



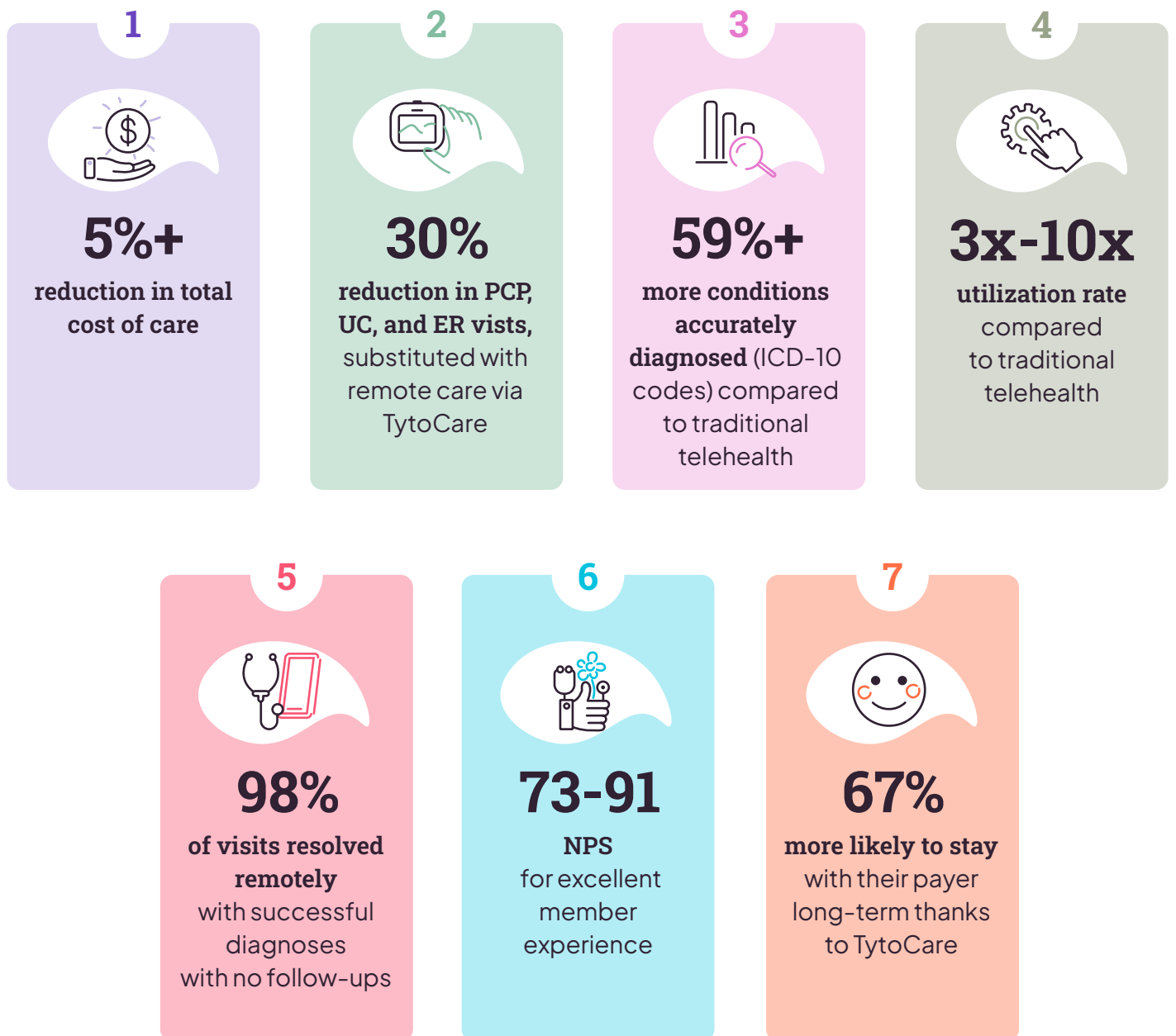
TytoCare impacts cost, quality, and the care experience



Real remote exams, real results

TytoCare partners with healthcare plans and health systems throughout the US and around the world to provide innovative virtual care from home, making it an integral and equitable place for primary care consumption. TytoCare's Home Smart Clinic addresses the key performance pillars of providing high-quality, equitable care, lowering total cost of care, and increasing member retention and acquisition.

While many factors influence the extent to which TytoCare impacts our partner metrics, TytoCare's leading indicators show significant impact across the board, with research studies and in-field deployments showing the following results:



5%+ reduction in total cost of care

Journal of Health Economics study



The Journal of Health Economics have published a paper by researchers from Stanford University and Tel Aviv University. They carried out a study based on three years of data from a large HMO to understand the impact of the adoption of TytoCare on primary care utilization and total cost of care.

