

Quartet

Our Year in Review



2023 Annual Report



2023 was a year of transformation.

As the CEO of Quartet Health, I am pleased to present our annual report for 2023. We are proud to have achieved many successful milestones, allowing us to drive speed to quality care for all. The market has changed significantly in the past year, and while we've seen an increase in digital health offerings, there is still significant opportunity for comprehensive behavioral health solutions. This year, we laid the groundwork to fill this need, scaling our care enablement and care delivery offerings while pairing expanded access with technology and clinical improvements to achieve cost reductions at scale.

Quartet is enabling value-based payment models across multiple lines of business in 20 states. We're also delivering care across 34 markets with a team of 250+ providers that cover 27 unique specialties. We are also proud to announce that we are launching a leading program for patients with serious mental illness (SMI), providing whole health care under

a value-based arrangement. We are defining the market in this space, powered by innovaTel's years of experience delivering quality behavioral health care - over 500,000 appointments this year.

We are marching full steam ahead, and as we look toward 2024, our plans include expanding care to SMI patients in multiple communities, connecting more patients to care, and continuing to become the nation's premier model of quality, integrated behavioral health care. We look forward to continuing our journey in the coming year and thank all of our partners, customers, and stakeholders for their continued support.

Sincerely,

Christina Mainelli
CEO, Quartet Health

Our Values



One Team



Put Patients First



Execute with Excellence



Remain Resilient



Innovate with Speed & Intention

Our capabilities, delivered at scale

Care Enablement

20K
network
providers

160K
engaged
patients

37K
providers engaged
in alternative
payment models

125K+
assessments
shared across
practices

VBC Network Enablement

Enable BH providers to support high-quality treatment & outcomes through the design of value-based payment models, analytics/reporting, and customized operational support

Telepsychiatry

Support underserved community-based providers by adding BH provider supply via a dedicated clinical support model

Care Connections

The behavioral health digital front door and patient engagement engine, enabling timely patient intake, triage, and matching to a national network of behavioral health providers

Whole Health & Virtual Clinic

Fully integrated physical and behavioral health model that takes Total Cost of Care (TCOC) risk

Care Delivery

500K
visits

250+
providers

34
markets

48 hrs
to guaranteed
appointment

We've been hard at work scaling our enablement services to expand access to more patients



Care Connections



Value-Based Network Enablement

LAUNCHES



Expanded

to additional market, lines of business & specialty groups including large employers (ASO), substance use disorder (SUD) and pediatrics



20

total markets with pay for performance program

OPERATIONAL PERFORMANCE



100K+

Quartet engaged 100K+ patients in finding care



62K+

previously unengaged, at-risk BH members seen



90%+

engaged, at-risk members have avoided acute encounters



48 hrs

speed to match within 48 hours



97.5%

provider satisfaction

VALUE



\$50-200

on average PMPM savings



~10%

TCOC savings for members engaged in program

We're providing care centered on quality to more patients than ever



Virtual Clinic

A care delivery solution focused on providing timely access to evidence-based behavioral health care. Our care model is person-centered and geared towards treating moderate psychiatric conditions and serious mental illness in patients 18 and above.



Telepsychiatry

Providing organizations with highly qualified psychiatrists, psychiatric nurse practitioners and licensed clinical social workers to improve access to exceptional psychiatric care.

LAUNCHES



34
total
markets

OPERATIONAL PERFORMANCE



76%
patient adherence
to measurement
based care



48hrs
to guaranteed
appointment



41%
improvement
in TCOC

Meet our Providers

Our clinical team is made up of practicing clinicians who care deeply about their patients and are passionate about our mission. We cover over 25 clinical specialty areas and are trained in over 20 specialized treatment modalities. Meet some of the team:



Dr. Sherry Dubester
*EVP, Chief Behavioral
Health Officer*

Dr. Sherry Dubester oversees quality across Quartet Health's full set of market solutions, as well as leading behavioral health strategy. Previously serving as CMO for Beacon Health Options and in a variety of leadership roles at Elevance Health, she is passionate about improving access to effective behavioral health treatment and innovating to address areas of unmet need in patients' health journeys.



