

# 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.

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

## 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
- Pharmacy Care
- 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

 wire  
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

**Website:** [transcarent.com](https://transcarent.com)

**Twitter:** @transcarent

**LinkedIn:** [linkedin.com/company/Transcarent](https://linkedin.com/company/Transcarent)

### MEDIA RELATIONS

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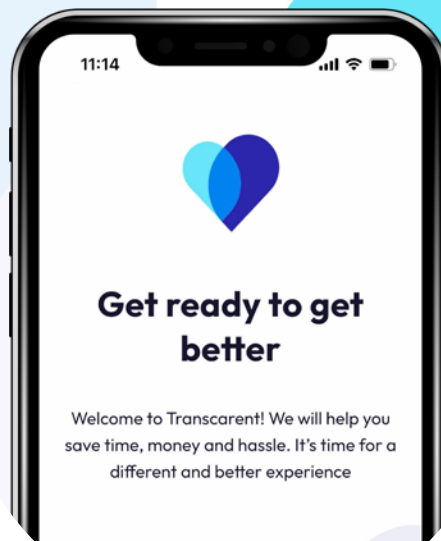


# Hello, we are Transcarent. The Health and Care Experience Company.

Transcarent directly connects your Members with high-quality care, transparent information, and trusted digital and live guidance on their terms.

We provide a health and care experience unlike any other, and it's additive to your existing benefits — you keep your current plans and network. Transcarent is available at no cost to your Members and their families\*

\*Depending on plan design, typically there is no cost after deductible has been met.



**80+**

Net Promoter  
Score® (vs. 20  
industry average)

**40%**

reduction in  
unnecessary urgent  
care and ER visits

**80%**

reduction in  
readmission and  
complications

**\$500+**

est. reduction in  
total cost of care per  
person per year

## With Transcarent's fully integrated solutions and direct care ecosystem, your Members can:

- + Access care in seconds — and skip the waiting room**  
Unlimited access to the same physician for a 7-day episode in under 60 seconds, 24/7/365
- + Get convenient care from the comfort of home**  
No trips to the ER and hospital with urgent and post-acute care for all common needs
- + Assess care needs and find a local doctor**  
AI-powered symptom checker identifies the likely cause of health issues, and our quality provider finder helps find & book visits with top doctors in their network
- + Receive end-to-end health and clinical guidance**  
24/7 access to dedicated Health Guide, physician support, and dedicated Surgery Care Coordinator
- + Receive rapid therapy with Transcarent Behavioral Health Care**  
Access therapists in as soon as 2 days (vs. 21-day avg.) to help manage anxiety, stress, depression, and more
- + Connect with vetted specialists via Transcarent Surgery Care and Oncology Care**  
Get expert opinion and high-quality treatment from top doctors
- + Save money on branded and generic drugs via Transcarent Pharmacy Marketplace**  
Low-cost, high-quality medications available for local pick-up or home delivery

# Transcarent Pharmacy Care

Transcarent Pharmacy Care gives employers maximum control over their formulary, benefit designs, data and empowers Members with a consumer-driven experience that deeply integrates both medical and pharmacy benefits.



No spread  
payment  
arrangements

60%

average  
employee  
engagement

\$92

median savings  
per employee per  
prescription<sup>1</sup>

Nearly 1 in 4 consumers have difficulty affording their prescription medications.<sup>2</sup> Benefits Leaders need a new option for their employees. Transcarent Pharmacy Care is a different experience that deeply integrates longitudinal medical and pharmacy care. Employers are given maximum control over their formulary, benefit designs, and data with a fully aligned advocate in their corner.

## Schedule a Strategy Session

Join us in a new, different, and better health and care experience or visit [transcarent.com/demo](https://transcarent.com/demo) to understand how Transcarent can help your Members to search, find, and save money on their medications.

855.456.9064

[sales@transcarent.com](mailto:sales@transcarent.com)



## With Transcarent Pharmacy Care:

- + **Benefits Leaders do not receive unexpected, hidden fees**  
Fully transparent with 100% pass through of all rebates
- + **Benefits Leaders own their data and pharmacy benefits experience**  
Have an advocate in your corner
- + **Members receive integrated, comprehensive medical and pharmacy care experience**  
No more siloed benefits
- + **Members see all their medications in one place**  
List of medications is available in one central place on their device

## References

<sup>1</sup> Based on member survey

<sup>2</sup> [Kaiser Family Foundation](https://www.kff.org/)

# Transcarent Surgery Care

Surgery Care delivers market-leading surgical COEs with digital and live guidance for your Members and their families, and provides them with holistic support — before, during, and after surgical care.

Transcarent Surgery Care builds on the longest-running COE program — 15 years and counting — and on our Everyday Care foundation of high-touch, evidence-based guidance and resources. Our high-quality, comprehensive surgery solution and services deliver tangible results in surgical appropriateness and improved outcomes.

