
Remote Monitoring Solutions



Agenda

- Introductions
- Objectives & Expectations
- VRI Company Overview & Experience
- TeleHealth Monitoring Processes
- Devices – Today & Future
- Partnership Opportunity
- Next Steps



Who We Are

- 25 years of experience
- Over 20 health plan customers and significant health system experience
- Actively monitor 110,000 members; over 400,000 installations
- Vital Sign, Medication, Personal Emergency Response System
- National Network of Home Service Representatives
- Impactful Outcomes – Financial, Clinical and Client Satisfaction



Value Proposition

- Solutions based partner to augment your talented care managers
- Turnkey logistics and in home engagement
- Device Agnostic – Today and Future
- Daily monitoring of members, early identification of trends and events
- Triaging based on customized clinical values
- Timely and actionable information to providers
- High member adherence and satisfaction
- Outcomes focused and aligned with your goals



Third Party Outcomes Study Blues Plan, Medicare

Metric	VRI versus Control Group
Admissions	55% ↓
Readmissions	37% ↓
ER Visits	32% ↓
Member Perception that Plan Cared About Their Health	84% ↑
Member Self Reported Confidence in Managing Their Condition	81%
Program Satisfaction Rate	95%



Independent Outcome Study

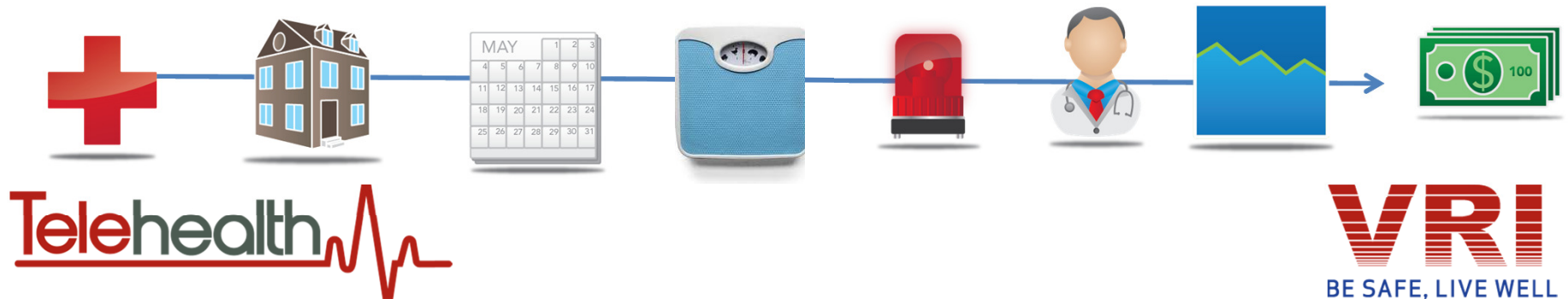
Study of 390 Medicaid members over 12 month period. Diabetes, COPD, HF and Hypertension

Metric	Outcome versus prior period
Heart related admissions	53% ↓
Heart related readmissions	55% ↓
Diabetic admissions	62% ↓
Diabetic readmissions	64% ↓
Any reason readmission	58% ↓
Overall ER visits	55% ↓



How VRI Monitoring Works

- ❑ Member identified; local VRI engagement specialist installs in the home within 2 days
- ❑ Devices send biometric data to VRI daily
- ❑ Member receives adherence reminder calls; VRI programs achieve >90% adherence
- ❑ Values outside of pre-determined boundaries, validated by VRI nurse via phone
- ❑ Validated alerts are stratified and triaged to member's caregivers

