



HEALTHCARE PAYER SOLUTIONS

Turning Data into Insight and Insight into Action®

April 21, 2021

QUALITY MEASUREMENT, REPORTING & IMPROVEMENT

Quality Solution by the Numbers

- 80%+** of the nation's clinical and quality outcomes measurement analytics
- 3x** greater Star Ratings increase than the rest of the market*
- 20 Years** NCQA-certified for HEDIS® measures
- 15x** faster analytics processing vs. the industry standard
- 180M+** HEDIS® covered lives run through the Platform
- 92%** client satisfaction rate

*in the 2020 CMS Star Ratings for Medicare Advantage plans

TURNING DATA INTO INSIGHT AND INSIGHT INTO ACTION®

For more information, contact us at inquiries@inovalon.com

www.inovalon.com
(301) 809-4000 x4321

Today's quality environment demands year-round strategies—there is no off season for quality excellence. Health plans must maintain a consistent focus on their quality performance and leverage actionable, data-driven insights to achieve their desired quality outcomes.

With two decades of proven experience, Inovalon has the capabilities to grow and scale to meet the evolving and dynamic needs of your organization. Whether your objectives are accelerated quality measurement, predictive modeling on rate performance, member stratification and targeting, innovative member engagement strategies or engaging point-of-care solutions, we can tailor a solution that's right for you.

BENEFITS



~4 Weeks

Rapid, sophisticated, and seamless data integration



1,200+ Measures

Support beyond HEDIS®, including state Medicaid, QRS and CMS Five Star measures - and growing every year



~275K+ Providers

Nationwide provider connectivity



16+ Years

Dedicated staff with extensive experience, including former HEDIS® reporting managers and CMS regulatory experts



1,500+ Submissions

Inovalon processes more data submissions through its platform every year than all other solutions - combined

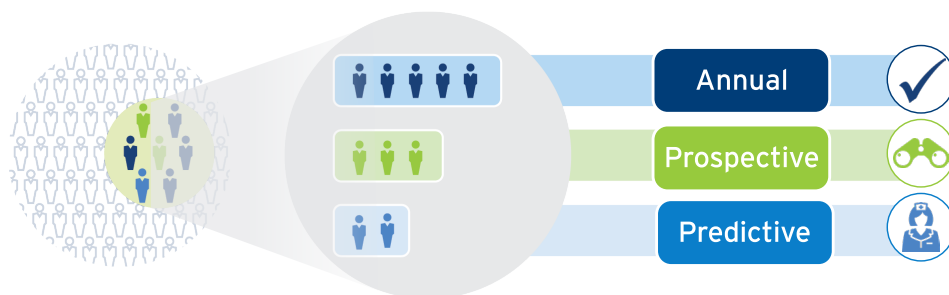


Cloud Bursting

Provides clients with the ability to "burst" their processing speed to accelerate projects and meet urgent deadlines

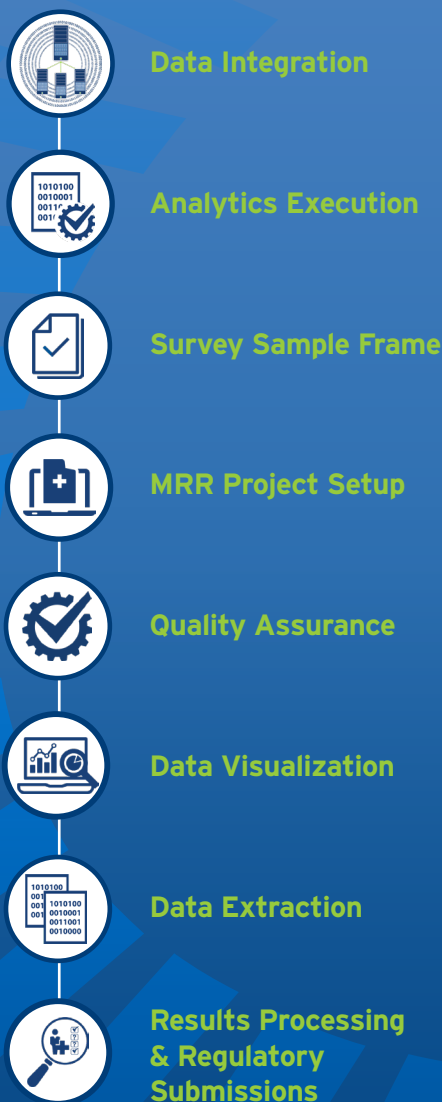
ANALYTICS THAT GROW WITH YOU

Inovalon's Elastic Container Technology, ECT™, provides the analytical scale, frequency and speed to meet the unique needs of each organization.



Our Approach

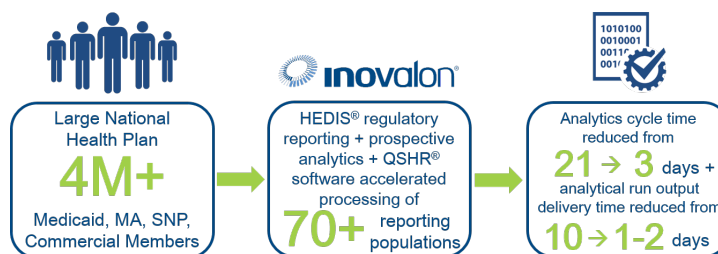
With a flexible implementation approach, Inovalon's end-to-end solution aligns to the changing needs of every organization to deliver improved outcomes and financial performance.