## We have been delivering a VIP Surgery Care experience for 15 years

### HIGH TOUCH

**35+**

Avg touch points between the Care Coordinator & Member

### CONVENIENT

**>100 hrs**

of time spent per surgery by a Care Coordinator for the Member

### DEEP EXPERIENCE

**Thousands**

of Surgeries facilitated to date

**80%**

fewer complications<sup>1</sup>

**90%**

fewer readmissions<sup>1</sup>

**90+**

NPS®

We pre-negotiate rates and contract directly with over 200 COEs in 37 states to provide high-quality, risk-based bundles for 300+ procedures across nine surgical categories: bariatric, cardiac, general, orthopedic, spine, women's health, vascular, neurological, and oncology procedures.



Transcarent Surgery Care has a seamless, supportive process that backs your Members' emotional and physical well-being. They can:

- **Get the best care specific to their needs**  
Align care based on location, timing, medical history, plan benefits, as well as access to resources and a support network
- **Obtain high-value care locally or at a COE**  
Expert care delivery at surgical facility vetted for high quality care
- **Perform pre- and post-surgery physical therapy on their schedule**  
High-quality virtual PT — with FDA-approved sensors — from the comfort of home
- **Go to one convenient source throughout process**  
Digital app for status & task tracking, document management, and communication

## Schedule a Strategy Session

Join us in a new, different, and better health and care experience or visit [transcarent.com/demo](https://transcarent.com/demo) to understand how Transcarent can help your Members get the best, most appropriate care for their specific procedure.

855.456.9064

[sales@transcarent.com](mailto:sales@transcarent.com)



## References

<sup>1</sup> Based on Morningstar Analysis



# Transcarent Oncology Care

Oncology Care holistically supports Members and their families physically, emotionally, and financially for a complete — and entirely unique — cancer care experience.

From diagnosis, treatment, and return to work, Transcarent Oncology Care creates a highly personal experience that improves the quality of life for Members and their caregivers.

**80%+**

improved quality  
of life

**90%+**

Member  
satisfaction

**80%+**

improved  
treatment plan

This positive outlook, backed by our dedicated human-based guidance and support, empowers your Members to be in control of their own care throughout their cancer journey.

## Schedule a Strategy Session

Join us in a new, different, and better health and care experience or visit [transcarent.com/demo](https://transcarent.com/demo) to understand how Transcarent can better support your Members facing the burden of cancer.

855.456.9064

[sales@transcarent.com](mailto:sales@transcarent.com)



**Transcarent Oncology Care provides your Members with one convenient, easy-to-access experience for all their everyday and cancer care needs. They can:**

- + Identify care needs early when intervention is most successful**  
Claims-based identification, holistic health profile, and self-serve AI-powered symptom checker (screens for 20+ types of cancer) identifies potentially troubling journeys early
- + Get an optimized diagnosis and treatment plan without leaving home**  
Expert Opinion solidifies treatment path, improving outcomes and quality of life
- + Access to specialized Oncology support for cancer-related questions—during and after treatment**  
Dedicated and trusted Oncology nurse provides clarity during an overwhelming time
- + Obtain high-value and accountable precision oncology care locally or nationally**  
Value-based expert care provided at a cancer COE, with highest complexity cases automatically detected and managed via provider-to-provider collaboration
- + Stay their authentic selves with non-clinical social support and workplace benefits**  
Dedicated Health Guide provides nutritional, social, and financial guidance, in addition to workplace plan design supporting cancer awareness and management

# Transcarent Behavioral Health Care

Behavioral Health Care provides rapid, personalized access — virtually and in-person — to quality therapists and other behavioral health specialists

Transcarent Behavioral Health Care provides comprehensive behavioral care across the entire acuity spectrum for your Members and their dependents ages 6 and up across 12+ conditions and all levels of severity.

They get high-quality care without the wait to manage stress, anxiety, depression, and more complex mental health needs. We provide access to a provider in as soon as 2 days, so Members can feel better, faster.

Transcarent Behavioral Health Care has 9+ entry points to care to help identify potential behavioral health care issues early — and a 99%+ network accuracy and availability. No more “ghost networks.” Our providers are available to help your Members — when and where they need it.

These entry points remove longstanding access barriers to behavioral health care (e.g., fear of stigmatization, and lack of financial support and mental health services). Equally important, they improve Member engagement and clinical outcomes.

**70%**

of Members  
improve clinical  
outcomes

**76%**

recovery  
rate

**50%**

improvement  
in employee  
retention

**Transcarent Behavioral Health Care is the only solution to fully address all your Members' behavioral health needs — and to help them feel better, faster. They can:**

- + Get rapid, personalized access to in-person or virtual care**  
Access to immediate care options (self-serve digital cognitive behavioral therapy content, telehealth, 24/7 Health Guides) and providers (care navigators, coaches, therapists, psychiatrists) in as soon as 2 days.
- + Receive timely support across diverse needs**  
Care for conditions such as ADHD, insomnia, and PTSD with a diverse, representative provider network.
- + Receive tailored and appropriate level care planning**  
Evaluation of their needs and care goals to drive precise recommendations to appropriate care (e.g., coaching, therapy, medication management)
- + Get integrated care across the Transcarent ecosystem**  
Easily access and manage their behavioral and physical health needs

## Schedule a Strategy Session

Join us in a new, different, and better health and care experience or visit [transcarent.com/demo](https://transcarent.com/demo) to understand how your Members can experience a behavioral health care solution as unique as them.

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