Researchers analyzed data from 28,213 TytoCare users and 104,532 TytoCare visits, matching these claims to data from 982,939 members who visited virtual providers but never used the Home Smart Clinic. By comparing these data sets, the researchers uncovered several key findings for the sample of members who utilized TytoCare.

The results show a 12% increase in primary care utilization, with an 11.3% decrease in urgent care utilization and a 24.1% decrease in ER utilization. The researchers found that this led to a 7% reduction in total cost of care across all ages.

Results:

12% increase
in primary care
utilization



11.3% reduction
in urgent care utilization

24.1% reduction
in ER utilization



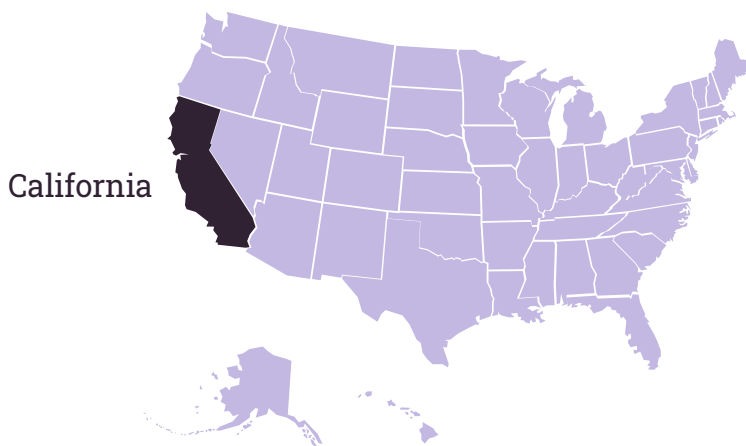
7% reduction
in total cost of care

9% reduction
in total cost of care
for adults

Reduction in total cost of care - more evidence

Top-3 US payer

In a study, a top-3 US payer confirmed that TytoCare lowered total cost of care in children by 5%. The study was carried out over two years among 3,000 TytoCare users who are commercially insured families in California. The study showed a \$7 reduction per week in total cost of care in children, amounting to a 5% savings.



5% lower total cost of care in children

\$7 reduction per week in total cost of care in children

Swiss insurer

Hochschule Fulda
University of Applied Sciences



Universität Zürich¹

Researchers at the University of Applied Sciences and Zurich University¹ carried out a two-year study comparing total cost of care reduction in TytoCare users vs. traditional telehealth users. The results showed a 6% total cost of care reduction with TytoCare. The researchers state, "The additional implementation of [TytoCare] reduces costs compared with enrollment in the telemedical model alone."



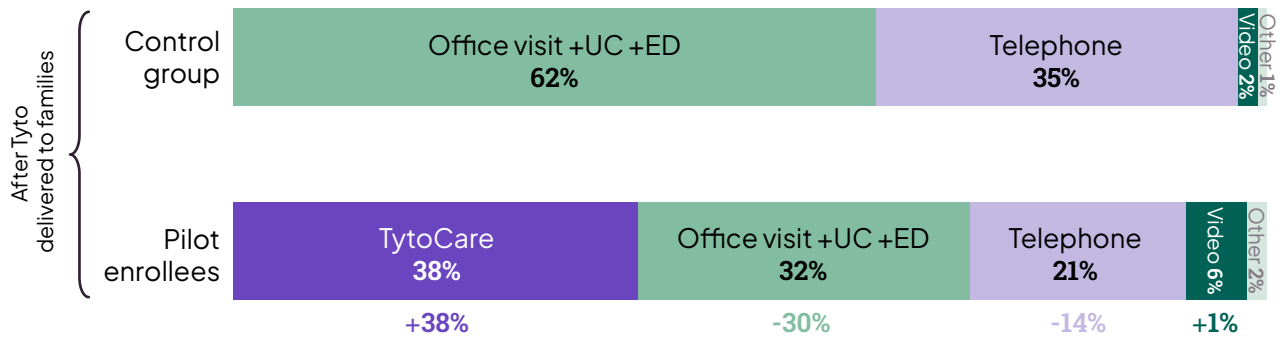
6% lower total cost of care overall

¹ Banning, S., Höglinger, M., Meyer, D., & Reich, O. (2022). Evaluation of the Effect of a Multifunctional Telemedicine Device on Health Care Use and Costs: A Nonrandomized Pragmatic Trial. *Telemed J E Health*.