HOW WE HELP

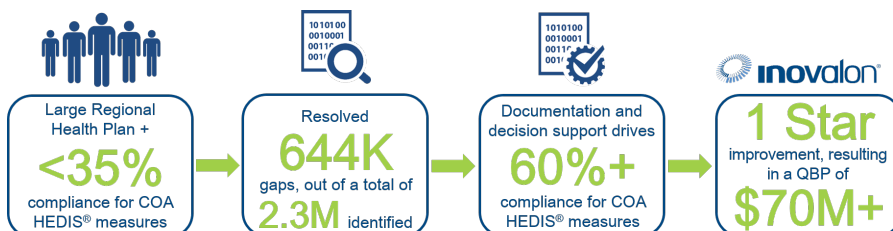
Improving Outcomes with Accelerated Analytics Processing

A large national health plan needed to reduce its internal data extraction process cycle time and accelerate processing of more than 70 reporting populations. By implementing Inovalon's HEDIS® regulatory reporting and prospective analytics, as well as its QSHR software to support medical record review, the client achieved a substantial reduction in its analytics cycle time and accelerated delivery of analytical run outputs, significantly improving the health plan's ability to take action on quality measure results faster and drive more timely and accurate interventions with their members.



Driving Quality Improvement with Point-of-Care Analytics

Inovalon helped a large regional Medicare Advantage plan improve compliance rates for three HEDIS® measures, resulting in a 1-Star Rating improvement and a Quality Bonus Payment (QBP) of more than \$70M. Predictive analytics and comparative analyses performed on patient populations determined which clinical quality gaps could be resolved most predictably and cost-effectively, with analytical results provided directly to physicians at the point of care.



About Inovalon

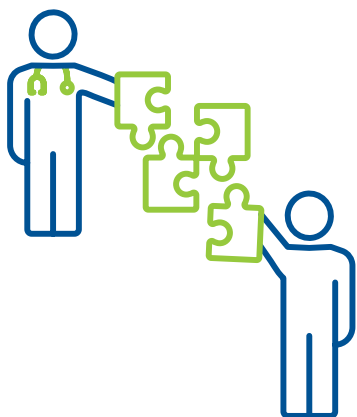
Inovalon is a leading provider of cloud-based platforms empowering data-driven healthcare. Through the Inovalon ONE® Platform, Inovalon brings to the marketplace a national-scale capability to interconnect with the healthcare ecosystem, aggregate and analyze data in real time, and empower the application of resulting insights to drive meaningful impact at the point of care. Leveraging its Platform, unparalleled proprietary datasets, and industry-leading subject matter expertise, Inovalon enables better care, efficiency, and financial performance across the healthcare ecosystem. From health plans and provider organizations, to pharmaceutical, medical device, and diagnostics companies, Inovalon's unique achievement of value is delivered through the effective progression of "Turning Data into Insight, and Insight into Action®." Supporting thousands of clients, including all 25 of the top 25 U.S. health plans, 22 of the top 25 global pharma companies, 19 of the top 25 U.S. healthcare provider systems, and many of the leading pharmacy organizations, device manufacturers, and other healthcare industry constituents, Inovalon's technology platforms and analytics are informed by data pertaining to more than one million physicians, 574,000 clinical facilities, 332 million Americans, and 61 billion medical events. For more information, visit www.inovalon.com.

TURNING DATA INTO INSIGHT
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Inovalon ValueCompass™

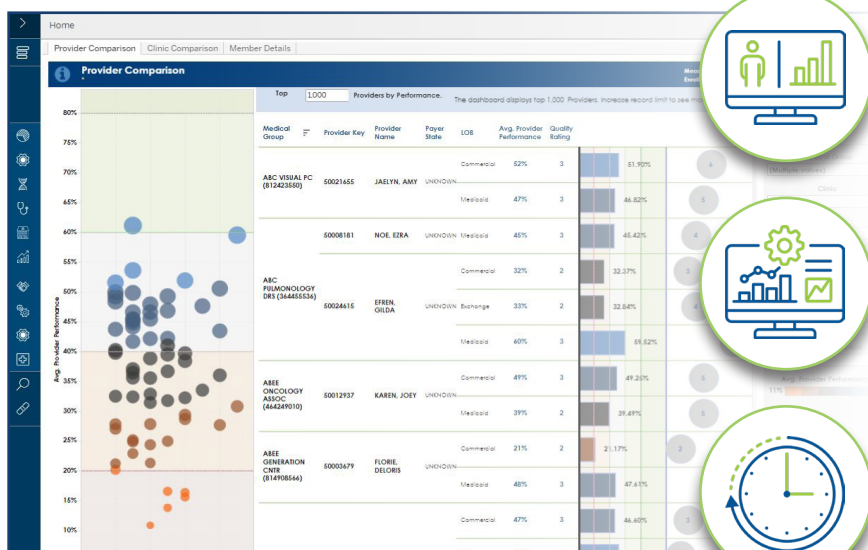
The ValueCompass™ solution enables payers and providers to achieve shared objectives and gain consistent insights, resulting in greater quality outcomes, reduced costs and improved economics.



- ✓ **Do your providers complain about lack of transparency?**
Inconsistent reports with claims lag, outdated data, and lack of transparency make providers hesitant to move to value-based contracts.
- ✓ **Are you looking to improve the speed and cost efficiency of your value-based care program?**
The ever-changing requirements of value-based contracting result in high costs and slow implementation.
- ✓ **Would you like to reduce the complexity of managing your value-based contracts?**
Value-based contracts change intermittently, making it difficult for payers to effectively manage and demonstrate their efficacy.

Solving Today's Challenges with Value-Based Contracts

Inovalon ValueCompass™ informs each patient encounter to support you in achieving your strategic goals with enhanced transparency into actionable, patient-level insights.



IMPROVED TRANSPARENCY AND ALIGNMENT

Enables payers to share with providers the value-based contract performance at the patient and measure levels, and engage providers to close gaps in care.