Dr. Michael Lipp
Chief Medical Officer

Dr. Michael Lipp leads our medical group, overseeing our team of 250+ clinicians as well as the design and launch of our Whole Health program for patients with SMI. Dr. Lipp previously served as CMO of the CMS Innovation Center, and has held leadership roles at industry-leading provider groups like Archwell Health, Healthcare Partners and ChenMed. He is passionate about building comprehensive, value-based programs that improve the lives of underserved, complex and vulnerable populations.



Dr. Robert E. Wilson
SVP, Clinical Quality

Dr. Robert E. Wilson is a trained Child & Adolescent Psychiatrist, and one of the founders of innovaTel Telepsychiatry. It has been exciting for him to watch the company grow and to work with so many amazing clinicians (he enjoys bragging about our clinicians). As Senior VP of Clinical Quality, he focuses on ensuring we provide state of the art care for our patients, while also still working in a community mental health clinic and Residential Treatment Facility.



Case Study

Children’s Wisconsin

THE PROBLEM

In Wisconsin, the state’s children are woefully underserved when it comes to their mental and behavioral health needs.

Children’s Wisconsin, a CMHC, was faced with a child psychiatry waitlist bursting at the seams with

more than 300 kids, “We see kids that no one else will see because of the specialized care they need,” says Jenny Walczak, a psychologist and clinical director at Children’s Wisconsin



48 of 72
counties have no
child psychiatrists



2nd to Last
in the country for youth
mental health care access

THE SOLUTION

Quartet added remote providers to their in-house clinical teams, giving Children’s Wisconsin the ability to overcome the geographic barriers they traditionally encountered during the recruitment process.

And, by expanding their team of providers, they were able to improve capacity and completely reduce their child psychiatry waitlist.

THE IMPACT



0
Waitlist
dropped to
zero within
months

The waitlist for child psychiatry dropped to zero for a period of time, a milestone that didn’t seem possible just months earlier.

In addition, the partnership has inspired innovative initiatives at Children’s Wisconsin, as the health

system endeavors to fund an effort that will embed an innovaTel provider within primary care to support their Integrated Behavioral Health program.

“It’s an easy relationship to have,” Walczak said of the innovaTel partnership. “It’s seamless.”

And we introduced our Whole Health program: the only solution that provides guaranteed total cost of care savings for an SMI population

wholehealth

Our Care Model



Identify & Engage

Omnichannel analog with digital and hyper-local patient engagement. We engage patients wherever they are



Reduce Barriers

Patients receive access to transportation, housing, food security support, copay assistance, and more to address social needs and barriers to care



Recovery

Recovery from SMI is a continuous process, and support is provided via managed medications, continued therapy, and community integration



Individualized Care Plan

A multi-dimensional patient assessment is conducted in order to accurately diagnose and develop an individualized care plan



Appropriate Care

As treatment progresses, patient receives coordinated care around medication management, referrals, and post-discharge follow-up



Our Value Drivers



15-20%

Total cost of care reduction



30-40%

Reduction in hospital visits



20-30%

Improved disease detection



30%

Improved HEDIS metric performance



Launching first of its kind value-based whole health programs in multiple markets for patients with serious mental illness (SMI)

While strengthening our foundation to deliver with excellence



Quality



Launched
Enterprise Quality Strategy

to define, operationalize, and track core set of quality measures for all products

People



Company Composition

70% Women

Over half of the executive team is female, led by the company's first female CEO

Medical Group



Thought Leadership

40 Publications

from our providers leading thought leadership on care delivery

Data



Claims Data from

23 Million+ Members

Built world-class medical economics, data, and actuarial team leveraging claims data to generate market-leading insights

Product & Engineering



Launched

New Digital Patient Self-Service

to increase patient choice + autonomy

Quartet



Want to find out more?
Email us at marketing@quartethealth.com