Real Care. Real Time.
**Company Snapshot**

*Sinq is a health technology product and services company that enables clients and partners to drive coordinated care quality, cost reduction, and oversight in powering the shift from volume to value*

<table>
<thead>
<tr>
<th>What We Do</th>
<th>How We Do It</th>
<th>Who We Do It For</th>
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<tbody>
<tr>
<td>• Deploy a cloud and mobile first EVV technology to enable, leverage, and monitor home care providers</td>
<td>• The platform is a disruptive solution facilitating the flow of real-time, actionable information between and about key stakeholders in the health care delivery continuum including Health Plans, Home Health Providers, and Patients</td>
<td>• Health plans with focus on Medicare Advantage and Long Term Care programs</td>
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<tr>
<td>• Weave intuitive technology across four current use cases:</td>
<td>• Make older telephonic oversight obsolete by using GPS and real time visibility and proactive operations</td>
<td>• Home health (skilled service providers), home care (unskilled personal care service providers) and private duty</td>
</tr>
<tr>
<td>1. Electronic Visit Validation (EVV)</td>
<td>• Use bidirectional data flow to cast a wider net on coordination which can close gaps in preventive care and alert on any decompensation events, which lead to higher cost settings</td>
<td>• Facilitated three party intermediary between plan, provider and member</td>
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<tr>
<td>2. Scheduling</td>
<td></td>
<td>• Risk based provider groups</td>
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<td>3. Care Plan/Documentation</td>
<td></td>
<td>• Home based physicians</td>
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<tr>
<td>4. Condition Alerts/Mitigation</td>
<td></td>
<td>• ACO/Integrated health care systems</td>
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<td>5. Strategic Collaboration Engine</td>
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<td>• Community based agencies/coordination entities</td>
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<tr>
<td>• Give clients rich, customizable and agile SaaS tools to support value creation, improve outcomes, and drive down total cost of care</td>
<td></td>
<td>• Consumer family members</td>
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<td></td>
<td></td>
<td>• State and government agencies</td>
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<td>• Strategic JV/technology partners</td>
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The Opportunity

The Sinq platform provides a comprehensive solution that allows for maximizing operational efficiency, decreasing operational expenses, and increasing patient satisfaction, which results in an increased ROI over other EVV solutions.

### Increased Operational Efficiency
- Minimize or eliminate manually entering visit form data and paper records
- Automate care plan monitoring for faster completion of compliance audits
- Coordinate staff scheduling within platform for maximum effectiveness

### Decreased Operational Expenses
- Reduce organizational costs associated with burdensome administrative tasks
- Optimize clinical resources by focusing staff on the care of the patient
- Minimize costly scheduling variances associated with home visits by field staff

### Increased Patient Satisfaction
- Real-time patient insights unlock the full value that providers can deliver
- Integrated care modules improve care through information transparency
- Utilize information to identify and mitigate potential decompensation events

### Increased ROI
- Increased client satisfaction ratings, thereby increasing revenue potential
- Increased margins from operational efficiencies and labor savings
- Participate in value-based programs as an additional revenue source
Electronic Visit Verification Mandate

The 21st Century CURES Act requires implementation of Electronic Visit Verification (EVV) for PCA and home health services to monitor, detect, and deter caregiver exploitation

