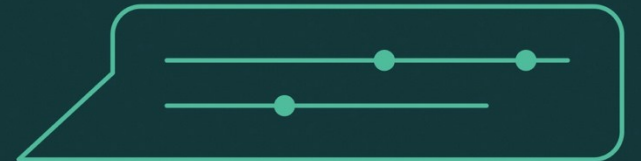
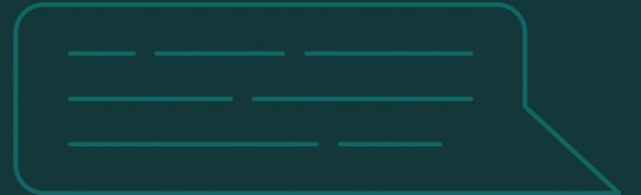
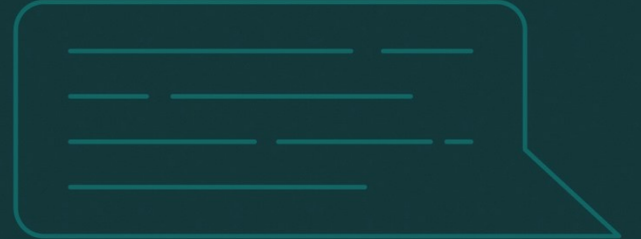
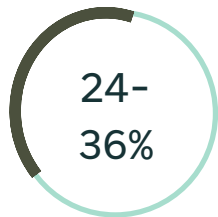


milahealth



Payors and Providers can increase revenue and shared savings with **outreach** to their patient population to close gaps in care.



Patients fail to keep up with their chronic care-plan



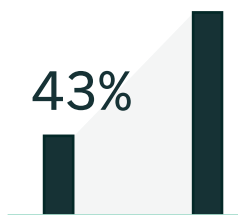
Potential upside in a single market with 20% Capture Rate ONLY for Wellness Programs<sup>1</sup>

- ✓ Increase in patient volume and revenue
- ✓ Enhance quality scores and incentive payments
- ✓ Reduce cost of manual effort



## PROBLEM

Making phone calls is **expensive**  
and **causing burnout**.



Increase in burnout  
in staff since the  
beginning of the  
Covid pandemic



Cost of a  
manual  
outreach

Staff shortage in preventing clinical teams to  
work at the top of their license and meeting  
quality metrics.





# Mila is your AI healthcare worker to deliver personalized care

Mila is pre-trained to autonomously guide patients through their care plan, with clinically validated instructions.



**Customize Mila to truly augment your team**



**Human-like, Multi-lingual, Personalized**



**Instructions that are safe and clinically validated**



**Intelligent and timely nudges to empower patients to achieve their treatment goals**



**Pre-trained on multiple outcomes to scale your workforce instantly.**



**Integrated into provider's existing workflows, along with the EMR**

# Mila is live and demonstrating:

54% response rate. This is 80% higher than manual outreach and 5x higher than scripted messages.

18% conversion to appointments.

50%+ decrease in no-show rates

... while scaling staff 4x.