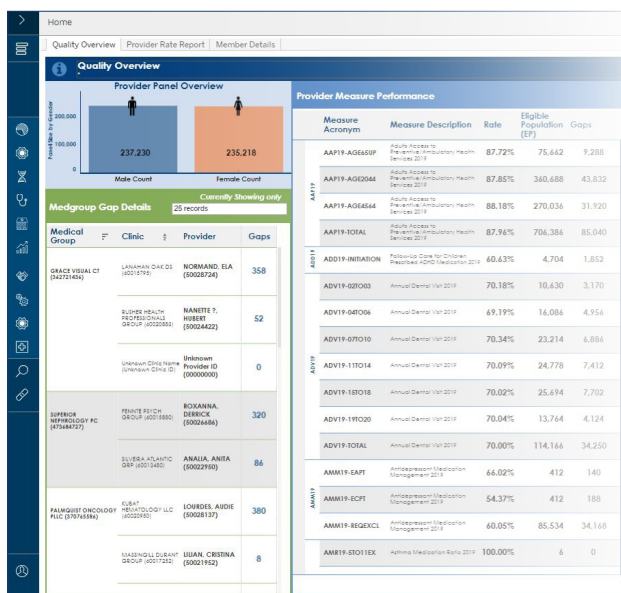
STREAMLINED MANAGEMENT

Enables payers to reduce manual errors and administrative costs by providing self-service configuration tools and certify-before-publish features.

QUICKER IMPLEMENTATION

Rapid delivery of value-based care measure metrics to your providers with easy data integration, accurate analytics, patient attribution and provider hierarchy configuration, and single-sign-on (SSO) capabilities.

KEY BENEFITS



Payer Business Users

- Make informed decisions by staying on top of quality, disease burden, and utilization metrics
- Gain oversight across contract performance, leading to effective provider engagement

Payer IT Users

- Enable SSO leading to centralized identity and access management
- Customize to your organizations needs by choosing from multiple provider-to-patient attribution and provider hierarchy options

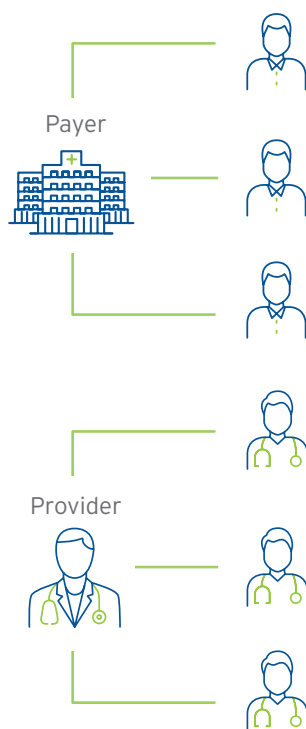
Payer Administrators

- Reduce administrative burden by setting configurations using self-service tools
- Gain confidence in what you publish to providers by pre-validating configurations

Provider Users

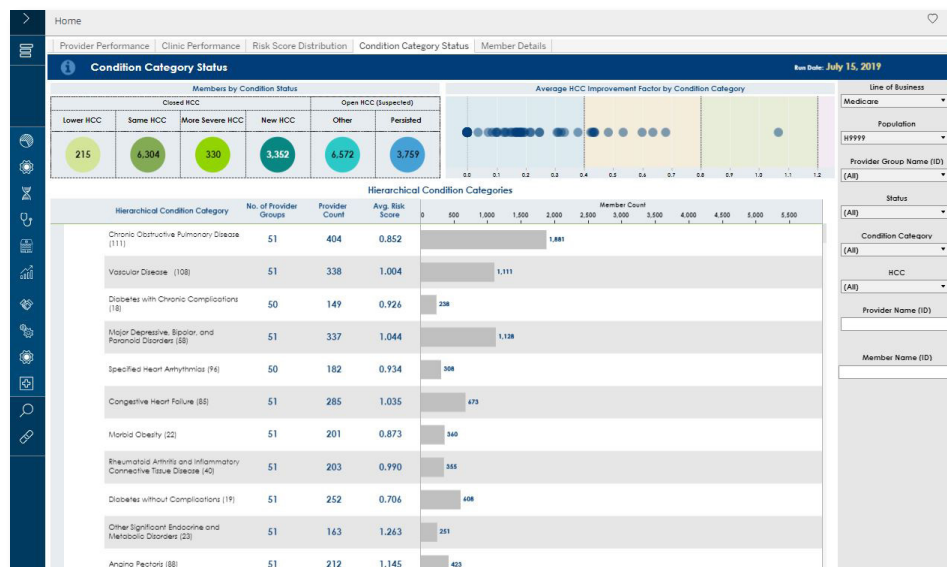
- Gain transparency and alignment on key value-based care metrics
- Access actionable lists of patients and their quality gaps to drive patient outreach programs

HOW IT WORKS



Value-Based Provider Insights

Payers provide online access for healthcare delivery systems to enable transparency into contract performance and improved quality outcomes.



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CLINICAL DATA EXTRACTION AS A SERVICE (CDEaaS™)

