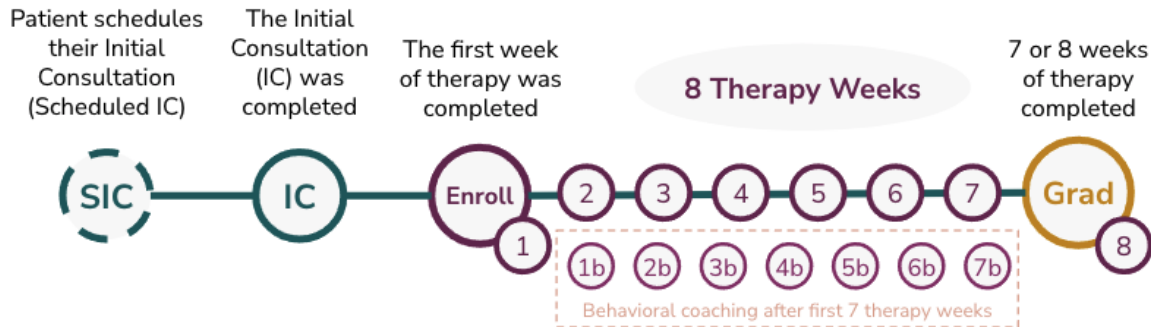


## Therapy360 Program Overview

1-on-1 weekly treatment with licensed therapist, a behavioral coach, and structured program tools

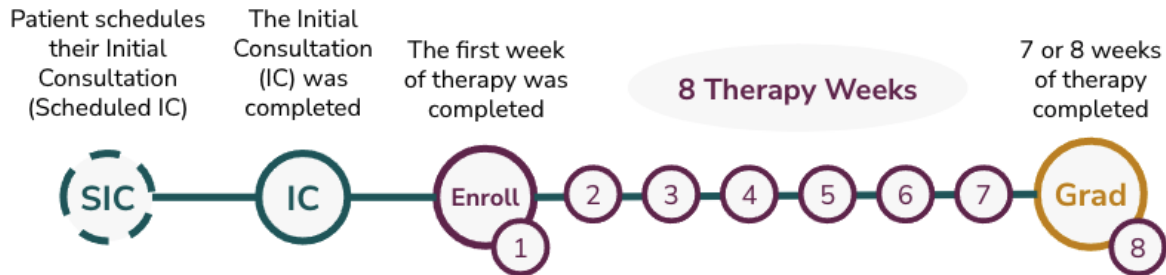


## Therapy360 Terminology

	Term	Definition
Engagement Funnel	Members Called	Distinct count of members who were called by our Engagement Center
	Members Connected	Distinct count of members who were both called and connected with (phone answered)
	Completed Initial Consultation (IC)	First step in the program, consisting of a comprehensive assessment by a therapist to evaluate member baseline goals and severity. When completed, the member has attended and is deemed a fit for the program
	Enrollment	The first of eight weekly therapy sessions is completed (1A session)
	Graduation	Seven or eight weeks of therapy is completed (7A or 8A session)
Engagement Rates	Connection Rate	Leads Connected / Leads Called
	Scheduled IC Rate	Scheduled ICs / Leads Connected
	Completed IC Rate	Completed ICs / Scheduled ICs (excluding pending ICs)
	Enrollment Rate	Completed 1A sessions / Completed ICs
	Graduation Rate	Graduations (seven or eight sessions completed) / Enrollments
Outcomes Surveys	DASS-21	The Depression Anxiety & Stress Survey (DASS-21) measures clinical improvements in three domains between baseline and graduation of the AbleTo Therapy360 program. This includes only 8A graduates who score above normal at baseline. Minimum sample size of 30 graduates to be reported.
Member Demographics	Enrollee Gender & Age	Gender & Age breakdowns among members completing their first week of therapy.
	Top 5 Primary Concerns	Top 5 primary concerns reported among members who completed the Initial Consultations. Members can report >1 primary concern each.