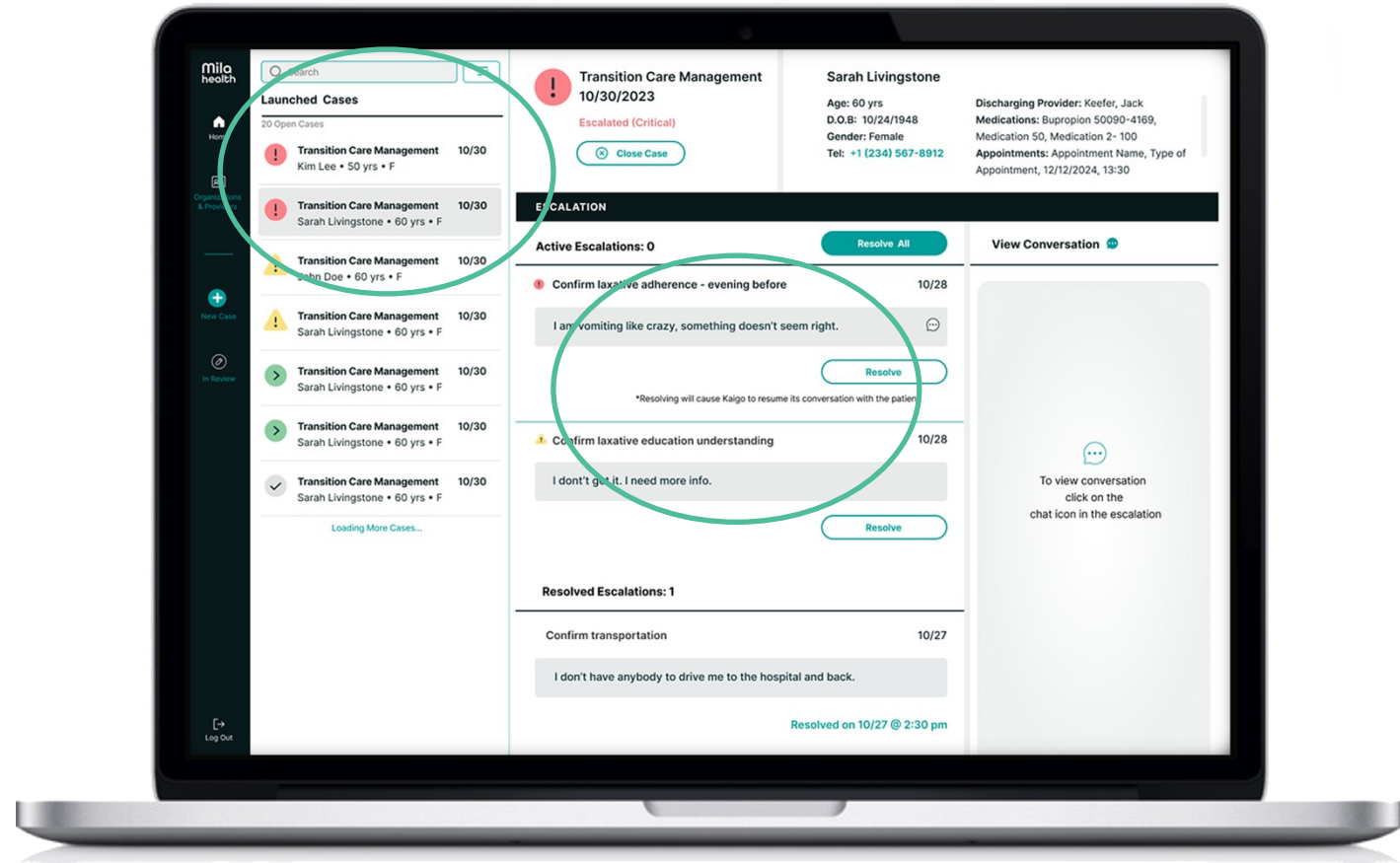
<https://www.healthcaredive.com/press-release/20241018-mila-health-launches-ai-powered-provider-assistant-to-close-care-gaps-1/>

# Mila is integrated into the provider workflow

Integrated into EMR, clinical team assigns tasks for Mila, along with patient details

Mila autonomously reaches out and logs all conversation for easy access.

Mila tracks progress across clinics and population via a dashboard.



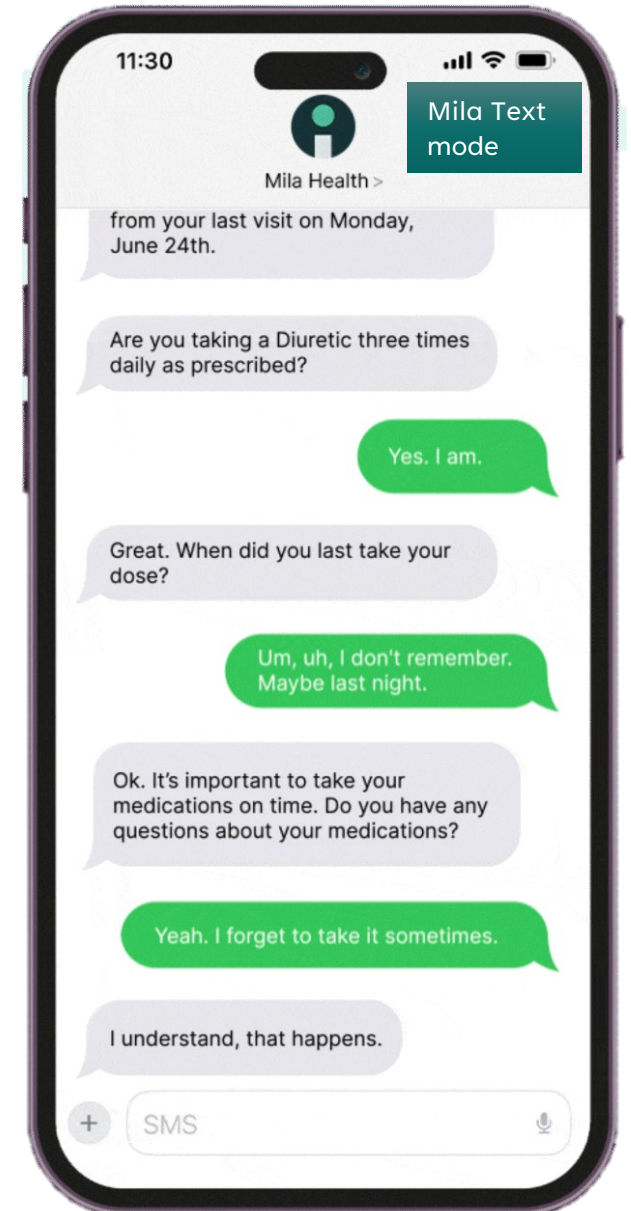
# Mila is effective because....

