

# No one navigates their healthcare journey alone

We treat every member with love  
and care, providing expertise and  
support to meet their unique needs

April 14, 2023



**Wespath**  
BENEFITS | INVESTMENTS

# Quantum Health

The healthcare navigation category creator and leader

Unmatched Experience		Unmatched Scale		Financially Strong	
<b>1999</b>	Year founded	<b>2.7M</b>	Covered Lives	<b>20+ Years</b>	EBITDA Positive
<b>18 Years</b>	Of positive third-party validated ROI	<b>2,000</b>	Employees	<b>95%</b>	Client Retention rate
<b>Dublin, OH</b>	Headquarters	<b>475</b>	Clients across industries	<b>Privately Held</b>	PE Investment Partners: <b>WARBURG PINCUS</b> <b>Great Hill</b> PARTNERS
		<b>640K</b>	Health System/Care Covered lives		
		<b>70</b>	Health System/Care Clients		



# Serving a Diverse, Growing Client Base

With an expertise serving faith-based organizations – over 261K members



# What Our Faith-Based Clients Say They Value Most

## In their own words

“ *Very relational, personal approach...not transactional. That relationship piece, the connection, people-to-people, is key. Extensions of us – as if our employees are sitting at Quantum Health.*

*Genuine interest in our culture and people – you know where we are coming from and that influences how you talk to our members.*

*You get into the details with our SPD's and plan documents - you are well informed; learn the true intent behind them and help clarify and advocate.*

*You understand the burnout our Pastors and members are feeling; can support them with resources outside of the plan within the community.*

”

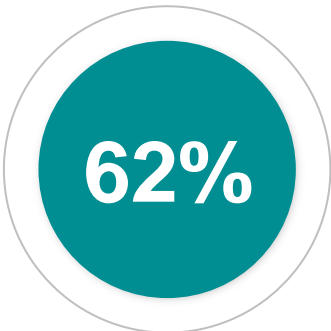
— Quantum Health Faith-Based Clients

# Faith-based Client Results

An alignment of values, leading to best-in-class outcomes



NPS



Employee  
Engagement



High-risk  
Engagement



ROI



# Supporting the Unique Needs of Every Consumer



*Elizabeth*

## Incidental

Those dealing with a specific healthcare challenge or decision

*Ron*

## Be Healthier

Those seeking to maintain/improve their health

*Marshall*

## On the Journey

Those who have complex healthcare issues

# Pillars Form the Foundation

Meeting members where they are



Sanctuary



Expertise



Stick with Them



Warrior



Friendship

# Simplifying the Experience with a Single Point of Contact

## OBJECTIVES

- Increase benefits utilization
- Improve clinical outcomes
- Reduce stress for members and clients
- Make important information easily accessible
- Raise awareness of available benefits
- Increase member satisfaction





# Simplifying the Experience with a Single Point of Contact



**Wespath** | **Quantum HEALTH** | **MEMBERS:**  
Contact Care Coordinators for any healthcare need  
1-800-257-2038 www.acmehealthcare.com

MEMBERNAME:                      DEPENDENTS:

ID NUMBER:  
GROUP NO:  
PLAN:                      SUBMIT CLAIMS TO:      PRIMARY NETWORKS:



PHONE / WEBSITE / APP

- CLAIMS ADMINISTRATOR AND NETWORK
- PHARMACY BENEFITS MANAGER
- POINT SOLUTIONS
- COMMUNITY RESOURCES
- BENEFITS ADMINISTRATIVE PLATFORM

## Warrior® Service Model

**I AM YOUR  
HEALTHCARE WARRIOR.**

I WILL TAKE YOU BY THE HAND.

I WILL WALK WITH YOU THROUGH  
EVERY STEP OF THIS JOURNEY,  
NO MATTER WHERE IT LEADS.

I WILL PROTECT AND FIGHT FOR YOU.

