



# Engage Your Members Every Step of Their Care Journey



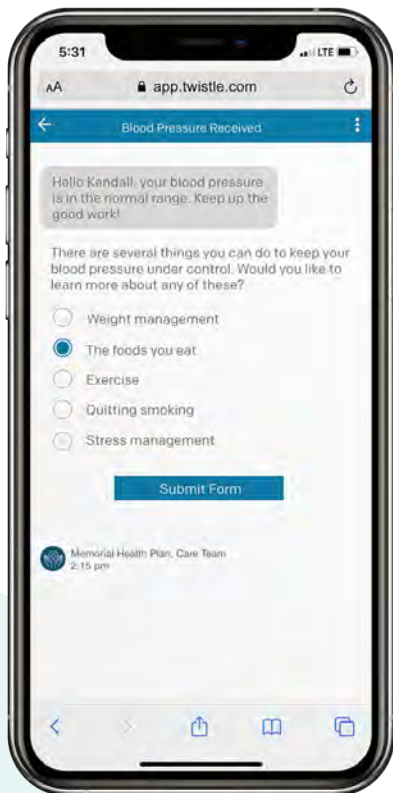
## Communication Software with a “Members First” Approach

Twistle puts your members at the heart of their healthcare journey, keeping them engaged, on track, and supported. They will be empowered with personalized, step-by-step guidance that is automatically delivered to their mobile phones. Your members will love the knowledge, coaching, and support, while you are able to improve health outcomes, self-management, satisfaction, and your operational efficiency!

## Generate a Positive Return on Investment (ROI)

The true value of an engagement platform is only realized if it can activate members in their own care. The Twistle platform automatically delivers HIPAA-compliant communication to transform the member experience, drive better outcomes, and reduce costs. Our clients consistently realize a clinical, financial, and operational ROI.

- 90%+ Consumer engagement
- 15% Improvement in medication and device adherence
- 29% Decrease in phone call volume
- 38% Fewer readmissions
- 30% Shorter length of stay
- 93% Consumer satisfaction



## Engage Members on Their Mobile Devices

Reach your members where they live their digital lives: their mobile phones! Our rich library of clinical content and communication best practices address your engagement needs across plan offerings, quality measures, condition management programs, and devices. A variety of methods are used to keep your members on track with their medical plan of care.

- Automated member outreach
- Prevention and wellness information
- Satisfaction surveys
- Assessment forms
- Care setting guidance
- Care plan instructions
- Educational videos
- Behavior change management
- Remote patient monitoring (RPM)



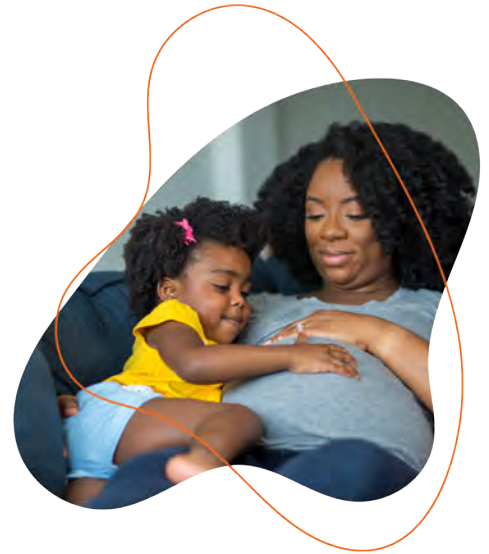
*We found many more women who are diabetic with the Twistle platform. Why? Radical convenience!"*

*Matthew Hoffman, MD,  
Marie E. Pinizzotto, M.D. Endowed Chair of  
Obstetrics and Gynecology  
CHRISTIANACARE*

## Reach Every Member, Reduce Health Inequities

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Achieve consistently high engagement rates by delivering customizable messages and monitoring to members who need it most. With the ability to support member communication across SMS text, the Twistle app, interactive voice response (IVR), or through your existing portal, Twistle makes it easy for your team to seamlessly deliver exceptional care.



## Close Gaps in Care and Improve Quality Scores

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Twistle's member engagement platform helps health plans close HEDIS gaps in care, improve Medicare Stars ratings, and address state-specific Medicaid requirements through the delivery of health screening reminders, health promotion tips, and other wellness messages.

You can provide education, collect patient reported outcome measures (PROMs), connect remote physiologic monitoring (RPM) devices, and more to achieve your quality goals, reduce costs, increase compliance, and improve outcomes.

## Enhance Condition Management Programs and Engage More Members

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Leverage automated communication to reach a broader member population. Alerts and dashboards highlight member responses that are either outside the expected range, or those that don't respond, so that your health coaches and care managers can focus their time and resources on members who need the most attention.

Additionally, Twistle's discrete data integration with in-home monitoring devices enables personalized responses and data-driven care management team communication. Help your members stay engaged and on track using a growing number of remote monitoring devices.

- Activity trackers
- Monitors: blood pressure, glucose, heart rate, pulse oximetry, and temperature
- Weight scales



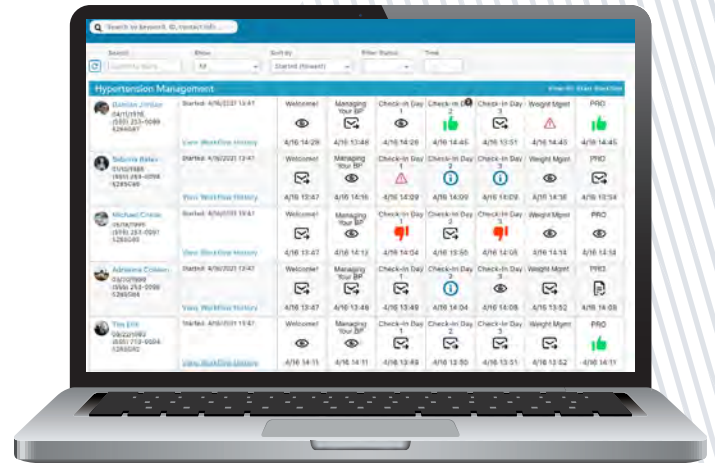
*This solution dramatically improved the effectiveness of our nurses. While starting at a 1:25 ratio of patients to nurses before Twistle, a week after deploying, Providence reached a 1:50 ratio. We then iterated pathways and streamlined internal processes to reach a safe and effective ratio of 1:85."*

*Sherene Schlegel, Executive Director of  
Telehealth Clinical Operations  
PROVIDENCE*

# Streamline the Care Experience for Members and Your Team

Seamless integration with your existing systems such as medical management platforms, electronic medical records (EMRs), client relationship management (CRM) tools, pharma hubs, and other electronic systems allows your team to spend more of their time with members. Communication pathways are automatically initiated through care plans, procedure schedules, or other electronic triggers, and member response data is integrated back into your source systems.

Alerts and dashboards are used to prioritize member intervention for your team, so they can spend their valuable time on those who need them most.



# Customize Your Member Communication

Using Twistle's flexible platform, you can edit and customize existing communication pathways or create your own to address specific needs. Pathways are also personalized for members based upon their care plan, form responses, and remote physiologic monitoring data.