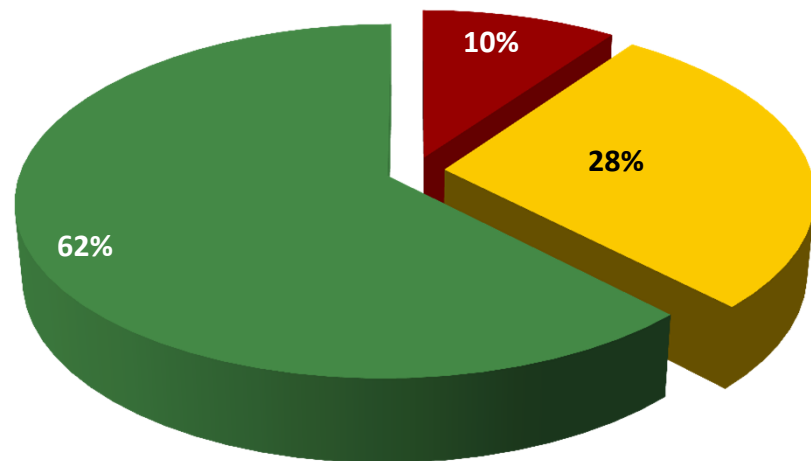


Focused Clinical Intervention

Red Alert – Immediate clinical intervention required

Yellow Alert – Member needs to be watched, no immediate intervention needed

Green Alert – False alert - Misuse of equipment or other non clinical event.

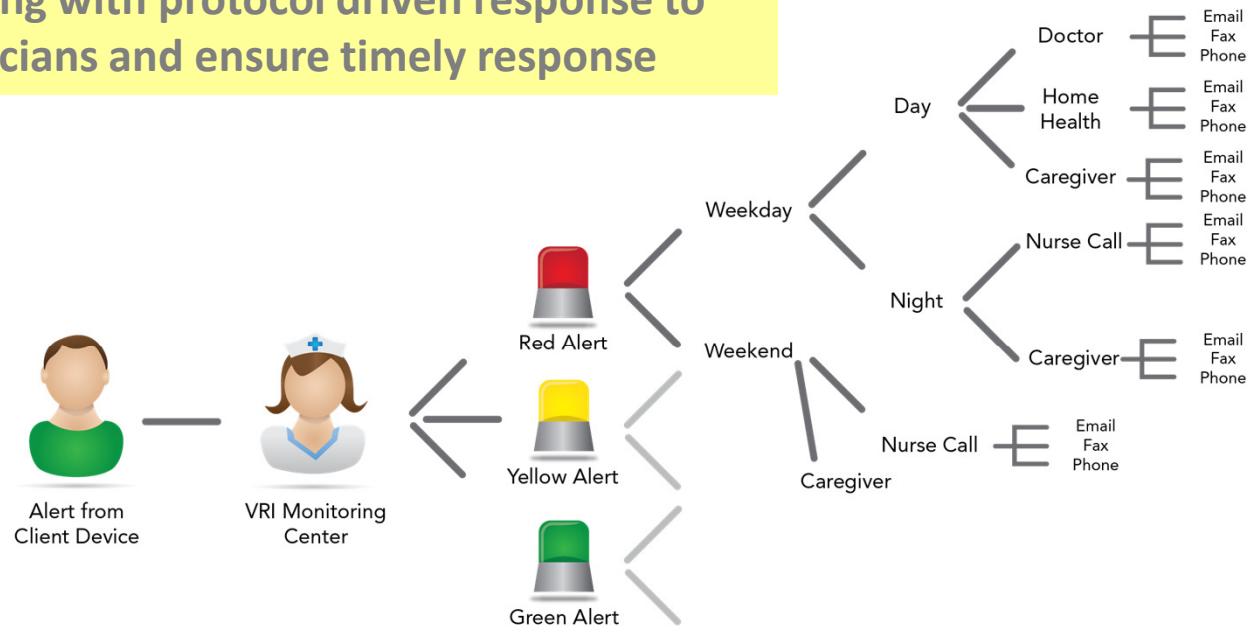


Care Center triages all alerts and significantly reduces the number of alerts clinicians need to address - reducing data fatigue