~275K+
provider connectivity

70%
lower costs

10x
faster

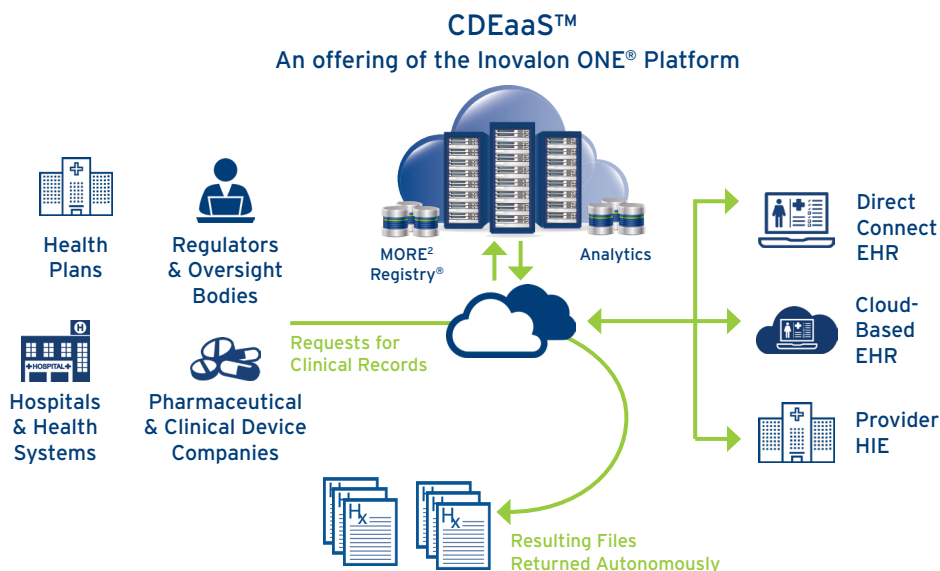
Reaching
1 in 3
patient's data
in the U.S.

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Inovalon's Clinical Data Extraction as a Service (CDEaaS™) solution facilitates data exchange with nearly 275,000 providers connected to the Inovalon ONE® Platform today and delivers digital patient records 10 times faster and at a cost up to 70 percent less than manual retrieval. Data retrieved through the CDEaaS™ solution plays a key role in supporting quality improvement and financial performance for health plans, health systems and a variety of other healthcare stakeholders.



BENEFITS



Faster: 10x faster than traditional retrieval methods reducing patient clinical record collection time from weeks/months to minutes/hours



Cost Savings: Cost up to 70 percent less when compared to traditional methods of clinical record collection



Extensive Connectivity: With EHRs, HIEs and nearly 275,000 providers to autonomously reach the data of approximately one in every three patients within the United States



Data Parsing Capabilities: Can be used to validate, analyze, and generate non-standard supplemental data



More Comprehensive Results: Clients often are unaware of where patients' clinical data actually resides - a problem solved by Inovalon's datasets of billions of clinical events



Greater Flexibility: No need to plan for staffing, training, and project coordination; the Inovalon ONE® Platform is always ready for requests



Member Gap Closure: Outside of the HEDIS® season, collection and parsing from non-standard supplemental data, allows for early gap closure, reducing time spent on performing needless interventions on already compliant members

Our Approach

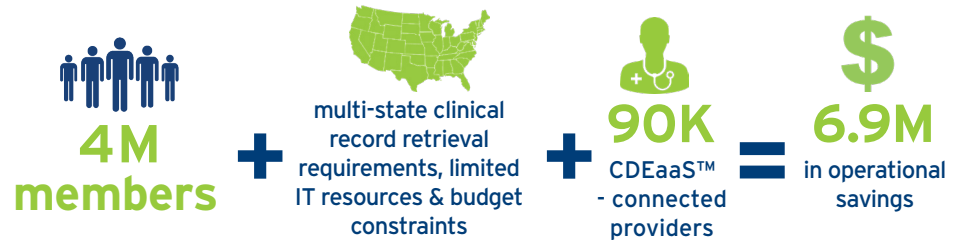
Designed for simplicity, CDEaaS™ requires only a patient target list to retrieve digital clinical records, which can be delivered in PDF or XML format for easy consumption.



HOW WE HELP

Delivering Efficiency and Cost Savings

A client needed an efficient process for retrieving clinical records with minimal provider abrasion. Inovalon's CDEaaS™ solution's ability to rapidly implement and connect with thousands of health plan providers delivered significant cost savings results with minimal provider engagement.



A health plan client with about one million members was looking for a solution that would increase their medical record retrieval rate and improve their HEDIS® and Star program efficiencies. Utilizing CDEaaS™, the client automated their first pass prior to launching their monthly MRR projects. In three days, the client received over 400 records that delivered rate improvement for five measures, and leveraged the data parsing capability of the solution to decrease their spend by 10% for the initial portion of their MRR program.



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INOVALON CONSUMER HEALTH GATEWAY™

Achieve Consumer Access, Connectivity and Compliance with Ease

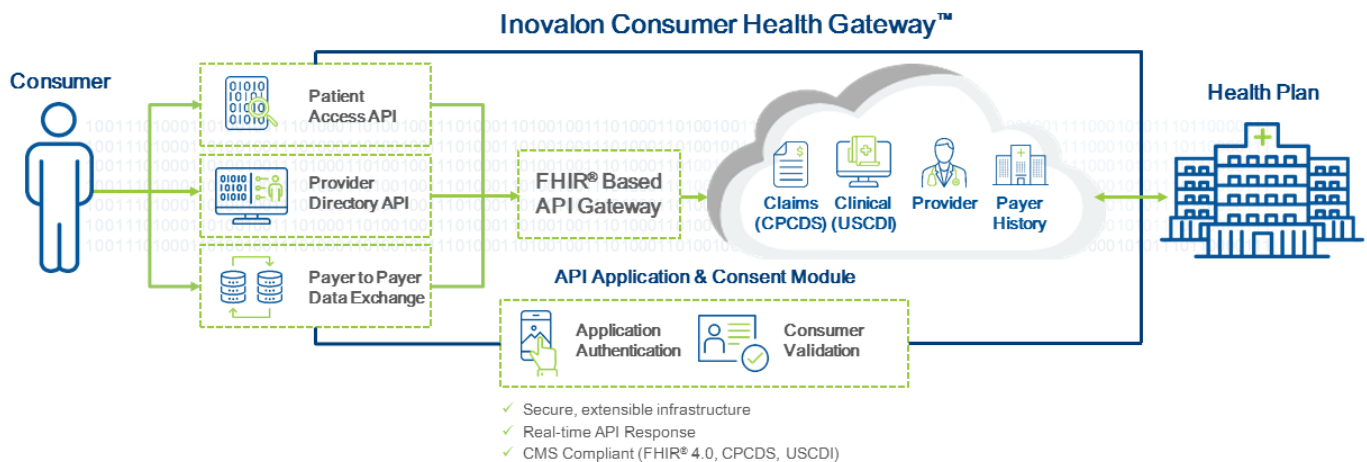
Your Members Need Access. You Need a Secure, Compliant Solution. We've Got You Covered.