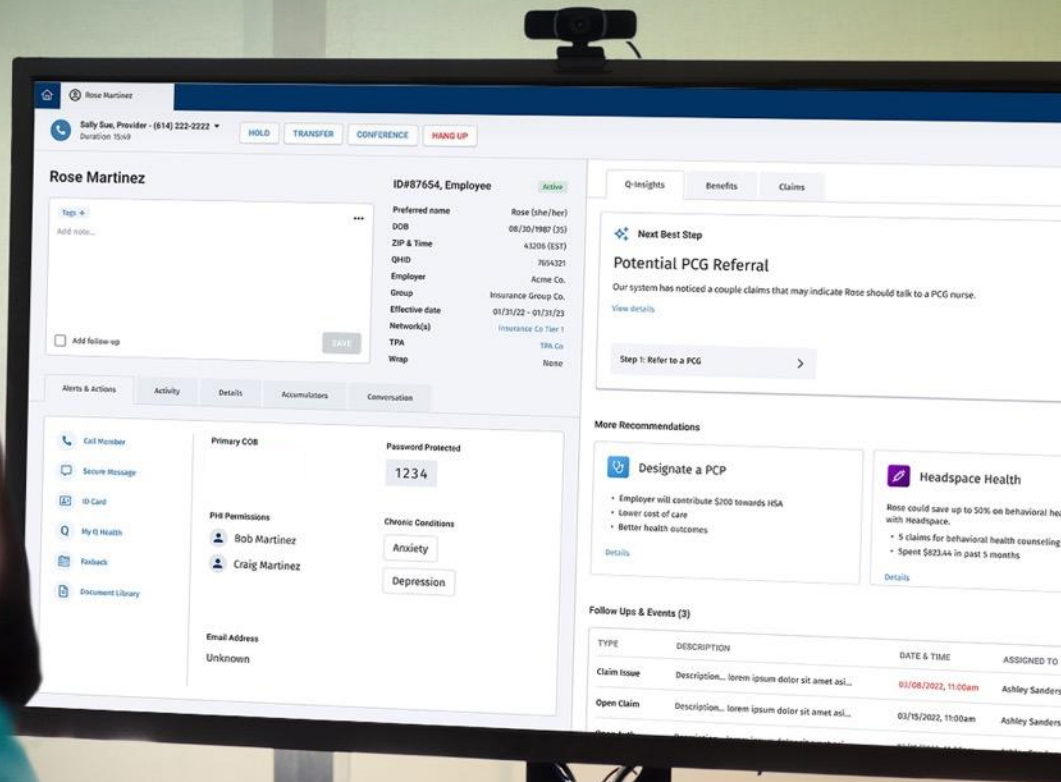
I WILL BE YOUR FRIEND.

YOU ARE NOT ALONE.

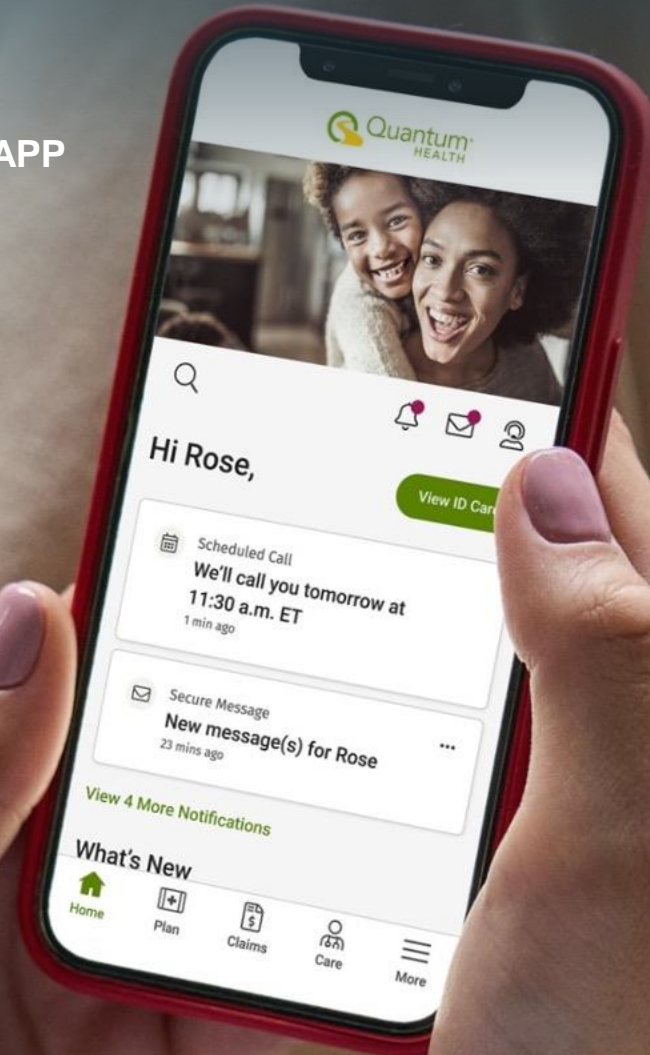
**I AM YOUR HEALTHCARE  
WARRIOR.**

# Real-time data drives every interaction

PROPRIETARY GUIDED EXPERIENCE PLATFORM



MOBILE APP





# Supporting You With a Team of Dedicated Experts

**Pod:** A group of 30-35 specialists advocating for your employees

## Pod Leadership Team

- Enhances user experience and clinical outcomes
- Utilizes real-time, crowd-sourced feedback

## Clinical Service

- Supports chronic and acute conditions
- Oversees utilization management
- Manages behavioral health clinical needs
- Engages team through Personal Care Guides nurses

## Customer Service

- Advocates for every member
- Educates members about claims, benefits, point solutions, cost and quality

## End Result:

Human-centered, tech-empowered care coordination that acts as an extension of your team.



A photograph of a young woman with dark curly hair and a young girl, both smiling and embracing each other outdoors. The woman is in the foreground, looking off to the side with a joyful expression. The girl is behind her, also smiling. The background is a soft-focus outdoor setting with greenery and a warm, golden light. A teal semi-transparent box is overlaid on the left side of the image, containing the text 'Thank you and Questions'.

Thank you and  
Questions