<table>
<thead>
<tr>
<th>What is EVV?</th>
<th>What are the EVV Requirements?</th>
<th>EVV Timeline and Opportunity</th>
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<tbody>
<tr>
<td>• EVV is a clinical documentation system for Home Community Based Services that is used to electronically verify when a provider’s visit occurs</td>
<td>• EVV vendors are required to have software verifying that a service was provided to an eligible Medicaid beneficiary, while also electronically capturing the services provided at the point of service</td>
<td>• Mandatory nationwide use of EVV in Medicaid personal care (2019) and home health services (2023)</td>
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<td>• EVV ensures patients receive the necessary medical services, while synchronizing information from the visit in real-time</td>
<td>• EVV providers must use technology that integrates scheduling, billing, payroll, communication, and patient documentation</td>
<td>• 30+ states currently utilize some form of EVV, while remaining states will need to mobilize</td>
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<tr>
<td>• EVV was designed to help verify billed services, prevent fraud, and minimize errors by replacing manual documentation and processes</td>
<td>• For states that currently require EVV, any claims submitted outside the system will be denied</td>
<td>• Over $13B annually spent on Personal Care Services in the US</td>
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<td>• The EVV requirement does not have an impact on the submission and payment of claims</td>
<td>• Estimates range from 8-15% of PCA hours are fraudulently billed</td>
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<td>• The Congressional Budget Office scored the Cures legislation and attributed EVV with saving $290M in total between 2017 – 2026</td>
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An Intuitive Solution: Visit Oversight

1. The Appointment
The Sinq application contains only the daily appointment information specific to the individual using the device.

2. Check In
Time and geo-stamps upon arrival at the appointment location for session time and place tracking.
An Intuitive Solution: Care Gaps, Change in Condition

3. Issue (Care Gaps, CiC) Collaboration
Providers can view/update member issues seamlessly (field and office). Documentation are persisted across appointments, aids, and the Provider and Plan clinical staffs.

4. Change in Condition
The combination of Payer and Provider selected questions must be answered. Both Provider Care Managers and Health Plan Case Managers are alerted real time as needed.
An Intuitive Solution: Care Plan, Client Validation

5 Care Plan
Seamless Care Plan management improves compliance, reduces Provider administrative burden, maintains robust audit readiness, and raises shared visibility with Health Plans.

6 Check Out
Takes a second timestamp and prompts for client validation of the visit with a signature. Visit data is electronically submitted on the aid’s behalf (no paper submission).
An Intuitive Solution: Customer Portal

1. Office staff and users to access and update visit information in real time

2. View, edit and track care plan compliance at the client level

3. Comprehensive operational reporting and analytics capabilities enabling intervention in potential compliance issues
An Intuitive Solution: Operational Management Portals

Sinq’s web portal allows office staff members and users to access and update information in real time. Filtering capabilities include date, time, status, client/user name, office location, and validation state.
The client section of the web portal allows users to filter, view, and edit care plan reports. Tracking of variance, expected tasks, and performed tasks are listed.
An Intuitive Solution: Reporting Portals

Reporting capabilities through the web portal include exporting to excel, exporting to PDF, and printing to share and document client/user visits.
Electronic Visit Verification Module

**Pre-Service**
- Schedule: Patient appointments are preloaded into the sinq application.

**Time of Service**
- Visit Check In: Care provider arrives at patient home, they “clock in”, replacing the paper visit form with status available real time to offices.
- Check Out: Care provider finishes appointment and “clocks out”, replacing the paper visit form with status available real time to offices.

**Post-Service**
- Reconciliation Conducted: Hours variances are electronically validated and flagged for variance for attention on exceptions instead of on all transactions.
- Billing: Verified hours feed payroll system and claims are generated.

Care and Data Gap Module

**Pre-Service**
- Determine Gaps to Communicate: Provider determines which service or data need to send as a reminder alert.

**Time of Service**
- Communicate Gap: Provider will feed module through clinical system which patients qualify for alert.
- Aide / Nurse Receives Alert: When an appointment is initiated, care provider will receive the alert during course of plan of care.
- Care Gap Accepted: Care provider acknowledges receipt of the alert and responds to close / address.