The CMS Interoperability final rule is changing the way health plans do business by requiring the provision of consumer access to patient- and provider-level data. Inovalon makes it easy, safe, fast, and cost effective to achieve compliance with rapidly approaching regulatory deadlines while gaining expanded data insights into your membership.

Inovalon Consumer Health Gateway™ delivers:

- Unparalleled Data Access & Expertise
- Best-in-Class Data Integration, Mapping & Standardization
- Industry-Leading Security & Compliance
- A Consumer-Centric Focus with User Experience in Mind
- Easy Workflow Integration with Rapid, Streamlined Implementation

How it Works



The Inovalon Difference

Best-in-class healthcare data & proven technology

- FHIR®-enabled real-time clinical data exchange models backed by deep subject matter expertise.
- 20+ years' experience managing the nation's most comprehensive dataset, now including 61B medical events and 332M patients, in all formats (CPCDS, USCDI, etc.).

Industry-leading connectivity to 700K+ providers¹

- Access to fee-for-service patient histories (with consent) leveraging CMS' Blue Button 2.0 data.
- Long-time partnerships with industry consortiums driving interoperability adoption, including Da Vinci and the CARIN Alliance.

Highest caliber compliance & security

- Secure, regulatory compliant solution, HITRUST certified
- Robust application authentication and consumer validation leveraging industry standard OAuth2 and OpenID Connect.

Integrated, scalable solutions - on your timeline

- One streamlined solution easily integrated into your current workflow to meet all 3 of the CMS data-sharing API mandates.
- Scalable solution with rapid implementation supports your unique and evolving needs.

¹In partnership with Carequality

CMS Interoperability Final Rule: 2021 Upcoming Requirements & Deadlines*

Patient Access API

Deadline for Compliance: July 1, 2021

What? Health plans must enable members to access their healthcare data through third-party applications via a standards-based API.

Who? Medicare Advantage organizations, Medicaid and CHIP FFS programs, Medicaid managed care plans, CHIP managed care entities, and QHP issuers on the FFE

Data Requirements: Adjudicated claims, encounter data from capitated providers, clinical data, drug/formulary claims and data

Timing: Data must be made available no later than one (1) business day after a claim is adjudicated or encounter data are received.

Provider Directory API

Deadline for Compliance: July 1, 2021

What? Health plans must make provider directory information publicly available (name, address, number, network, and type) via a digital endpoint on their website.

Who? Medicare Advantage organizations, Medicaid and CHIP FFS programs, Medicaid managed care plans, and CHIP managed care entities

Data Requirements: Provider names, addresses, phone numbers, and specialties

Timing: Provider directory updates must be available through the API within 30 days of receipt of new data or directory updates.

*Inovalon Consumer Health Gateway™ will also enable health plans to easily comply with the Payer-to-Payer Data Sharing requirement of January 1, 2022. Solution release in 2021.

Inovalon Partners With You To Meet The API Mandates

Elements to be compliant by 2021:

	Patient Access API	Provider Directory API	Inovalon Solution
Ensure all necessary data elements for Common Payer Consumer Data Set (CPCDS) and United States Core Data for Interoperability (USCDI) are available in the data feed	●		✓
Make claims, capitated claims and clinical data available for daily integration*	●		✓
Ensure successful daily integration of claims, capitated claims and clinical data	●		✓
Integrate, validate, and normalize available data	●		✓
Map necessary claims data elements to CPCDS	●		✓
Map necessary clinical data elements to USCDI	●		✓
Implement a secure cloud-based infrastructure to stage claims and clinical data for the API gateway to leverage upon a user's request for data	●		✓
Configure the API endpoint at User Portal or patient health record (PHR)	●		✓
Third-party application authentication	●		✓
Satisfy consumer consent requirements; the health plan will need to federate users and Inovalon will store the credentials	●		✓
Provide User Portal or PHR license/credentials*	●		✓
Track and report third-party application authentication requests	●		✓
Ensure solution is maintained and adheres to evolving FHIR® and standards changes	●	●	✓
Maintain standards-based (HL7 FHIR® Release 4.0.1) API	●	●	✓
Transmit all responses in FHIR®-based Resources	●	●	✓
Embed Provider Directory API endpoint at designated URL		●	✓
Make sure all provider data elements are available for monthly integration*		●	✓
Provide URL for Provider Directory API endpoint*		●	✓

*Health plan maintains primary responsibility for this step with support from Inovalon to complete.

"Despite the complexity of data security coupled with regulatory requirements, Inovalon's technology and team made what seemed like an extremely daunting compliance requirement effortless."

– Chief Information Officer, Large Regional Health Plan

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Let us be your partner. Contact us today to learn more.

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TURNING DATA INTO INSIGHT
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inovalon®

CLOUD-BASED HEALTHCARE DATA LAKE

Healthcare has a rich amount of disparate patient data that can only be put to best use when structured and streamlined. The result – actionable data that empowers informed, data-driven solutions.

Inovalon's Cloud-Based Healthcare Data Lake merges complex data from various sources, normalizing the data and supplementing it with the industry's deepest primary sourced de-identified healthcare dataset. The result – a single-source-of-truth data "superset" to answer your most complex problems.