30% reduction in PCP, UC, and ER visits

A leading US healthcare provider and nonprofit health plan carried out a six-month analysis using TytoCare, confirming that TytoCare lowers ED and in-clinic utilization. The results showed that 38% of all visits shifted to TytoCare visits, leading to a 30% reduction in ER, urgent care, and in-person primary care provider visits.

Percentage of initial visit for common sick care visits by modality



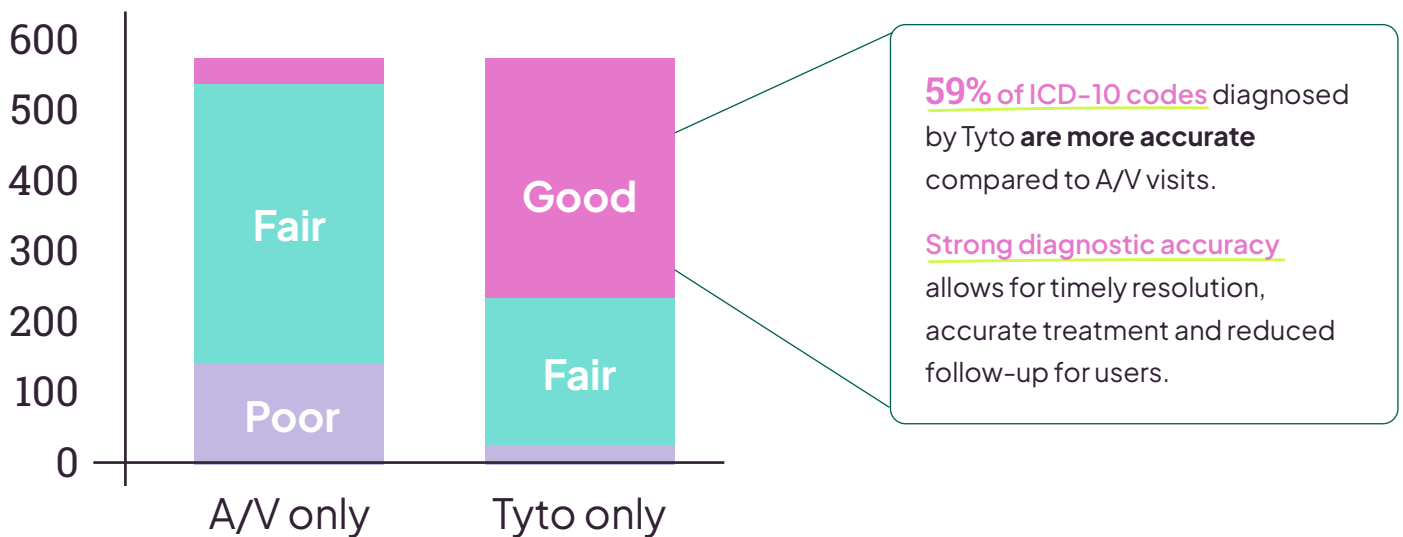
TytoCare replaced less effective sites of care, reducing PCP, UC, and ER visits by **30%**



59% more ICD-10 codes diagnosed

TytoCare's FDA-cleared handheld solution enables clinicians to conduct medical exams remotely for accurate diagnoses. Our Tyto Insights™ uses continuously gathered, large amounts of anonymous clinical and usage data to develop AI-powered functionality that guides patients when conducting exams by themselves for more accurate and quicker exams from home. Tyto Insights™ also supports clinician diagnoses. For example, whenever a remote lung exam is carried out with TytoCare, Tyto Insights for Wheeze Detection™ prompts a clinician if a specific abnormal lung sound suggestive of wheezing is suspected. The clinician can then use this data in conjunction with all other relevant exams and patient data to make a diagnosis.

The combination of remote physical exams with AI-powered algorithms allows for a greater level of accuracy and a broader range of diagnoses. With TytoCare, families are able to manage and get care for multiple conditions, including upper and lower respiratory infections, viral infections, ear infections, skin disorders, and many more.

