



Mercer

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We're creating healthy cultures.

And we do it by delivering personalized health experiences for members and easy access to by-the-minute program data for administrators. Everything is simple for our members with our powerful yet simple app, MyViverae®

Think of us as health management consultants, not a wellness vendor. We take a consultative approach as the wellness and engagement experts to guide you through configuring a unique program that fits your needs.

The terms of this Client Proposal are confidential in nature and have been provided to the prospective Client contact listed above. The terms of the Proposal are not to be copied, shared with or otherwise disclosed, either orally or in writing, to any third party, without the prior written consent of Viverae. Expires in 60 days from date above.



INTRODUCTION

Viverae® is a total population health management provider with its own intuitive, configurable web-based application that meets members where they are in their health, from wellness to total population health management.

WHAT SETS US APART?

For more than a decade, Viverae has been a health management provider for leading companies across the country. Our in-demand, tailored, consultative approach has been perfected at Viverae first—we develop programs that work for our own people before putting them to work for you. Once we determine your goals together, you'll receive guidance and resources from health, communications, and wellness program experts for results you can see and feel.

WHO WE SERVE?

We work with organizations – such as municipalities, school districts, healthcare, technology, financial services, manufacturing, and other major corporations – who want the best for their people. Our clients' goals range from making their employees more conscious of their health to driving health improvements in their well-being. Since our services help improve and maintain behavioral and physical health, there's nothing you can't achieve with Viverae.



Engagement
targeted motivation from
engagement experts



Care Plans
visible, flexible, simple condition
management paths



Right now
presentation-ready metrics in an
instant, anytime



All in one
goodbye, multiple vendors



Why Viverae?

With MyViverae, we enable risk-bearing entities to engage populations of any size or type at any level of health. We meet members where they are in their health journey with a dynamic health profile and care plan designed to engage them in their well-being.



We're Engagement Experts

We've been perfecting our methods for more than a decade and can measure and evaluate the most vital factors that foster employee engagement.

We offer a Flexible and Comprehensive Program Design

Our programs are not one-size-fits-all. We conduct a thorough assessment of your workplace culture, along with an accurate identification of company and employee wellness needs, and potential roadblocks.

Comprehensive Health Management

Our associates handle all facets of your program in-house taking much of the administrative burden off your staff. A single-vendor program approach eliminates data transfer issues, ensuring a seamless member experience.

We Provide Validated Data

Our integrated claims data lets us identify condition-specific care, which targets member health where changes are most needed.

Optimal Care Begets Positive Results

Viverae's industry-leading, wellness expertise allows you to develop a consolidated program that encompasses all your program elements. We handle the details – you enjoy the results of our consultative approach to health management.



Member Portal (MyViverae)

MyViverae® is a web-based tool that creates and maintains a dynamic health profile, helps members set and reach health goals, connects members to their peers, and delivers challenges and relevant content while managing incentives.

MyViverae allows members to participate in fitness challenges, track daily progress, connect to peers for support, and set health goals using intuitive design and navigation. With the MyViverae portal, you can:

- Access, manage and track your health information
- Connect various clinical devices such as glucometers and oximeters
- Register, authorize, and sync apps and devices
- Connect with peers for help on a path to better health.

My Health

Multiple forms of validated and self-reported health assessments are captured in My Health to create a whole health profile.

My Care

Dedicated to keeping preventive care and condition-specific services in check by listing upcoming and past due healthcare appointments.

Community

Use My Team to build a support and encouragement network of peers and colleagues. The Social Wall displays all interactions and challenge engagement.

Activity

Members can set, update and monitor their goals on MyViverae. Weight management, nutrition, fitness, behavioral, and even condition-specific goals can be accounted for and tracked.





