have access to our support services

**117%**

increase in # of clients served

**219**

101

DECEMBER 2018

DECEMBER 2019

**5**

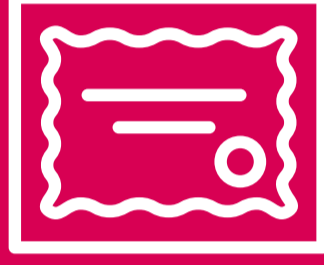
new types of services introduced



**820,000+**

virtual care calls

## Our Quality



**100%**

of accreditation and regulatory requirements met in audits conducted by our clients

**95%**

2019 year-to-date average patient satisfaction rate for our nurse advice line services

**86**

2019 year-to-date average net promoter score (NPS)

## Our Team



**1,250+**  
TEAM MEMBERS



**261**

licensed healthcare professionals, including RNs, health coaches, clinical advocates, behavioral health specialists and more



**695**

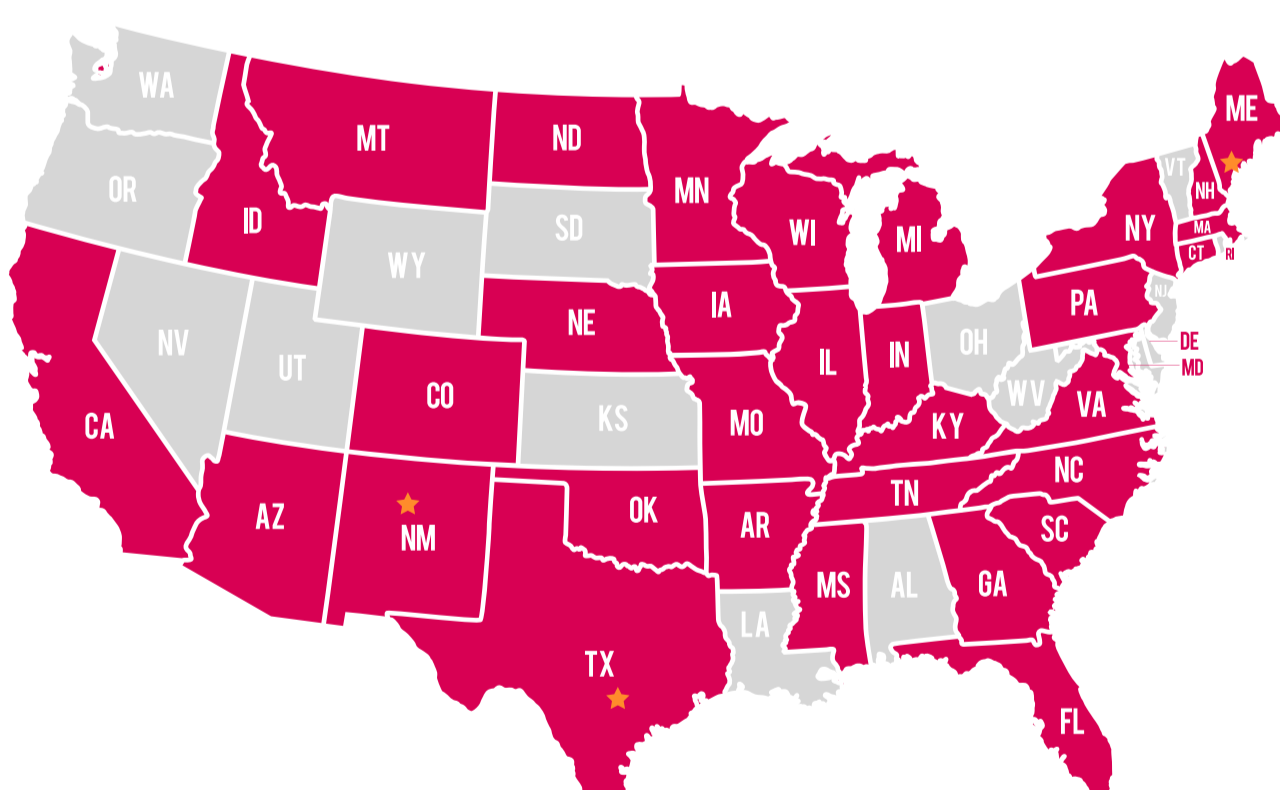
ENGAGEMENT SPECIALISTS

**1,000+**

team members participated in job-specific refreshers or cross-training

**33**

# of states where Carenet team members are located



## Getting Social

DECEMBER 2018

DECEMBER 2019

**102%**

Growth in following

DECEMBER 2018

DECEMBER 2019

**99%**

Growth in following

**7,600** total followers



**4.0** OUT OF 5

Thank you for helping us embrace 2019 as another year filled with opportunity and growth.

Together, we're making remarkable progress in the transformation of healthcare engagement, and our partnership is impacting the consumer experience, outcomes, costs—and lives.

Learn more about us at [carenethealth.com](http://carenethealth.com).