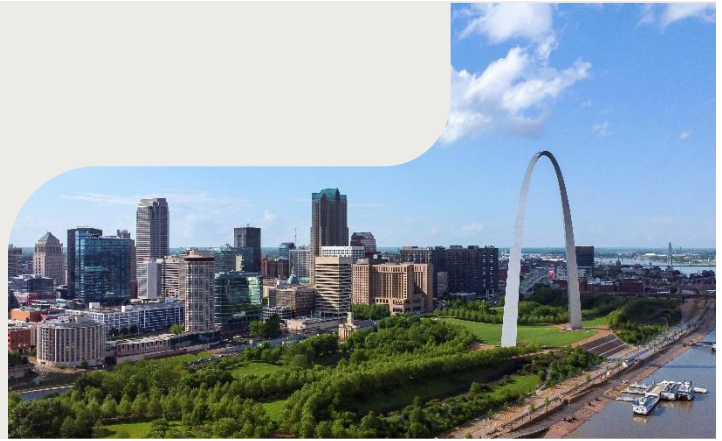


Patient Advisory Board Summary

Listening, learning and improving

JUNE 22-24, ST. LOUIS, MO



BY THE NUMBERS



29 participants



2 days of meaningful conversations



5 member experience tools and features explored



18 states reflected in patient participation



3 patients participated in a panel discussion



7 interactive sessions held



20 clients represented



1 cohort of Patient Advisory Board sessions completed



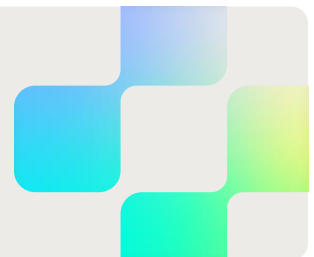
5 key themes that emerged

WHAT WE HEARD



There is amazing work being done here. It is important and appreciated. This is the continuance of something great.

Desiree, Georgia



Key themes included:

- + Trust is earned through transparency, not perfection
- + Reduce friction and do more of the work on patient's behalf
- + Patients want human support available

Opportunities to improve:

- + Design experiences that proactively surface answers
- + Provide AI as an advocate and assistant, not as a replacement for people
- + Explore connected experiences that reduce the back-and-forth

What's next



Compile post-event survey responses and share action items with the appropriate teams



Incorporate patient perspectives to help inform member experience and digital tool enhancements



Continue recruiting clients and onboarding patients for the second cohort, which will begin in October



Thank you to our Patient Advisory Board members for sharing your perspectives and helping us build better experiences—together.