

Exploring Our Enterprise Approach To Care

Enabling and delivering whole-person behavioral health care when,
where and how it's needed.



Quartet



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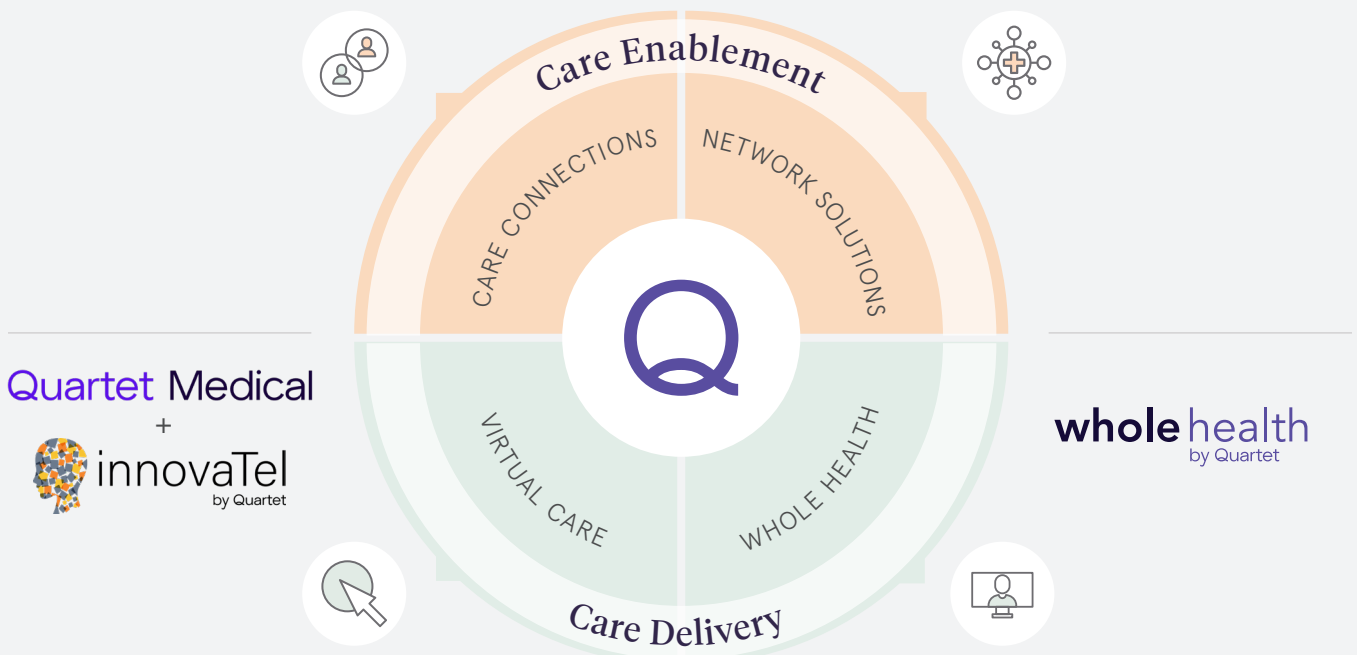
Enabling and delivering whole-person behavioral health care when, where and how it's needed

Quartet Health is making mental health care easier by offering the nation's leading whole, human, behavioral healthcare model.

As a value-based behavioral healthcare company, Quartet Health has evolved to become an organization that embraces an enterprise approach to care, introducing multiple avenues of care

to improve patient outcomes through holistic healthcare enablement and delivery practices.

At Quartet Health, we aim to improve the health of individuals and communities by enabling and delivering the best care for people in need, wherever, whenever and however it's needed. By taking a whole person approach, we are mission driven to promote lasting change.



CARE CONNECTIONS combines our tech platform, white-glove care navigation and a curated network to identify, match and connect patients to the right care.

NETWORK SOLUTIONS enable value-based payment models by aligning provider incentives with quality in addition to providing analytics, reporting and customized operational support.

VIRTUAL CARE delivers high-quality, evidence-based behavioral health services such as therapy and medication management through a virtual clinic setting or telebehavioral health staffing partnerships.

WHOLE HEALTH is a unique, whole-person delivery solution that features a fully-integrated physical and behavioral health model, providing wraparound services for individuals with serious mental illness at no additional cost to the patient.