- ✓ Mila's is designed to be humanlike and empathetic. Mila uses open ended questions to increase engagement
- ✓ Mila's nudges are timely and contextual
- ✓ Mila replies immediately with verified content
- ✓ Mila is goal oriented and autonomously achieves assigned tasks
- ✓ Voice or text in any language

Mila Experience  
on call mode



<https://voice.aiworkers.milahealth.com/>



# How Mila Helps

## Drives Revenue

- ✓ Increase in direct revenue, with appointments.
- ✓ Increase in downstream revenue from ancillary billing
- ✓ Increase bonus associated with Value Base Care payments

## Reduces Burnout

- ✓ Reduced manual phone reach out for medication, symptoms, education, and reminders
- ✓ Mila identifies patients at risk for focus versus spreading time across a large panel

## Improves Patient Outcome

- ✓ An informed patient with a higher likelihood of meeting their care plan goals has demonstrated better health outcomes

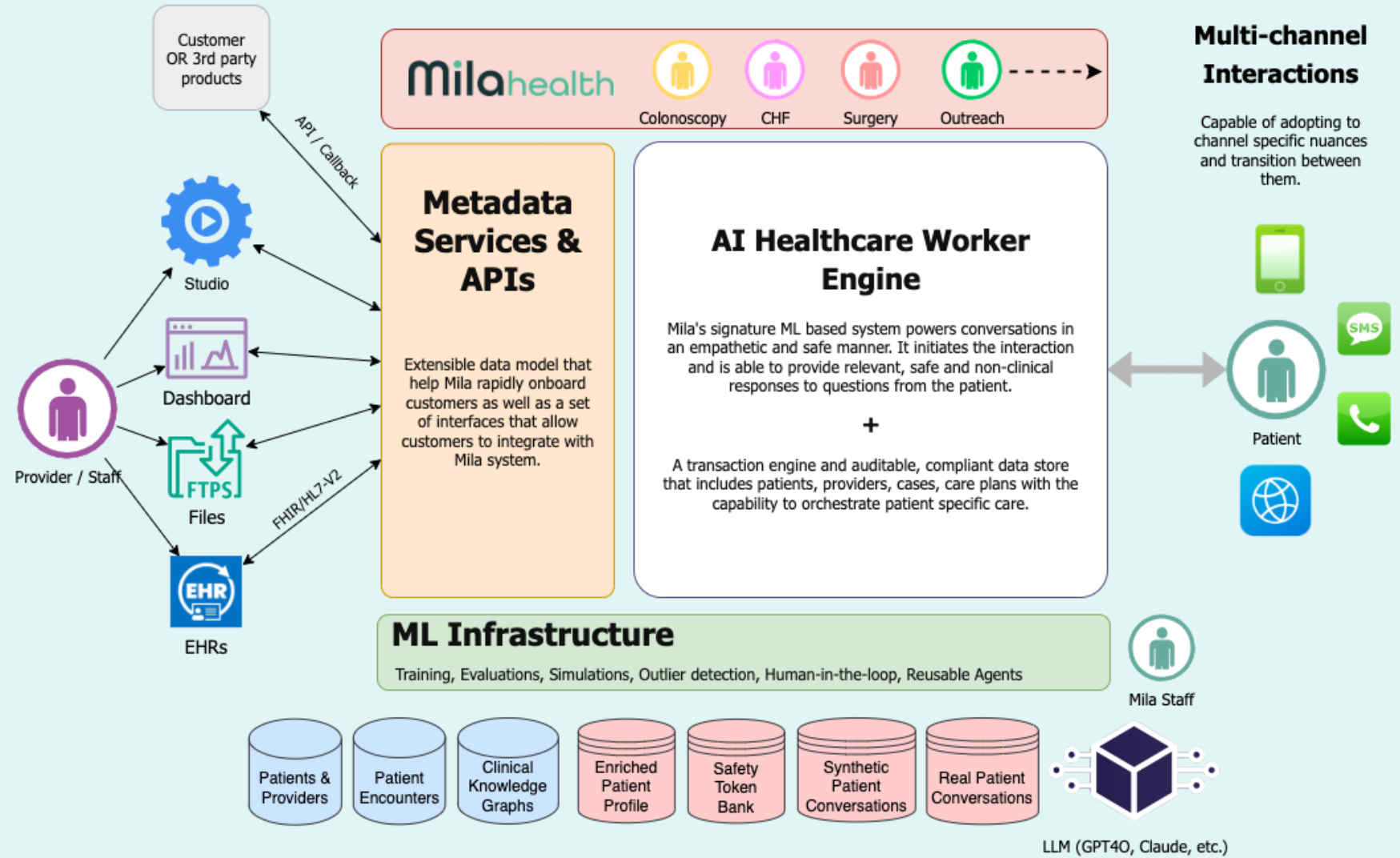




# Modular

# API Based

# Customizable

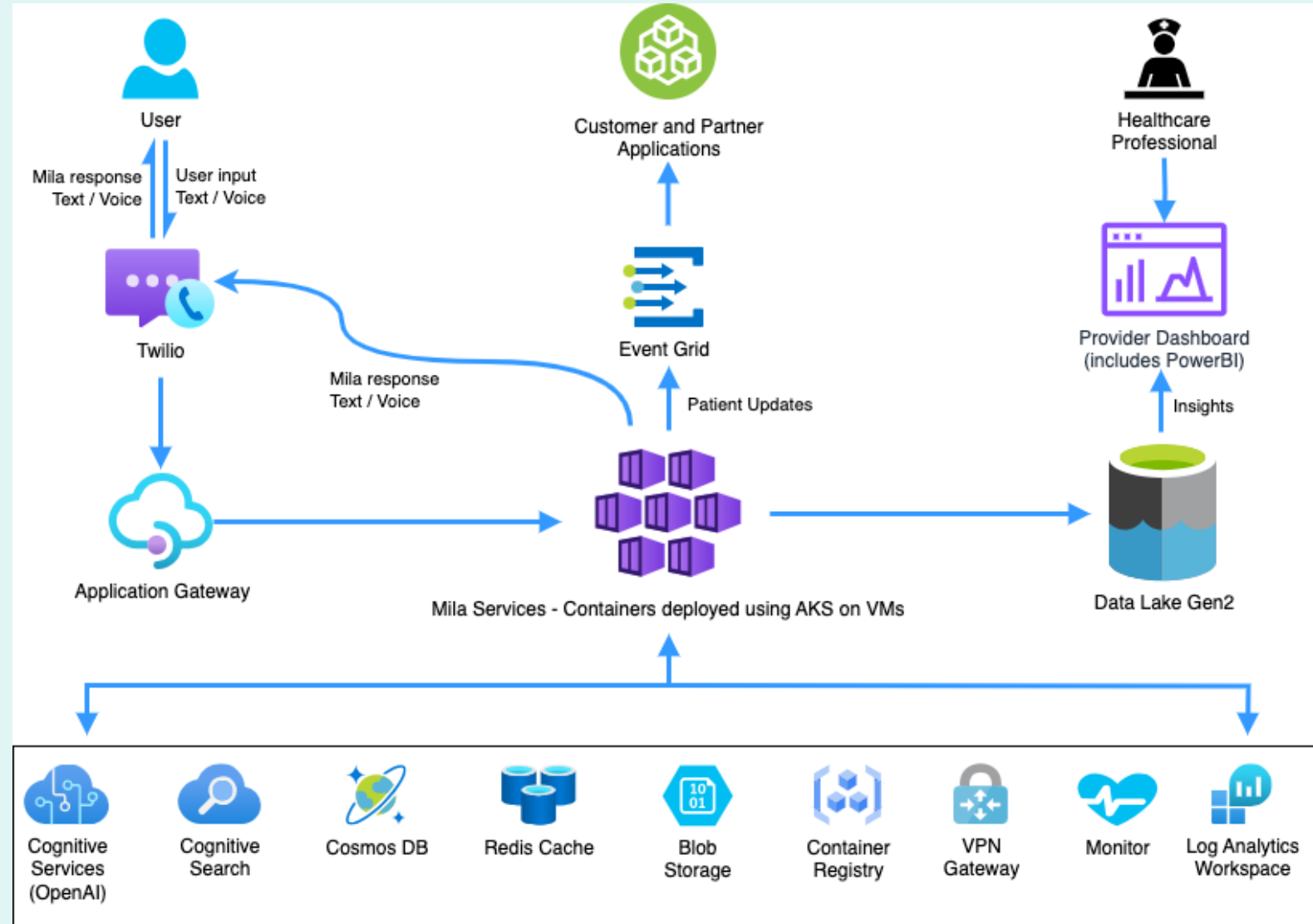


# Mila Architecture 100% on Azure

Leverages DDoS protection and Identity Services

HIPAA Compliant (attested by 3rd party auditors and Vanta)

Not subject to FDA Regulatory Compliance (SaMD)



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**Thank you**

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