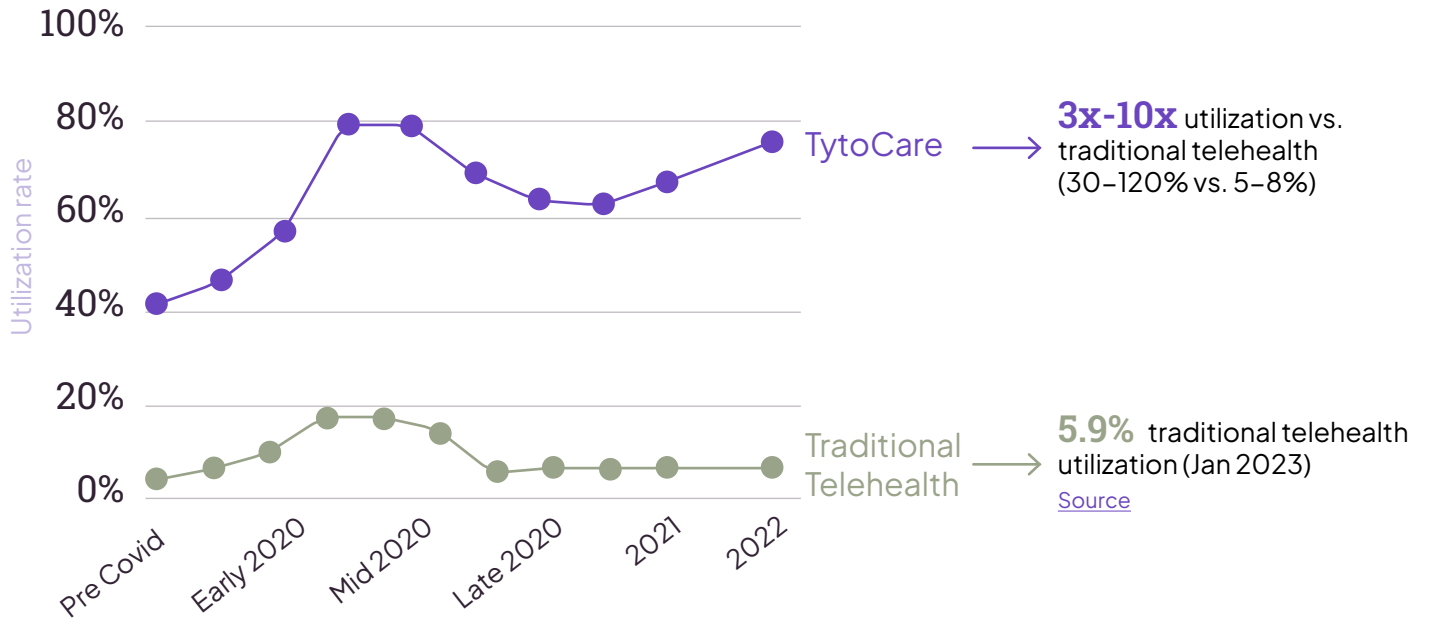


How was this calculated?

- Overview: Conducted a diagnostic capability analysis of ICD-10 codes for large payer population
- Volume: 4,511 captured diagnoses codes
- ICD-10 codes: 573 unique codes scored
- Diagnosis scoring: Scoring rubric was applied to assess diagnostic accuracy by Tyto clinicians: Poor | Fair | Good

3-10 times more utilization than traditional telehealth

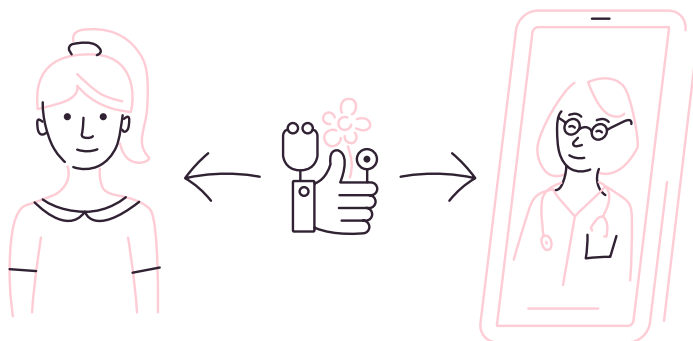
Telehealth adoption requires behavioral change among members and clinicians. The 3–10x higher utilization rates seen using TytoCare are a strong indication that behavioral change is, indeed, taking place.



98% visit resolution

According to a study conducted by a leading healthcare system in Florida, 98% of TytoCare visits were resolved fully remotely, without the need for in-person follow-up care. TytoCare members also enjoyed higher quality of care and partner programs experienced higher rates of ED diversion.

A 12-month retrospective analysis of TytoCare visit diagnosis-related groups (DRGs) and in-person visit DRGs was carried out to assess the resolution of care and whether patients required a subsequent visit within the week. The results showed that nearly all TytoCare visits were resolved remotely, without an in-person visit for the same DRG.