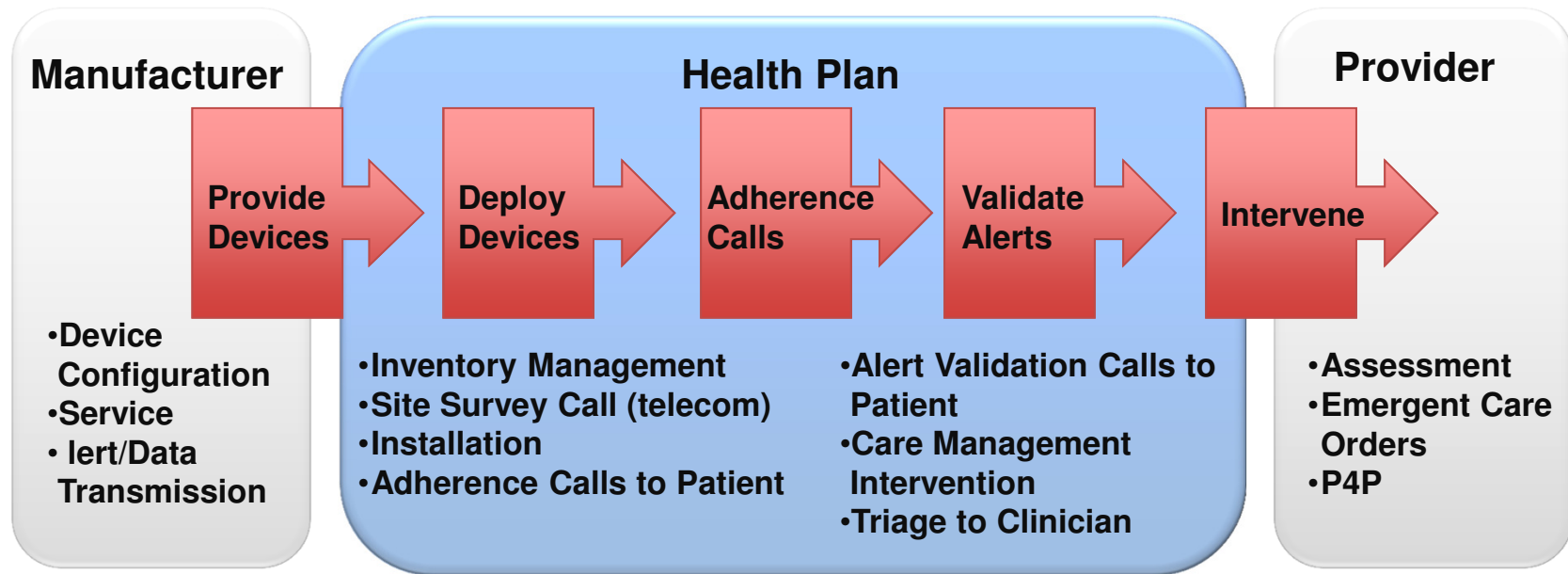


Provider Coordination

24x7 Monitoring with protocol driven response to engage clinicians and ensure timely response