We are a trusted partner of health plans, health systems, and community mental health centers that serve patients in 39 states across the country.





Care Connections

Identify, Match, and Connect Patients to the Right Care

Quartet Health's Care Connections is more than a referral tech platform. It enables care for patients in need.

Our trademarked SmartMatch technology facilitates a seamless intake process for patients while triaging and matching patients with high-quality providers that align with their clinical needs, their insurance guidelines, and their personal preferences. By tapping into our curated network of providers, including our own medical group, our Care Connections service not only expands access to care for patients but it enables best-in-class care.

By The Numbers



More than 1.1 million members engaged.



Working with 20,000 providers.



Matching patients to care within 48 hours, on average.



ROI of up to \$200 per member per month (PMPM).



Proven value of more than \$100 PMPM in total cost of care reduction up to 18 months beyond initial visit.

Through Care Connections — offering white-glove support to patients with our expert Care Navigators — we've seen all-cause hospitalizations **decrease up to 40%**, all-cause emergency room visits **decrease by up to 45%**, and behavioral health emergency room and in-patient utilization **decrease by an average of 65%**.

By enabling high-quality care connections, while considering more than 150 attributes for each individual patient, we're supporting community health, one life at a time.



Network Solutions

Enabling Value-Based Payment Models

Not all mental and behavioral health care is delivered with equal quality. At Quartet Health, we recognize the increasing demand for care requires an equally robust treatment response, helping us achieve improved patient outcomes.

It's why our Network Solutions offering is anchored by a commitment to a value-based care model that aligns provider incentives with quality.

Considered an alternative payment model when compared to traditional frameworks, a value-based care model empowers behavioral health providers to focus on delivering high-quality clinical treatment. To help facilitate success, we provide reporting and analytics on high-risk patients, track provider performance and patient outcomes, and manage bonus payouts in addition to offering support with provider recruitment and onboarding, and workflow implementation and adoption.



At Quartet Health, our Network Solutions approach not only creates savings, but has also earned a 97.5% satisfaction rate from providers. With market expansion on the horizon thanks to continued positive ROI, we're poised to become the nation's leading model for whole, human, behavioral health care.

An Equation For Success

Quartet's pay for performance (P4P) program is operating in **20 states**.

Enabled more than **62,000** previously unengaged, at-risk behavioral health members to be seen.

Quartet has nearly **40,000 providers** engaged in alternative payment models.

90% of at-risk members avoided acute encounters.

Program members have seen **nearly \$100 in average** per member per month (PMPM) savings.



Quartet Medical: Virtual Clinic

Delivering Care, Virtually

The use of telehealth practices has been accepted for years, and was more recently embraced on a wider scale out of necessity during the pandemic. At Quartet Health, our virtual clinic – Quartet Medical – aligns with that social shift by offering patients the convenience and accessibility of high-quality, evidence-based behavioral health care that meets them – quite literally – right where they are.

Our virtual clinic offers therapy and medication management for adults, including individuals living with a serious mental illness. As part of our evidence-based model, we use measurement-based care to both assess acuity and monitor treatment effectiveness.

Quartet Medical provides improved access to care for patients in need and an accelerated speed to care, particularly important for individuals with serious chronic conditions, co-occurring conditions, or those experiencing a crisis.

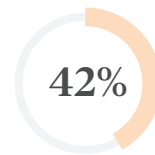
Results That Resonate



More than 70% of patients with moderate-to-severe depression or anxiety experienced clinically significant improvement within three months of treatment.



Quartet's speed-to-referral occurs within 72 hours.



Our program has resulted in a 42% savings in total cost of care within our Quartet Medical virtual clinic.



By utilizing measurement-based care, our virtual clinic has seen more than 75% of patients complete assessment opportunities. And more than 90% of the results from those assessments were used by providers to guide treatment.

At Quartet Medical, we're using the tools available to us to create a patient experience designed to improve lives, support communities, and promote lasting change.



innovaTel by Quartet

Delivering Care Through Telebehavioral Health Staffing Solutions

Quartet Health understands that organizations providing communities with mental and behavioral health care often need additional clinical support. In many places, demand is outpacing available resources.

innovaTel by Quartet offers a clinical staffing alternative for organizations in need of additional psychiatrists, psychiatric nurse practitioners, licensed clinical social workers, and therapists.

