

INCLUDED HEALTH

Get Included

A Better Healthcare Solution for your LGBTQ+ Employees.

ACCESS.

ADVOCACY.

SUPPORT.

CARE EQUALITY.

**INCLUDED
HEALTH**

CONFIDENTIAL



Why is this Needed?

40% of the LGBTQ+ community has had a **negative experience**

This results in greater care avoidance.
3 - 4x higher than non-LGBTQ+ patients

LGBTQ+ members are **already at risk** for a range of health issues

Bottom Line: **People** are not getting the care they need



Our Partners: Employers

We partner with employers to offer our service as a health benefit to their LGBTQ+ employees.

We support your employees so they can be their *authentic self everyday*

SOFT ROI

- Talent Acquisition & Retention
- Diversity & Inclusion
- Positive PR & Public Image
- Create amazing employee experiences

HARD ROI

- Healthier workforce
- Reduce unnecessary healthcare costs
- Increased Productivity & Presenteeism
- LGBTQ inclusive company policies lead to better performance & profitability

Our Services

Included Health is the first comprehensive platform for your LGBTQ+ employees.



LGBTQ+ Affirming Provider Directory

- National directory of in-network and vetted providers
- Member feedback and reviews
- Potential for telehealth options



Care Navigation

- Transgender Center of Excellence
- Specialty provider services
- Rx coverage and affordability support
- Billing & claims support



Support System

- Advocates Program
- Monthly member newsletter
- Ongoing Provider education on LGBTQ+ health

Ways We Can Support



Physical Health

How do I get PrEP or find a doctor who knows about PrEP?



Transgender Care

I am a Trans male and want to have gender affirming surgery. Can you help me with my insurance and finding surgeons?



Mental Wellbeing

I would like to find an LGBTQ knowledgeable therapist.



Empowerment

My daughter just told me she's gay. I'd love to talk to other parents who have had similar experiences.



Family Planning

I am looking for an OBGYN and / or a Fertility Specialist who is friendly to the community.



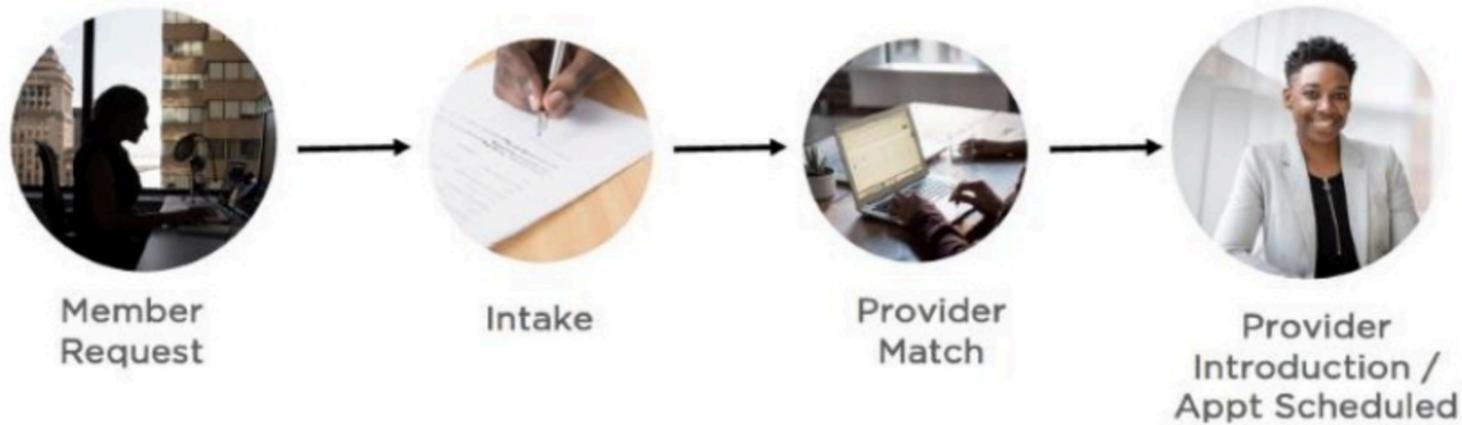
Inclusion Support

I want to come out at work, but don't know how to proceed. Can you help?