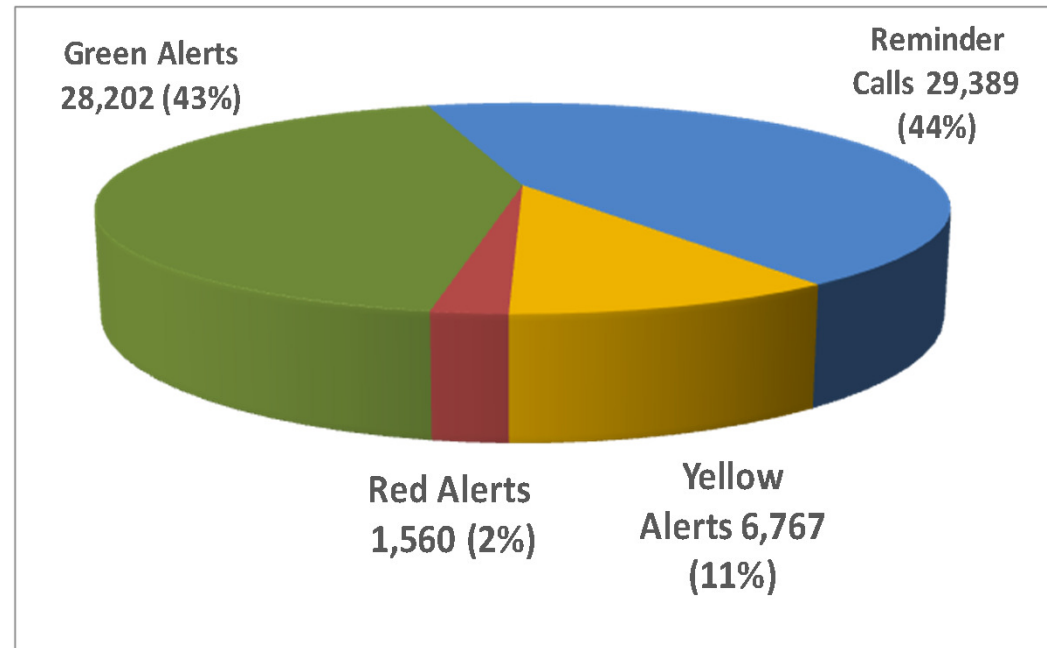


Value Proposition – Unsupported Telehealth

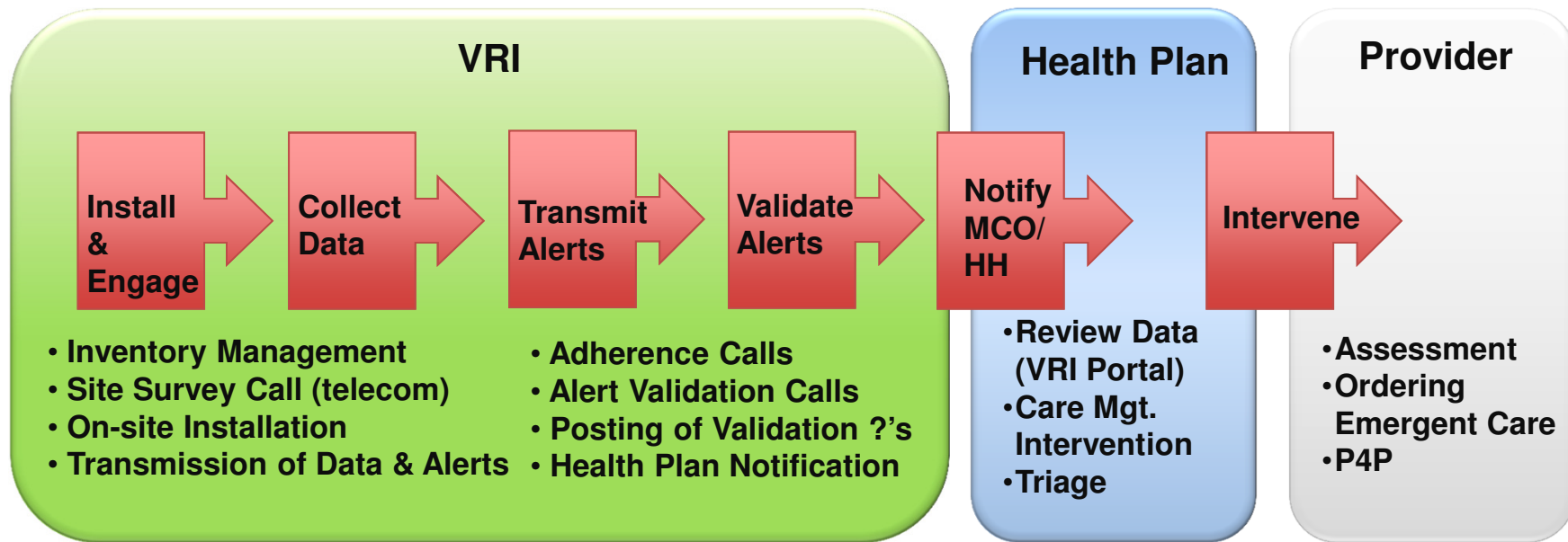


Eliminate Data Fatigue

- 1600 telemonitoring clients
- 4 month evaluation period
- 65,918 telephonic interactions (excluding tech support calls)