**Post-Service**
- Closure: The applicable provider system will reflect the closed service / data alert.
**Platform Modules and Processes**

### Change in Condition Module

**Pre-Service**
- **Select CiC Trigger Questions**
  - Provider determines menu of questions or prompts that are appropriate for the program, payer, or patient type

**CiC Prompting**
- Care provider will be required to review CiC questions / prompts during visit

**Time of Service**
- **Answer CiC Questions**
  - Care provider will provide answers to the CiC

- **Alert Triggered**
  - Based on answers, alert will be generated and routed to specific internal recipients

**Post-Service**
- **Intervention**
  - Based on patient need, resources will be deployed either by provider clinical team or through referrals to appropriate recipient

### Care Plan Module

**Pre-Service**
- **Develop Care Plan Template**
  - Plan of care / care plan template loaded into the app system

**Time of Service**
- **Patient POC Loaded**
  - When care provider checks in, the patient specific plan of care gets loaded into the system

- **POC Administered**
  - Care provider renders services in accordance with the care plan and documents services provided into care plan module

- **Reconciliation Conducted**
  - Services provided documented in the care plan and reconciliation is conducted with patient specific POC and provider alerted to variances

**Post-Service**
- **Documentation**
  - Patient signs off and document meets POC documentation needs and can present visibility and audit readiness of activities happening in the home to payers
**Proof of Concept With Tangible Results**

*Sinq conducted a pilot study in conjunction with Horizon Blue Cross Blue Shield of NJ and a large national home health company to validate the potential tangible benefits of the EVV, Care Gap, and Change in Condition platform modules*

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<tr>
<th>Electronic Visit Verification</th>
<th>Preventative Care Gaps</th>
<th>Change in Condition</th>
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<tbody>
<tr>
<td>Observations</td>
<td>Details</td>
<td>Economic Impact</td>
</tr>
<tr>
<td>• 11% exhibited a scheduling variance</td>
<td>• 50% of Care Gaps closed within 1 mo</td>
<td>• 24% of all clients (1.4% of all visits) triggered a CiC alert</td>
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<tr>
<td>• 3% exhibited a location variance</td>
<td>• 99% of Care Gaps closed within 3 mos</td>
<td></td>
</tr>
<tr>
<td>Details</td>
<td>Details</td>
<td>Economic Impact</td>
</tr>
<tr>
<td>• +12 mins avg. appointment start time</td>
<td>• Care gaps identified by member</td>
<td>• 10% triggered a plan mitigation</td>
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<tr>
<td>• +2 min avg. appointment end time</td>
<td>• 84% of population had an assigned care gap</td>
<td>• 40% of cases were determined to have avoided admission</td>
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<tr>
<td>• 0.21 miles avg. distance from address</td>
<td>Details</td>
<td>Economic Impact</td>
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<tr>
<td>• Savings translate to an average of $98 PMPM to the payer</td>
<td>• Savings translate to an average of $35 PMPM to the payer</td>
<td>• Savings translate to an average of $72 PMPM to the payer</td>
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**Conclusion**

Provided statistical evidence of potential economic savings from reduced FWA by effectively identifying variances for both distance and length of visit

Achieved near perfect compliance in 3 months, providing evidence the module helps reduce future claim activity through enhanced quality of care

Based on 6 months of usage, there was clear evidence of increased care quality, cost savings, and identification of potential decompensation events

**Summary**

The results from the study proved the integrated platform successfully reduced aggregate costs by approximately $205 PMPM
Each implementation project plan is specifically designed to your organization’s needs in order to maximize operational effectiveness and minimize cost.
The following outlines the process for developing a meaningful relationship between your organization and Sinq by providing the framework for successfully implementing and deploying the technology.

**Next Steps**

### Your Organization
- Provide technical requirements
- Determine target date for deployment
- Execute legal agreements

### Discover
- Manage due diligence discussions
- Provide proposal for technical solution
- Prepare pricing schedule and agreements

### Design
- Create detailed project plan
- Align appropriate technical resources
- Develop tailored technical solutions

### Deploy
- Participate in platform testing
- Coordinate training sessions
- Provide final review and approval

- Execute project plan
- Conduct user training sessions
- Transition to client service