## Therapy+ Program Overview

1-on-1 weekly treatment with a licensed therapist & structured program tools

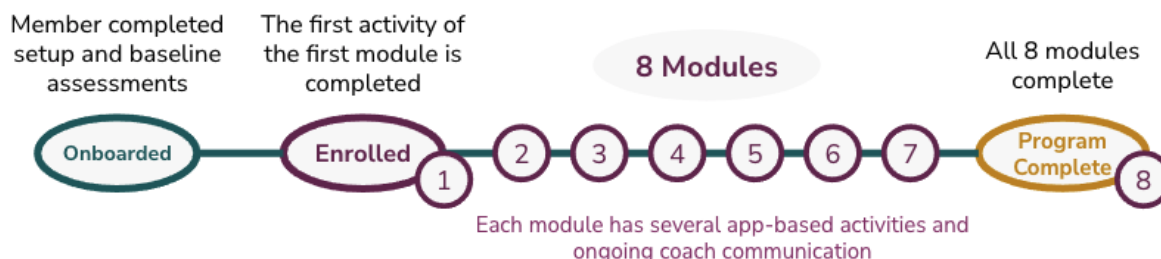


## Therapy+ Terminology

	Term	Definition
Engagement Funnel	Completed Initial Consultation (IC)	First step in the program, consisting of a comprehensive assessment by a therapist to evaluate member baseline goals and severity. When completed, the member has attended and is deemed a fit for the program
	Enrollment	The first of eight weekly therapy sessions is completed (1A session)
	Graduation	Seven or eight weeks of therapy is completed (7A or 8A session)
Engagement Rates	Completed IC Rate	Completed ICs / Scheduled ICs (excluding pending ICs)
	Enrollment Rate	Completed 1A sessions / Completed ICs
	Graduation Rate	Graduations (seven or eight sessions completed) / Enrollments
Outcomes Surveys	DASS-21	The Depression Anxiety & Stress Survey (DASS-21) measures clinical improvements in three domains between baseline and graduation of the AbleTo Therapy+ program. This includes only 8A graduates who score above normal at baseline. Minimum sample size of 30 graduates to be reported.
	PHQ9	Patient Health Questionnaire measuring depression. Scores >4 are above normal range.
	GAD7	General Anxiety Disorder survey. Scores >19 are above normal range.
Member Demographics	Enrollee Gender & Age	Gender & Age breakdowns among members completing their first week of therapy.

## Digital+ Program Overview

1-on-1 weekly coach sessions & structured CBT-based digital program



## Digital+ Terminology

Term	Definition
<b>Module</b>	Weekly set of activities. There are 8 modules per coached program.
<b>Activity</b>	Interactive task as part of a module. There are several activities per module.
<b>M1A1</b>	Module 1 Activity 1. Completed M1A1 indicates enrollment.
<b>Count Users Completed Onboarding</b>	Distinct count of members who have completed their assessment (PHQ9, GAD7 or SPIN) and been routed into a program (Depression, Generalized Anxiety or Social Anxiety)
<b>Count Enrolled Users</b>	Distinct count of users who completed Module 1 Activity 1 (M1A1)
<b>Count Module 3 Completers</b>	Members completing first three of the eight modules
<b>Count Program Completers</b>	Members completing all the eight modules in their program
<b>Enrollment Rate</b>	Members completing Module 1 Activity 1 (M1A1) / Members who completed onboarding
<b>Intermediate Exposure Rate</b>	Members completing 3 or more program weeks / Enrolled Members
<b>Program Completion Rate</b>	Members completing all 8 program weeks / Enrolled Members
<b>PHQ9</b>	Patient Health Questionnaire measuring depression. Scores >4 are above normal range.
<b>GAD7</b>	General Anxiety Disorder survey. Scores >19 are above normal range.
<b>SPIN</b>	Social Phobia Inventory survey. Scores >4 are above normal range.
<b>Percent Symptom Decline for Assessments</b>	Score at program completion divided by score at onboarding minus one. Member-level percent differences are averaged for population-level rates of symptom decline. Includes members who have completed 3+ modules and had elevated scores at baseline. If members have engaged with >1 program, only the first program where 3+ modules were completed is included.
<b>Enrollee Age &amp; Gender</b>	Age & Program breakdowns among members who completed onboarding.
<b>Digital+ Program</b>	Selected focus of the Digital+ program: Depression, Anxiety or Social Anxiety

## Reporting Methodology

### Exclusions:

- Boosters are excluded (only full 8-week programs included)
- Treatments based on Follow-Up Assessments are excluded (these are Boosters or second programs)

### Date Fields:

- **Therapy360 & Therapy+ Engagement Dates**
  - **Engagement Counts** are based on an Engagement Date. For Therapy360, this date indicates when calling began for the member. For Therapy+, it indicates when sign-up began. This allows us to track members from calling all the way through enrollment and graduation.
  - **Engagement Rates** are based on the same Engagement Date. To allow time for the full funnel to occur, we allow four months of run-out for Therapy360 and three months for Therapy+ (since there is no calling outreach). This allows time for outreach, scheduling of the Initial Consultation, and eight weeks of therapy to occur.
- **Digital+ Engagement Dates**
  - **Engagement Counts** are based on Onboarding Completed Date. Onboarding marks when a member has created an account and completed their baseline clinical surveys.
  - **Engagement Rates** are based on the same Onboarding Completed Date. To allow time for the full funnel to occur, we allow four months of run-out. This allows for coaching sessions and all eight modules to occur
- **Clinical Outcomes Dates**
  - **Therapy360 & Therapy+:** Based on Graduation Date, which is the date of the eighth therapy session (8A)
  - **Digital+:** Based on the member's first Module 3 Completion Date, considered the minimum clinical exposure to the intervention to measure clinical outcomes