The Ontrak WholeHealth+ Program

Deeper Engagements That Drive Proven, Durable Outcomes

A Large and Growing Crisis

- Adults with anxiety, addiction, and/or depressive disorders are up 300% since the pandemic began.
- Since 2011, 23.6% of adults with a mental illness were not able to receive the treatment they needed.
- ~5.7% of U.S. adults with chronic conditions have an unmet need for behavioral healthcare, accounting for 44% of total healthcare costs.

What makes us different?

We solve the most difficult problem with behavioral health populations: engagement. We successfully enroll 35% of potential members into The Ontrak WholeHealth+ Program. We activate members to participate in their health, through a whole-person, member-centered approach to behavioral health management. It is the only effective method for activating behavioral health populations with heavy chronic disease burden.

Whole-Person, Coach-Enabled Approach
- Care Coaches find and remove barriers to care
- Personal care teams use evidence-based, member-centric approaches to goal management
- Person-centered, persistent outreach to and through care through telephonic, SMS-based, and in-app chat

Program Content
- Personalized content that increases health literacy and reinforces skill building and behavior change
- In-app videos, articles, activities, notifications, and reminders
- SMS-based videos, articles, and interactive activities
- Informational and action-oriented mail and email

Human Care Supported by Technology
- Advanced analytics, even absent a diagnosis, identify an untreated, high-cost behavioral health population
- Virtual care and in-person visits with providers and specialists increase access and support member engagement preferences
- Our AI and machine learning (ML) allow us to understand the complexity and acuity of members’ disease burden, and create a personalized treatment plan tailored to members’ needs.

Sustained Engagement and Member Retention
- Up to 52-week program to drive lasting behavior change
- Average member tenure of 8 months
- Net Promoter Score (NPS) = 77

Proven Outcomes

- 64% reduction in in-patient admissions
- $486 per member per month cost savings durable 24 months post enrollment
- $11,664 savings per member over 2 years
- $110 PMPM increase for primary care and behavioral health services
How does the program work?

**Identify: Sophisticated Analytics**
- Claims-based analytics and predictive modeling identify members with high medical costs who also have diagnosed or undiagnosed depression, anxiety or substance use disorder
- These members may be ready to engage in behavioral health treatment with the Ontrak WholeHealth+ Program
- Member Engagement Specialists (MES) have unmatched training and skill in engaging members and enrolling them

**Engage: Whole-Person Care**
- MES gets member ready to enroll and transfers the member to the Care Coach in real time
- Care Coaches gain members’ trust and provide the human touch critical to behavior change
- Early assessments, constant dialogue, removal of barriers, personal encouragement, and monitoring throughout the program

**Treat: Critical Access to Providers**
- Our extensive behavioral health network and customized Care Pathways match members to the right providers based on their diagnoses
- Virtual and local resources
- Industry-leading retention with 40%, 12-month graduation rate
- Measurement-based care throughout the program
- Timely care with appointments with providers within 10 days of referral

**Activate: Durable Outcomes**
- Validated, durable medical claims savings, and first year ROI
- Members participate meaningfully in their health, with the healthcare system, and community resources long term
- Improved preventive and managed care utilization

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Learn More
To learn more about Ontrak and the Ontrak WholeHealth+ Program, visit our enrollment website at [www.StayOntrak.com](http://www.StayOntrak.com) or our corporate website at [www.OntrakHealth.com](http://www.OntrakHealth.com).

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**Schedule a Meeting**

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