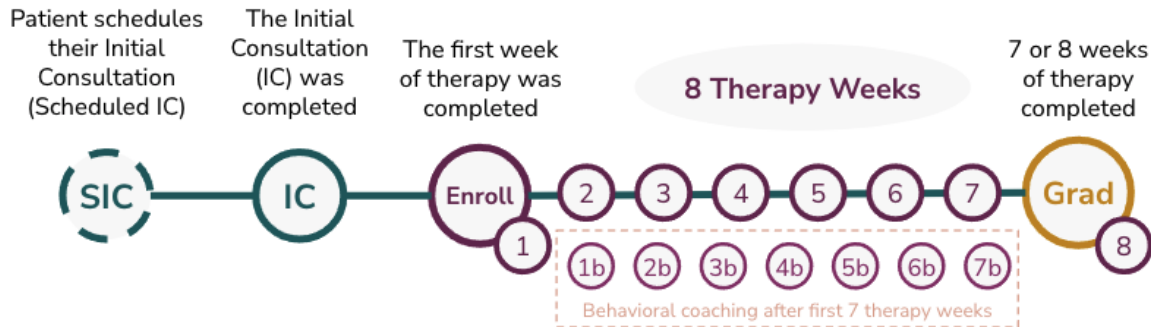


Therapy360 Program Overview

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

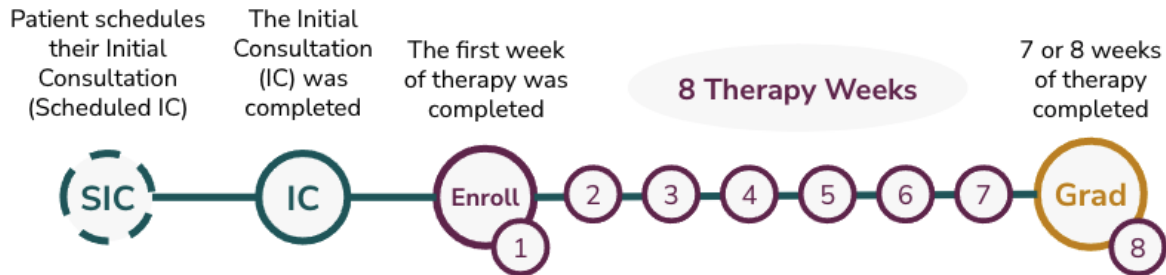


Therapy360 Terminology

	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

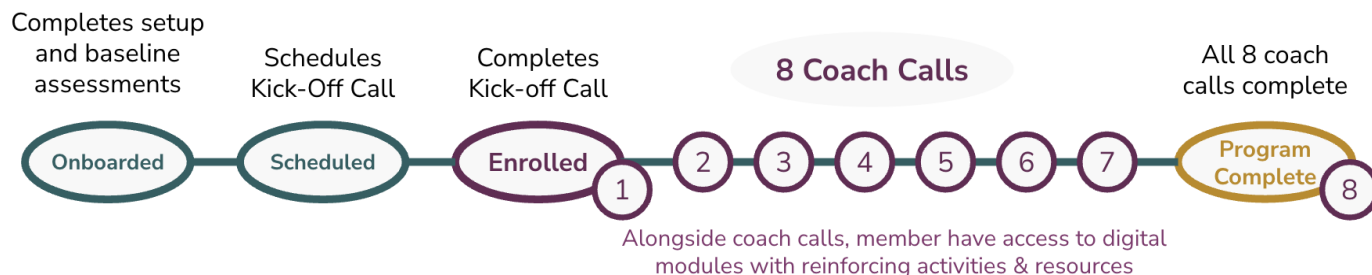


Therapy+ Terminology

	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.

Coaching+ Program Overview

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



Coaching+ Terminology

Term	Definition
Module	Weekly set of activities. There are 8 modules per coached program.
Activity	Interactive task as part of a module. There are several activities per module.
Coaching+ Program	Selected focus of the Coaching+ program: Depression, Anxiety or Social Anxiety
Count Scheduled Users	Count unique users who scheduled a Kick-off coaching. Session may or may not have been completed.
Count Users Completing Kickoff	Unique users who've completed a Kick-off coaching session and is now considered enrolled
Count Users with 3+ Coach Calls	Members completing their first three coaching sessions.
Count Program Completers	Members completing all the eight modules in their program
Enrollment Rate	Percent of members that schedule and complete a kickoff call.
Intermediate Exposure Rate	Percent of members who've completed the kickoff call that have completed three or more calls.
Program Completion Rate	Percent of members who complete the kickoff call that have completed eight calls.
PHQ9	Patient Health Questionnaire measuring depression. Scores >4 are above normal range.
GAD7	General Anxiety Disorder survey. Scores >19 are above normal range.
SPIN	Social Phobia Inventory survey. Scores >4 are above normal range.
Percent Symptom Decline for Assessments	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.

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.
- **Coaching+ 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)
 - **Coaching+:** Based on the member's first 3 Completed Coach Calls, considered the minimum clinical exposure to the intervention to measure clinical outcomes