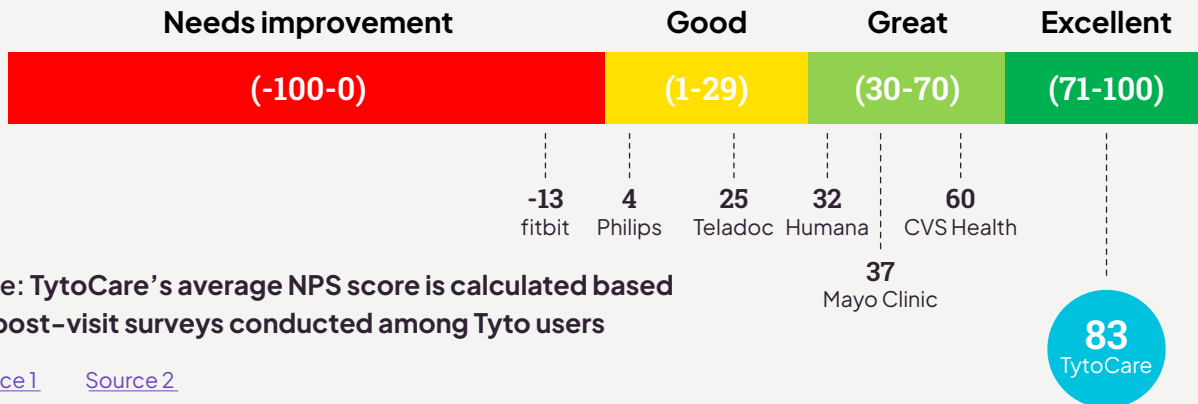


98% of TytoCare visits were resolved fully remotely

73-91 NPS for member satisfaction

With an average NPS score of 83, TytoCare shows exceptionally high satisfaction among members in comparison to other health tech products. This leads to greater member retention and increased new member referrals.

High NPS scores reflect member satisfaction



“TytoCare has been excellent for those middle-of-the-night worrying moments of mine as a mom. It has definitely saved me an unnecessary trip to the doctor, and let the doctor examine my kid from my home. TytoCare has made our plan so worthwhile.”

Health plan member, California

67% more likely to stay with their payer

Members are more likely to stay with their healthcare payer due to TytoCare. Participants in member surveys were asked the question, “How much has having access to TytoCare visits influenced your decision to remain with your insurer?”

38% of members of a leading US HMO who used Tyto at least once stated that they were more likely to remain at the HMO due to having access to TytoCare. 67% of members at a large US payer said that having access to TytoCare makes them more likely to stay with their payer long-term.

67% of members at a large US payer said that having access to TytoCare makes them more likely to stay with their payer long-term.

Measuring TytoCare's impact - how it's been done

- The business impact data provided in this document is a result of research studies conducted by 3rd party independent researchers, research conducted by Tyto customers, or anonymized data extracted by TytoCare.
- In some cases, Tyto gets the study manuscript, and sometimes research is conducted by customers who don't disclose all selection criteria.
- In most cases control groups are selected by matching Tyto users ("Tyto Adopters") with similar members who conducted in-person, phone, or video visits, without ever using TytoCare ("Non-Adopters").
- Tyto Adopters are members with at least one Tyto visit during the study period.
- Matching is based on the following characteristics: Age, gender, socioeconomic status cluster, subdistrict (geographic area), ACG (the Johns Hopkins Adjusted Clinical Group risk classifier score - representing the expected cost relative to the population average, which is normalized to one), chronic conditions, visit date.
- Number of PCP visits in prior year and total cost in prior year are also used for descriptive analyses.
- In order to mitigate influence by a variety of factors, which may confound the impact of adoption on outcomes, a difference-in-differences framework is used to compare Adopter outcomes before and after device adoption against those of matched Non-Adopters who have similar baseline characteristics.

Factors contributing to level of impact TytoCare has on each partner program:

- Partner objectives
- User cohort profile
- User workflow
- Plan design
- Partner investment in the program
- Partner brand affinity
- Care modalities targeted
- The go-to-market and rollout plan

About TytoCare

TytoCare is a virtual healthcare company that enables leading health plans and providers to deliver remote healthcare to the whole family through its Home Smart Clinic. Combining a cutting-edge, easy-to-use, FDA-cleared device with AI-powered guidance and diagnostic support, the Home Smart Clinic enables the whole family to conduct remote physical exams with a doctor, replicating in-clinic exams for immediate answers from home. TytoCare drives utilization rates that are five times higher than traditional telehealth services; reduces the total cost of care by an average of five percent; diverts ED visits by an average of 10.8%; and has a high average NPS of 83. The Home Smart Clinic includes Tyto Engagement Labs™, a proven framework of engagement journeys designed for the successful deployment and adoption of the solution. To complete its offering, TytoCare also provides the Pro Smart Clinic, for professional settings outside the home to serve rural clinics, schools, workplaces, and more. TytoCare serves over 220 major health systems and health plans in the U.S., Europe, Asia, Latin America, and the Middle East. For more information, visit us at tytocare.com.