ACCESS TO



332M

UNIQUE PATIENTS



61B

MEDICAL EVENTS



Improve Quality & Risk Program
Management & Outcomes



Inform Care Management &
Member Engagement Programs



Optimize & Engage Your
Provider Network

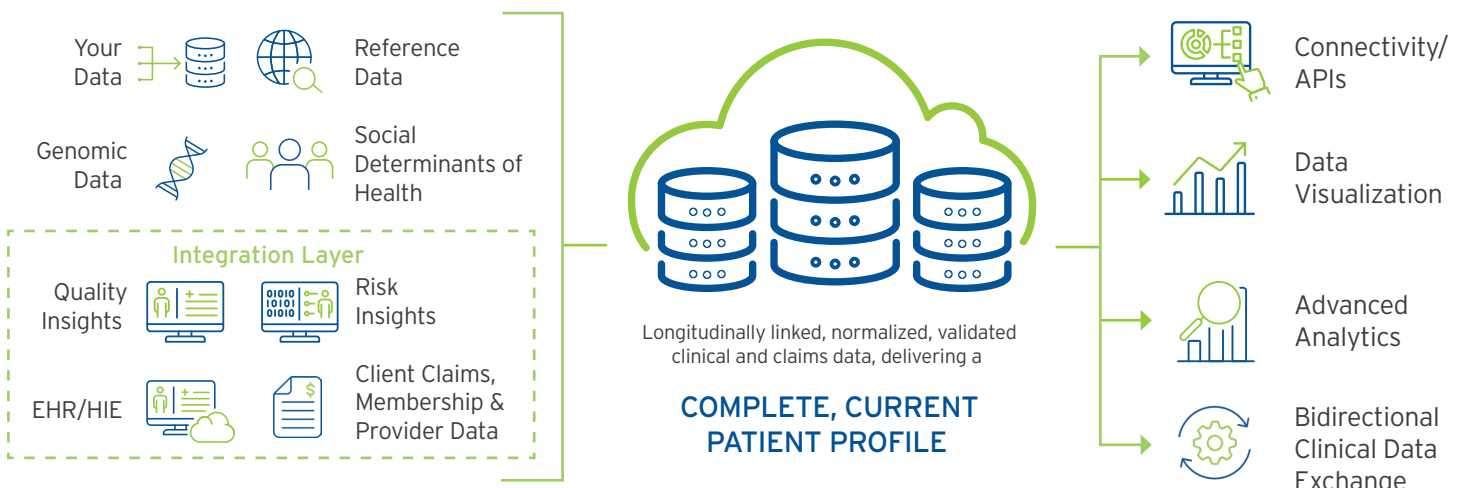


Understand Clinician
Prescribing Patterns

Multi-sourced inputs create a comprehensive
repository of high-value data

With data streams normalized and
supplemented with best-in-class data

Providing dynamic answers
to your questions



*Including MORE² Registry® and ACG

FEATURES & BENEFITS

Seamless, Accelerated Data Integration, Aggregation & Normalization



Ingest, integrate, validate and normalize both structured and unstructured disparate data types with over 1,100 integrity analyses checks within a secure, scalable cloud-based infrastructure



Unstructured clinical insights are interrogated and converted into structured data using natural language processing and machine learning-backed tools



Clinical data validation edits informed by deep industry subject matter expertise ensure quality and risk adjustment program compliance

Enriched with Best-in-Class Data From Across the Industry



Data is enriched leveraging Inovalon's MORE² Registry®, in addition to patient-level SDOH and layered predictive cost and utilization risk indicators



Nationwide EHR and HIE connectivity to 256K+ providers and real-time data streaming deliver a more complete and current patient profile



HL7 / IHE and FHIR® standards support clinical data retrieval on demand and enable FHIR-based APIs to support bidirectional clinical data exchange and broader health system connectivity

Resulting in Actionable Data to Inform Strategies & Guide Decision Making



Highly scalable, extensible data model supports a large and growing array of complex member and business use cases



Dynamic patient journey maps enable care management teams to know when and how best to engage high risk patients



A range of outputs available to suit client needs including user-friendly dashboards, exportable data extracts, APIs and query tools

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VIRTUAL HEALTH VISITS

A Telehealth Solution to Keep Your Members Engaged While Ensuring Accurate Disease Burden Documentation & Quality Gap Closure

Telehealth enables you to reach your members now. We can help. Engage members meaningfully and close quality and risk documentation gaps in a single, comprehensive visit delivered virtually in the comfort and safety of a patient's home with Inovalon's [Virtual Health Visits \(VHV\) solution](#).

Properly Document and Address Quality and Risk Gaps, Securely and Compliantly

- The recent public health emergency presents new challenges for health plans to accurately assess, document and address member health conditions and other risk factors, as a result of drastically reduced utilization rates.
- Health plans are at risk of reflecting inaccurate risk scores and poor performance on quality measures for the 2020 DOS year, resulting in inaccurate and reduced payment from CMS.
- Encounters are completed for all lines of business using Inovalon's analytically powered, CMS-compliant point-of-care tool, [ePASS®](#).
- Documentation delivered back to the PCP and health plan supports continuity of care and care coordination, helping ensure medical and non-medical member needs are identified and addressed, and preventable adverse events are avoided.