By forging a telebehavioral health partnership with innovaTel, organizations have the opportunity to expand their clinical team – often adding subspecialties of care like substance use disorder

(SUD) treatment, child and adolescent psychiatry, and more – while improving patient capacity and speed to care. Our specialty providers help organizations improve access to care for any community-based clinic or health system throughout the country, from CCBHCs to CMHCs, PCPs, FQHCs and beyond.

Our unique matchmaking process ensures providers fit seamlessly into existing teams and workflows, facilitating long-term partnerships that set us apart from locum tenens solutions and ensures continuity of care for patients. Dedicated Clinical Liaisons and Regional Leads offer support to providers and organizations throughout the partnership.



Improved Access, Improved Outcomes

- Our providers conduct **500,000** patient visits each year.
- Our **250 providers** cover 30 unique clinical specialties.
- More than **96% of organizations are satisfied** with their innovaTel provider.
- Wait lists have improved **from months-long to days** across multiple clinics.
- Remote Medical Directors assist organizations in **achieving CCBHC status**.

With innovaTel by Quartet, we're improving the health of individuals and communities by delivering the best care for people in need.



Whole Health by Quartet

Whole Health is the only program providing guaranteed total cost of care savings for the seriously mentally ill (SMI) patient population.

Understanding the SMI Population

The SMI population experiences a 15-20 year shorter lifespan on average

Higher prevalence of comorbid conditions, significant Social determinants of health (SDoH) barriers, & limited treatment access

SMI patients have an medical loss ratio (MLR) of over 130% on average and drive outsized costs

Program Differentiators



Multidisciplinary care team

Whole person health care delivered by our multidisciplinary and cross-functional care team practicing measurement-based care. Our fully employed care team is led by a nurse practitioner with physical and behavioral health expertise.



Tailored, comprehensive care model

A hybrid in-person and virtual model that will serve as the behavioral health home for your patients. Services include customized care plans and virtual BH clinic with 24/7 support.



Best-in-class patient engagement

Omnichannel analog and digital patient engagement – including phone/text, door knocking, HIE/ADT feeds, peer support, and warm referrals.



Detection of undiagnosed comorbid conditions

A multidimensional patient assessment on patients' unique physiological, psychosocial, functional, and environmental needs.



Addressing barriers to care

Coordinated access to SDoH services that address social needs and barriers to care, as well as in-network programs, high-quality facilities, and specialty providers.

Guaranteed Total Cost of Care Savings



Financial Construct

Quartet is accountable for the total cost of care inclusive of behavioral and physical health. A PMPM fee will fund the program that is treated as a medical cost with \$0 claims.



Contracting Structure

In collaboration with the plan, Quartet develops a medical expense benchmark that transitions to a MLR benchmark/percent of premium structure, with guaranteed savings to the plan.



Value Drivers

Lower cost of care based on:

- » Reducing avoidable medical and behavioral admissions
- » Medication management and adherence
- » Preventative screenings
- » Coordination of specialists and appropriate sites of service

Our preferred population includes members in the Medicare Advantage population that have a primary diagnosis of: Schizophrenia, Bipolar, PTSD, and Major Depressive Disorder. Our program can also be tailored for a Commercial or Medicaid population.



About Quartet Health

Quartet Health is a leading value-based behavioral healthcare enablement and delivery company. Our goal is to improve lives through quality, whole-person care for those with behavioral healthcare needs. Quartet is a trusted partner of health plans, health systems, and community mental health centers in 39 states across the country. We identify people in need of care and connect them directly to high-quality providers, including Quartet's own medical group. For more information, visit www.quartethealth.com.

About innovaTel by Quartet

innovaTel by Quartet is a national telepsychiatry and teletherapy provider that partners directly with community-based organizations to improve access and speed to quality behavioral health services. For the past decade, innovaTel has been providing telebehavioral health services with a remote clinical team made up of psychiatrists, psychiatric nurse practitioners, therapists, and licensed clinical social workers with a fundamental mission of increasing access and speed to quality care. For more information, visit www.innovatel.com.

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