Member Experience

Member Health Assessment (MHA)

- Gathers information for personalized care plan
- Provides recommendations to enhance member lifestyle
- Available online, at screening events, or via phone

Biometric Screenings

- Planned and managed by Viverae screenings team on-site
- Reliable results in minutes paired with on-site, personal consultation with Viverae health professionals
- Members can register online or over the phone for the event

Personalized Care Plan via MyViverae

- Give and receive support through social connections
- Stay engaged and accountable
- Get motivation and encouragement

Mobile Apps & Health Tracking Devices

MyViverae makes it simple to integrate fitness apps and devices into a member's online wellness program profile. With over 100 compatible apps and devices, members can use their app or device to participate in wellness program activities such as challenges.

Mobile apps and devices increase members' access to health information on the go and help to keep them engaged and motivated regardless of time or place. Viverae utilizes these innovative tools to stay current with the technological revolution and to maximize their impact on people's health.

Please visit www.myappsanddevices.com for a list of supported apps and devices.

Online Courses

Viverae has developed a series of Online Courses designed to provide an educational overview on common areas of health and wellness. Certain courses are recommended based on a member's individual health report. As a reinforcement tool, quizzes are available at the end of each course.

Social Engagement

Engagement is where wellness starts and behavior change is sustained. Through Viverae's social wellness platform, members can challenge each other to participate in healthy activities while simultaneously competing in company-wide, year-round wellness challenges.

Future releases of social engagement will include enhanced challenges, shared links and photos, automated monitoring, and lifestyle and condition-specific community support.



Member Experience Continued...

Targeted Programs

Viverae employs the use of Targeted Programs to address some of the most important health issues facing your employee population. Targeted Programs are a series of videos that focus on your lifestyle to help make changes and reach health goals. Each program consists of four consecutive, weekly online sessions.

Unique New Challenges

We want members thinking (and doing) wellness everyday. Our fun, interactive health challenges will create a buzz that starts as a call to action and ends as a new lifestyle.

Welcome, Mike!

We're glad you're here! Now we can begin focusing on wellness.

A wellness program designed just for you! So, what are we waiting for?

Let us know how we can partner with you. Contact us at info@viverae.com to schedule a consultation. We want you to enjoy health as much as we do.



Lifestyle Outreach and Disease Management (DM)

Viverae's programs work for people at any point in their health. For those with serious health concerns, we offer Lifestyle Outreach and Disease Management (DM). And we don't just wait until your members are in poor health to engage them. Based on claims and self-reported data, we can determine who needs coaching and DM then proactively reach out to them directly. We don't treat conditions—we treat people, so we provide actionable, reasonable steps to help identified members manage their condition and set and reach health goals at their own pace.

Through our innovative, member-centered approach that focuses on awareness, behavior modification and empowerment, members gain access to licensed and certified health professionals ready to offer constant support as they learn about their health risks and manage their conditions.



Lifestyle Outreach:

- Total Population focus
- Risk-based
- MHA or biometric screening
- Inbound
- Outreach available
- Behavior modification



Disease Management:

- Focus on diagnosed chronic conditions
- Claims data integration
- High risk / high cost claimants
- Clinical coaching (RN/RD – partners with the patients; personal approach; helps build self-care skills, prompt better health behaviors, and inspire accountability)
- Includes both inbound and outreach
- Self-managing conditions



Lifestyle Coaching and Disease Management (DM) Continued...

The personalized support of Coaching and DM is proven to have a positive impact on members' overall health.

62%



of members with high risk factors who are coached at least once per year, reduce risk factors more than members who were not coached and reduce cost savings over 3 years

\$724⁰⁴



cost savings over 3 years per participant*

68.9%



higher engagement level with participants

Additional chronic condition coverage planned for 2016, offering clients the potential to identify more than

50%



of employees who have a condition

Viverae's Lifestyle Coaching and DM programs lead the industry covering

22

health conditions



Client Experience

Employer Portal

View and pull fully indexed data and census files 24/7 to create real-time, boardroom-ready reports.

Claims Integration

Viverae can accept claims data from your insurance carrier and demonstrate the true cost savings that a health management program produces over time.