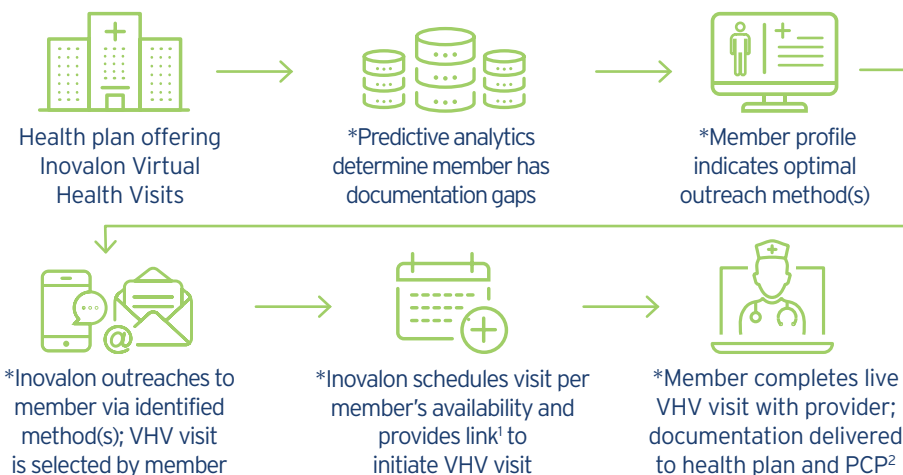
Experience You Can Trust

10+ Years' Experience with Quality & Risk Score Accuracy Programs	Thousands of VHVs Since 2020 Millions of IHAs Since 2011	1,100+ Nurse Practitioners Nationwide	96% Member Satisfaction Post Encounter	99%+ Data Validation Rates In Coding & Documentation Accuracy	2x Greater Conversions From Outreach to VHV Encounter Completion
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HOW IT WORKS

Target the Right Members for Your Telehealth Solution

VHVs are informed by the nation's largest primary source dataset, Inovalon's [MORE² Registry®](#), and member-specific predictive analytic insights. This insight increases call time efficiency, effectiveness, and the **value impact** of each engagement, while also improving the member experience.



* Data Feedback | ¹Scheduling link and reminders provided via email and SMS | ² For continuity of care and audit purposes

A DIFFERENTIATED SOLUTION

Informed by Industry Experts, Powered by Data-Driven Technologies

- Assessments completed via a secure, HIPAA-compliant and user-friendly technology platform
- Integrated, convenient member-driven appointment scheduling options
- Technical support for members provided ahead of scheduled appointments ensure a seamless VHV experience
- ePASS® optimized to meet telehealth regulations and compliance requirements
- Compliance review and 3rd-party legal validation for each line of business and state
- Ongoing training for Inovalon nurse practitioners, including updated guidance and coaching for VHVs

Member feedback indicates VHVs build member satisfaction and health plan loyalty.

"I liked how easy the VHV was and hope it becomes more common and available going forward."

– Health Plan Member, April 2020

Inovalon can help! Contact us today to learn more about our VHV program.

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VHVs Deliver the Same Value & Effectiveness as an In-Home Assessment

FEATURES		IHA	VHV
Clinical Profile	Identify setting of patient (home or other)	✓	✓
	Historical diagnosis, procedure and medication claims; allergies	✓	✓
	Perform complete medication review and medication adherence counseling, if applicable	✓	✓
Subjective	Family history, race/ethnicity/living arrangement	✓	✓
	Drug, alcohol, tobacco dependence (active or in remission)	✓	✓
Review of Systems	Pertinent positive and negative symptoms related to known chronic conditions, NPs encourage to document in all systems	✓	✓
	Care by specialty physicians, evaluations in progress	✓	✓
	Patient self-care or self-management	✓	✓
	Screening questions for current COVID-19 symptoms or exposure		✓
Vital Signs	Provider reviews patient blood pressure obtained via remote BP monitoring device (during synchronous visit)		✓
	Measured blood pressure, pulse, temp, height and weight	✓	
Physical Exam	Comprehensive assessment with pertinent positives and negatives	✓	✓
	Direct patient to "show" findings on skin (rash, ulcer, edema) and show joint movement		✓
General Screens	Validated screening questions to elicit major depression, anxiety, alcohol use disorder, and functional limitations, etc.	✓	✓
Current Diagnoses	Addressing HCC gaps and suspected conditions	✓	✓
	Documenting any other active chronic condition	✓	✓
Preventive Care	Addressing or closing quality measures; and related counseling	✓	✓
	Point-of-care testing/mail delivered test kits	✓	✓
Assessment & Treatment Plan	Detailed current management of risk-adjustable conditions	✓	✓
Additional Counseling	Practitioner counseling directed by other areas of assessment and patient need	✓	✓
Visit Code	Select E/M code based on extent of history, physical and medical decision-making	✓	✓
Case Management Referral/Follow-Up Form	Identification of CMR priority and patient unmet needs	✓	✓
	Document NP recommended follow up with PCP given current visit	✓	✓
	Screening capability for food or medication insecurity in context of COVID-19 pandemic		✓

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RISK SCORE ACCURACY IMPROVEMENT

Risk Score Accuracy Results by the Numbers

- 100M+**
Medical Record Pages Applied to Machine Learning Logic
- 94%**
Provider Satisfaction in Point-of-Care Solutions
- 143%**
Greater Value Achieved by Clinical Encounter Tool vs. Competitor Tool
- 1,700+**
NP Network Including Retail Clinics (CVS)
- 95.5%**
Member Satisfaction in NP Network

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Up to half of a health plan's revenue is determined by the health status of its membership, making compliance and accuracy essential to a successful program.

With more than a decade of proven success in risk score accuracy gap identification, Inovalon's extensive breadth and depth of data and advanced analytics deliver meaningful improvement to the member/provider experience, disease documentation and coding accuracy while ensuring compliant program execution.