Value Proposition - VRI Supported Telehealth



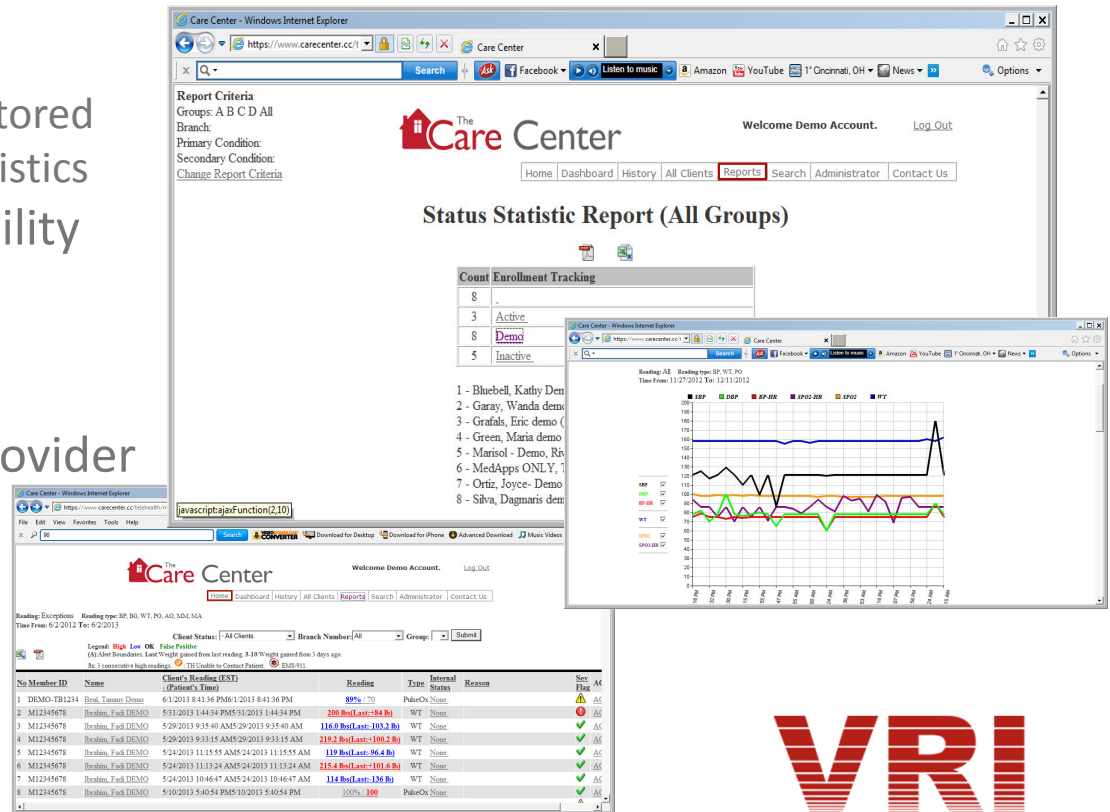
Web Portal - Triage

- Standard triage questions when reading is outside boundaries
 - Guide the clinicians
 - Score the alert
- Documented answers from the individual
 - Available to the Plan and Provider for follow up



Real Time Access to Data

- Program Overview
 - Devices in use, Conditions Monitored
 - Alert and triaging process & statistics
- Member Level Experience Visibility
 - History and current status
 - All interactions and follow ups
 - Member/Family Access
- Reporting Flexibility for Plan/Provider
 - Client status
 - Alert statistics
 - Physician's alert report
 - Downloadable



Devices

- Device agnostic -- Interface with multiple devices
- Continuous research and testing of new technologies -- best technology wins so clients benefit from innovation
- Adapt to client connectivity
- HIPAA and FDA compliant processes



Why VRI?

- Device agnostic approach and access to innovative technology
- Solutions based approach to support your care management team
- High member adherence and satisfaction
- Turnkey logistics and in home engagement
- Integrated access to data and reporting
- Demonstrated outcomes and ROI
- Aligned with your goals and values

VRI allows you to Acquire, Aggregate, and Utilize health data from the home



VRI Medical Alert Systems

❑ LEADING PROVIDER OF MEDICAL ALERT SYSTEMS

- 25 years providing service, with hundreds of thousands of units deployed , including GPS
- Fall Prevention
- Clients include Verizon, AT&T, 23 state Waiver programs, and a host of managed care organizations.



❑ ENTRY INTO HOME HEALTH MONITORING

- Provides scale for cost effective telehealth monitoring
- Medicaid system access



❑ FOCUS ON SERVICE

- Industry leading response times (5 seconds avg)
- VRI's professional installers provide install and service



VRI Medication Adherence

❑ VRI PROVIDES HOME-BASED MEDICATION ADHERENCE

- Over 15 years providing service, tens of thousands of units deployed

❑ EFFECTIVE TECHNOLOGY

- A scalable approach to a complex issue that involves multiple stakeholders
- We evaluate and provide devices that provide the greatest adherence and value
- Real time notification of missed dose enables timely assessment and intervention



Questions & Next Steps

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