

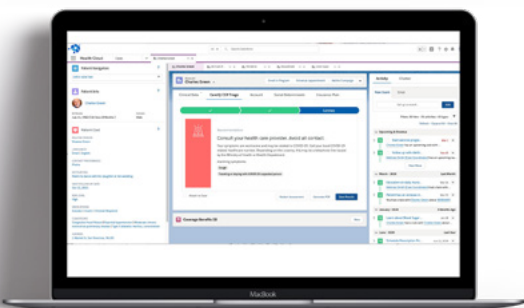
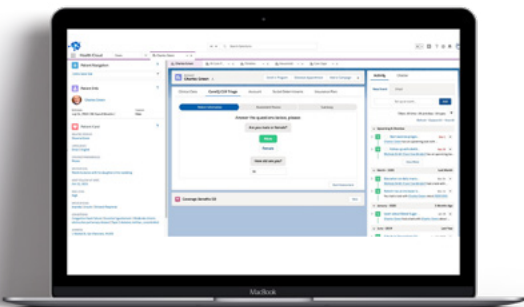
## Intelligent Next-Generation Triage

- > Prioritize COVID-19 cases
- > NLP and AI-driven Symptom checker with automated Triage decisions
- > Increase Telehealth utilization

With automated support of multiple workflows, CareIQ helps payers triage members cases with this guided symptom checker. Ideal for call centers or member portals, CareIQ leverages artificial intelligence (AI) to collect symptoms through guided assessment questions that lead to accurate and actionable triage decision support. Patients can access the consumer version in a portal or mobile device. Clinical and non-clinical can access CareIQ Triage directly within Health Cloud or Service Cloud.

CareIQ allows you to exceed performance, improve accessibility and mitigate healthcare costs by:

- Lowering potentially preventable Emergency Department visits
- Expanding the usage of telehealth
- Recommending evidenced-based medical treatment that allows the patient to employ the right health services to treat their condition
- Addressing appropriate medical treatment before minor issues beget costly problems requiring ED/ Medical-Surgery



Increase  
Telehealth Utilization



Reduce  
Costs<sup>1</sup>



Minimize  
Redundancy<sup>1</sup>

Improve Member  
Satisfaction<sup>1</sup>