BENEFITS



Data on 332M Patients & 61B Medical Events

To inform member engagement and point-of-care solutions



Advanced Analytics & AI Technologies

Ability to incorporate, machine learning/NLP logic, SDOH factors and clinical and predictive modeling to identify clinically suspected worsening, under and over-coded diagnoses



Client-Specific ROI Configuration

Delivering an integrated, end-to-end solution or independent programs based on client needs



2x Member Retention with Member Engagement Solutions

Leveraging member prioritization analytics, compliant communications, high connection and completion rates



229K+ Providers Connected to Point-of-Care Solutions

Data-driven point-of-care solutions are CMS/HHS/NCQA compliant and deliver claims history and member-specific gaps to improve documentation and accuracy



10+ Years of Risk Score Accuracy Experience

Policy, regulatory compliance and clinical experts provide ongoing oversight and integration of regulatory changes to ensure compliant program execution



Enterprise-Wide Data Visualization & Reporting Insight

Proactively manage program performance through real-time, actionable insights

Our Approach

Inovalon's solution delivers improved risk score accuracy & financial performance



The Inovalon ONE® Platform

- Rapid Data Integration & Accuracy
- Extensive Security Infrastructure
- Data Visualization & Reporting



Advanced Analytics

- Gap Identification
- Member Engagement Planning
- Point-of-Care Solution Loading
- Post-Process Analytics & Results



Member Engagement Solutions

- Encounter Facilitation Outreach
- Member Education Outreach
- Incentive Programs
- Mail, Email, Telephonic, SMS



Point-of-Care Solutions

- Provider Portal
- In-Office Tools
- In-Home Assessment
- Retail Clinic Assessment
- Medical Record Retrieval & Review
- Direct In-Office Provider Support



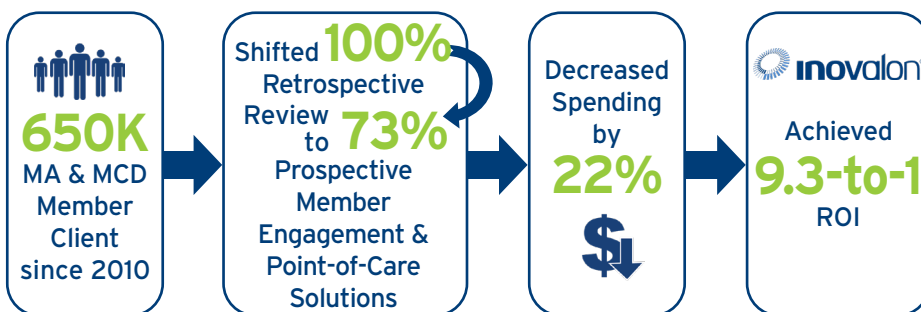
Regulatory Submission

- RAPS
- EDS Self Service
- EDGE Server

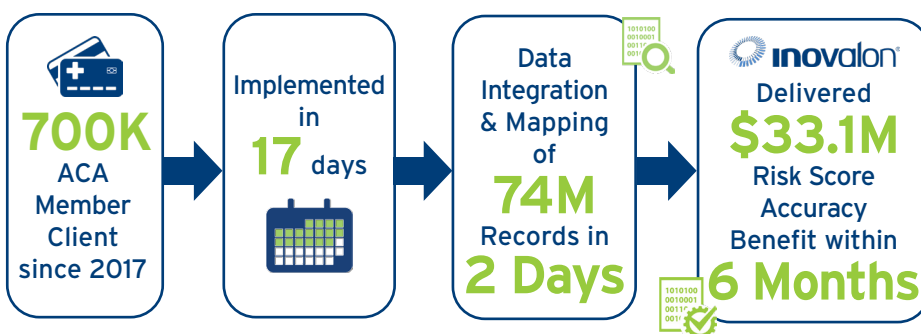
Policy, Regulatory Compliance & Clinical Experts to Support Program Execution

HOW WE HELP

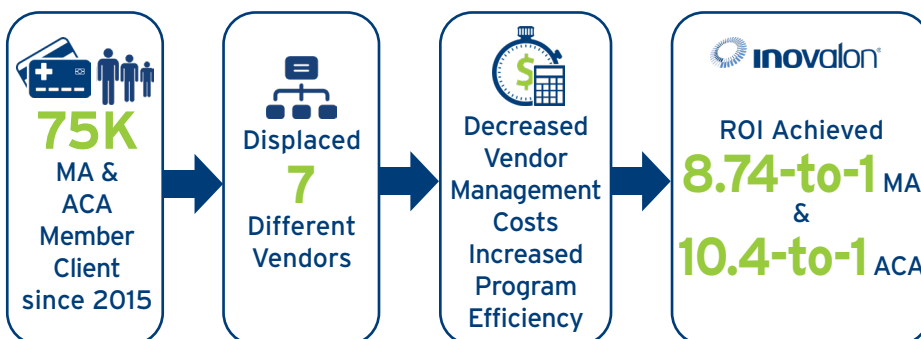
Improved Operational Efficiencies & Delivered Value



Speed-to-Value & Rapid Implementation



Providing One Single Source of Truth



MA = Medicare Advantage
MCD = Medicaid
ACA = Commercial ACA

About Inovalon

Inovalon is a leading provider of cloud-based platforms empowering data-driven healthcare. Through the Inovalon ONE® Platform, Inovalon brings to the marketplace a national-scale capability to interconnect with the healthcare ecosystem, aggregate and analyze data in real time, and empower the application of resulting insights to drive meaningful impact at the point of care. Leveraging its Platform, unparalleled proprietary datasets, and industry-leading subject matter expertise, Inovalon enables better care, efficiency, and financial performance across the healthcare ecosystem. From health plans and provider organizations, to pharmaceutical, medical device, and diagnostics companies, Inovalon's unique achievement of value is delivered through the effective progression of "Turning Data into Insight, and Insight into Action®." Supporting thousands of clients, including all 25 of the top 25 U.S. health plans, 22 of the top 25 global pharma companies, 19 of the top 25 U.S. healthcare provider systems, and many of the leading pharmacy organizations, device manufacturers, and other healthcare industry constituents, Inovalon's technology platforms and analytics are informed by data pertaining to more than one million physicians, 574,000 clinical facilities, 332 million Americans, and 61 billion medical events. For more information, visit www.inovalon.com.