Member Experience

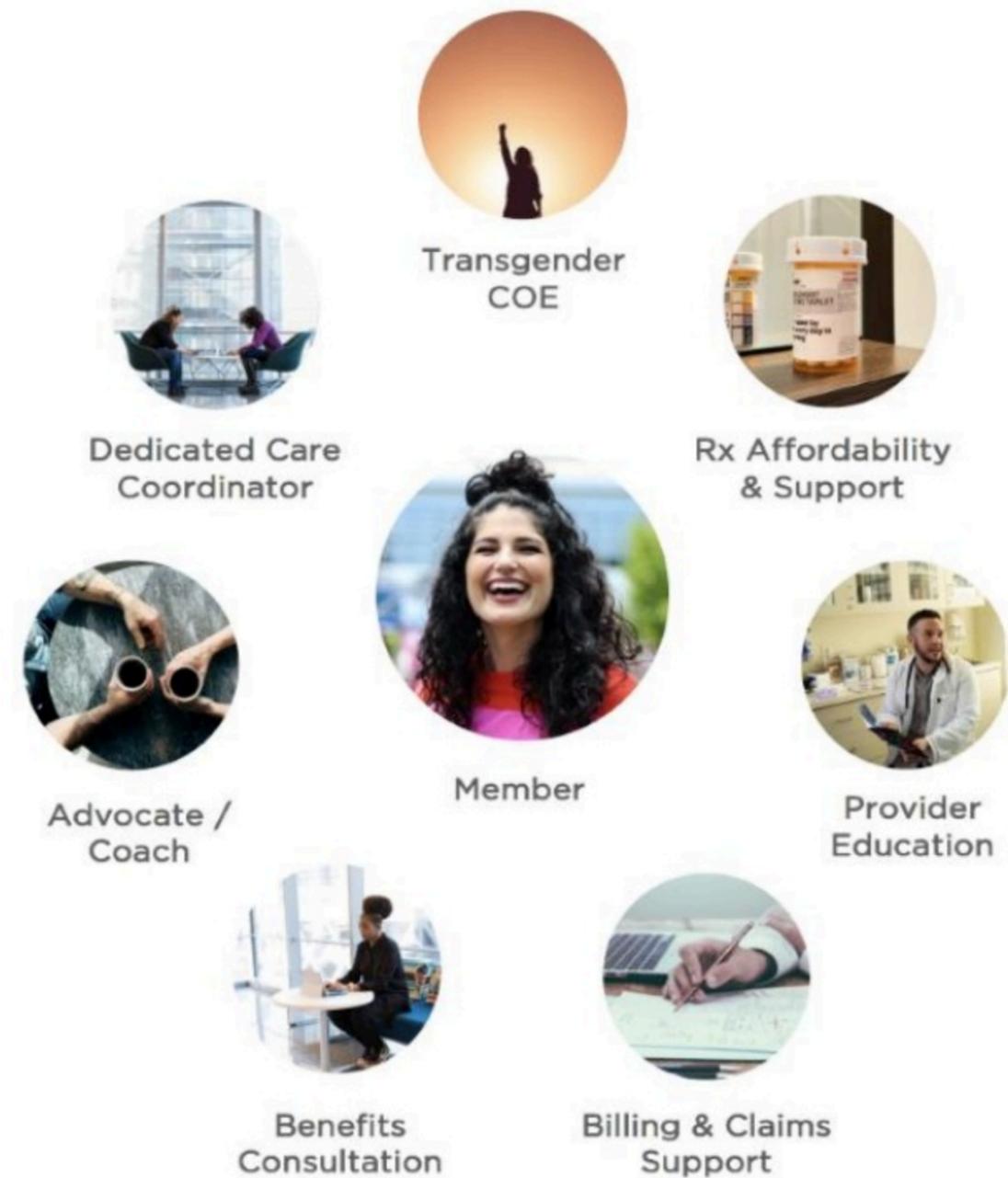
Members are connected to quality and affirming providers within 48 hours

Provider Search & Connection



48 Hours

Care Navigation



Ongoing

Included Health Update

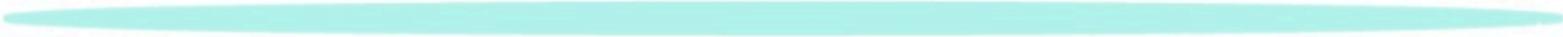
- 1) Included Health services are now live!
- 2) Wave 2 Early Adopter Enrollment is now open
 - Q3 Launch
 - Only 3 spots available
- 3) 1,500+ providers in our vetted directory and growing!
 - PCP, OB/GYN, Trans Health, & Mental Health
 - Building partnerships with LGBTQ resources centers
- 4) Proprietary research study is still open
 - 1,800+ responses
 - free opportunity to get valuable data
 - Dr Burton will publish findings in Medical Journal

Covid-19 Response

Covid-19 impact on the LGBTQ+ Community

- Social isolation is leading to worse mental wellbeing
- Elective procedure cancellations impacting the Trans community
- Challenges finding affirming providers who offer telehealth
- PrEP access issues

We are prepared to assist you and your LGBTQ+ employees in their time of need



Top 3 requests for assistance, based on initial user data, are:

- 1) LGBTQ-friendly therapists
- 2) Providers for Gay men and PrEP
- 3) Trans benefits and coverage support

Member Testimonials

IH Member,
Northeast

“Thank you so much! You have been such a help in all this, and it is genuinely life changing.”

“It’s amazingly hard sometimes to find doctors and staff that are inclusive and have knowledge on the subject. I’ve spent hours and days before searching for new doctors, and you made everything incredibly easy. Thank you so much!”

IH Member,
Southwest

IH Member,
South

“I’ve never felt comfortable sharing my sexual orientation with my doctor out of fear of discrimination, now I can comfortably do that, because you found me an OBGYN I know will treat me with dignity and respect.
Thank you!”

Preliminary Survey Findings

Initial Survey Response: ~1800 responses across 6 EHIR member companies



Preliminary Data,
NOT Final

SURVEY FINDINGS



have had
a **negative**
experience

40%

have postponed
or avoided care

45%

have had **difficulty** finding a
provider who can meet their needs

& 60%

have had **difficulty** finding a therapist or mental health provider.

89%

would like to use
a service like
Included Health

Preliminary Survey Results

Requests from Respondents:

“It would be nice to be able to ask questions about your health online, it can be easier to bring up a health issue when you don’t think you will be judged.”

“We need assistance with Rx Coverage. Is there an LGBTQ advocate internally we may confide in for assistance when having issues with insurance? I can’t bring this up with my manager.”

“It would be helpful if there were a single point of contact or an expert we could contact, whom we could ask advice on which doctors within our region specialize in specific health needs.”

“I love the idea of an LGBTQ friendly directory. Oftentimes, I find all of my doctors through word of mouth of friends so this would be a great asset - especially in communities that do not have as much access to information about LGBT friendly doctors outside of major metropolitan areas.”

“It’s nerve wracking not knowing who you can trust.”