

# Fact Sheet

**Great companies are not better... they are different. While other industries have been transformed, health care for too long has lagged slowly behind. This has to change.**

**Health care should be redesigned around the consumer, and their needs, so they are fully in charge of their health and care decisions.**

## THE CHALLENGE

Self-insured employers who pay for almost half of the healthcare expenditures in the U.S. have seen costs escalate year after year without corresponding improvements in the quality of care, the satisfaction of their employees with the health care ecosystem, and no appreciable improvement of the company's ROI.

While employers attempt to offer their employees access to best-in-class healthcare services, the

result for employees and their families is often fragmented solutions that are confusing to use, complex to understand, and costly to pay for.

Employers are recognizing that it's not enough to offer solutions. Members need unbiased information and trusted guidance along with easy access to high quality care—elements that create a meaningful experience for Members that meet their needs—at an affordable cost.

## OUR MISSION

Transcarent is a new and different consumer-directed health and care experience company improving the quality and value of care in America for employees of self-insured employers and their families by giving them greater control over their healthcare decisions.

The high-touch experience combines data analytics with

human coaching to provide Members with unbiased information, trusted guidance and easy access to high-quality care options, empowering them to make the best medical and financial decisions for themselves and their families in a simplified, seamless experience.

With Transcarent, employees can connect via chat, phone,

or video to a personal Health Guide or a physician, expert second opinions, medication review and management, virtual physical therapy, and full surgery management. Employees also have access to the leading Centers of Excellence and Appropriate Site-of-Care offerings, as well as a broad range of home-based services.

# Who we are

## WE'RE JUST LIKE YOU.

We care about our families, our friends, and our own health. Now more than ever. We want to stay healthy and get the right care that's affordable but also remove all the hassle, the inconvenience, and make health care as simple and as good as everything else we do. And we trust you to make the right decisions. You do in every other part of your life. Don't worry, we'll be there, with all the right resources, to support you as your trusted partner.

We had this crazy idea that we could do better.  
And that's why we started Transcarent.

**Transcarent works with self-insured employers to provide a new kind of health and care experience for more than a million Members**

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## QUICK FACTS

- Officially launched in March 2021; with offices in Palo Alto, Denver, and Chicago.
- Transcarent delivers a personalized, 24/7 care experience, connecting Members with a personal Health Guide or physician, that offers expert second opinions, medication review and management, virtual physical therapy, behavioral health care, oncology care, and comprehensive appropriate site-of-care surgery solutions.
- The company is led by CEO Glen Tullman, founder and former executive chairman and CEO of Livongo Health and former CEO of Allscripts.
- The company has raised approximately \$298 million in funding from leading investors that include General Catalyst, 7wireVentures, Kinnevik, Merck Global Health Innovation Fund, Human Capital, Ally Bridge Group, Kleiner Perkins, Leaps by Bayer, GreatPoint Ventures, Threshold Ventures, Alta Partners, and Jove Equity Partners. Transcarent investors also include leading health systems Northwell Health, Intermountain Healthcare, and Rush University HealthSystem.

# Our Principles

## Health and Care

We are first and foremost focused on building a better system of health and care. For all of us. And we believe the way to do that is experience by experience. Person by Person. Individual by Individual. Because nothing is more personal than your health and your care. And you should be in charge of that. We will always put health and the quality of care first. Nothing else. That you can trust. Always. That's core to who we are. We are a health and care experience company.

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## Client Focused

We build trusted and transparent relationships with our Clients and always act in their best interests. Our model is based on shared savings ... we only win if they win and we do that by improving the quality of care and reducing the waste and inefficiency in the existing healthcare system.

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## Member Focused

It's all about you

We always begin with you and your family. We put you first and put you in charge. We remove the friction, the hassle, the confusion, the complexity, and, hopefully, most of the cost. We want to create an experience you don't just like, but one that you love.

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## Affordability

We all know the current healthcare system is unaffordable and unsustainable. Our goal is to use technology, data science, and process redesign to dramatically change the cost curve. And we know we can do it while improving the care and the experience people have today.

# Our Impact

We've learned through our experiences that informed and empowered health consumers not only love being in charge but also that a 'consumer-first' approach can dramatically improve outcomes and deliver reduced costs.

Lower surgical complication rate \_\_\_\_\_ **↓80%**

Existing treatment plans were corrected or changed \_\_\_\_\_ **72%**

Patients avoided unnecessary surgeries or procedures \_\_\_\_\_ **40%**

Patients have received a change/correction in diagnosis \_\_\_\_\_ **21%**

Members seeking care are connected with a provider \_\_\_\_\_ **60 SECS**

Transcarent's surgery solutions provide an average overall savings of \_\_\_\_\_ **50%**

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## WE MEET YOU WHERE YOU ARE

- Human Health Guides 24/7
- Easy-to-use app
- High-quality Provider Finder
- Access to a doctor in under a minute
- Virtual physical therapy
- Surgery Care solution and support
- Expert medical opinion
- In-home care
- Decision Support
- Second Opinion
- Expert knowledge base access
- Unbiased information and guidance
- Proactive low-cost pharmacy notifications
- High-quality, high-value care
- Behavioral Health Care reduces time to see therapist to 3 days (vs. 21-day avg.)
- Oncology Care provides holistic support and easy access to all care services
- And more...

# Our Investors

GENERAL  CATALYST

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Ventures

 K I N N E V I K

 GLOBAL HEALTH  
INNOVATION

 Human Capital

  
Ally Bridge Group

 KLEINER PERKINS

 BAYER

 Threshold

**GREATPOINT**  
make no little plans

  
ALTA  
PARTNERS

Jove Equity Partners

 Northwell Health®

 Intermountain®  
Healthcare

 RUSH

## JOIN US IN A NEW AND BETTER EXPERIENCE

If you are interested in a revolutionary health and care experience for your team, contact us at (855) 456-9064 or [sales@transcarent.com](mailto:sales@transcarent.com).

### ONLINE

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