Award-Winning Communications

Take advantage of flexible, multilingual communications options from Viverae's in-house Communications department

Biometric Screenings

- Planned and managed by Viverae
- Equipped with site-specific communications and instructions
- Reliable results in minutes paired with on-site, personal consultation with Viverae health professionals
- Alternative screening options also available

Custom Dashboard Panel

A tailored custom Dashboard section that allows clients to develop and enter their own announcement, video, newsletter and quiz content. This option can help support an employer's existing wellness program branding and communications to employees.

Metrics On Demand

View aggregate information about the health status of your population, learn actionable steps to take for implementing positive changes in your program, and share the results with the click of a button.

Consultative Approach

Viverae acts as the wellness and engagement experts in your program, guiding you through configuring, implementing, and sustaining a unique program and healthy culture that fits your needs.

Account Management

Viverae's service philosophy is centered around providing highly responsive, accurate, consistent, and compassionate support in every interaction with members, clients, and partners. Our Client Services Team, made up of Implementation and Account Management professionals, works to ensure our clients' wellness programs are properly scoped, designed, delivered on time, and flawlessly executed.



Program Configurability

Viverae assists employers in identifying the strategies and interventions that will positively impact their corporate wellness plans and goals. By crafting your program with our dynamic Program Builder tool, you'll easily see how you can achieve your wellness goals:

- Configure and evaluate multiple program options
- Define the right strategy and duration
- Give your organization a variety of incentive options
- Set incentive and award levels based on the needs of your population

← Value Your Program

Select Elements Weights and Values



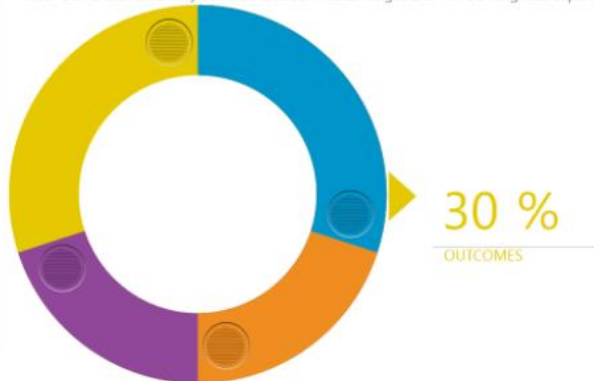
LEGEND

WEIGHTS

POINTS

- Health Profile
- Care
- Activities
- Outcomes

Select weighting for individual program elements must be divisible by 5.
Note: Some elements may not be included in total weight and will be weighted separately.



4400

TOTAL POINTS

1320 points

HEALTH PROFILE

OUT OF 4400

880 points

ACTIVITIES

OUT OF 4400

880 points

CARE

OUT OF 4400

1320 points

OUTCOMES

OUT OF 4400



Flexible Program Solutions

1

WELLNESS

Complete Wellness solution including: MyViverae platform, member communications, flexible program design options, comprehensive incentive tracking, unparalleled member support and unlimited inbound health coaching.

2

LIFESTYLE OUTREACH

Integrate personalized, risk-based digital and telephonic outreach with the complete wellness solution.

3

CLINICAL INTEGRATION

Unlimited inbound health coaching plus Disease Management (DM). DM addresses an industry-leading 22 conditions and includes a customized care plan that provides support from the Viverae Health Center's registered dietitians or nurses. Includes integrated carrier and prescription claims.

4

TOTAL POPULATION HEALTH

Total Population Health solution that seamlessly connects the power of our Lifestyle Outreach with the chronic condition impact of Disease Management, supported by Viverae's complete Wellness solution.





Example Program Design Strategy





Performance Guarantees

All stated performance guarantees will apply to relevant program design as indicated in the descriptions below. If a purchased service does not encompass a relevant component, CLIENT will not expect Value Service Provider (VSP) panel organizations to include the associated PG in client agreements.

YEAR 1 PERFORMANCE GUARANTEES

All VSP providers will agree to year 1 fees at risk totaling 12% for the following, at a minimum:

Implementation

Fully go live on the mutually agreed upon launch date, not less than 90 days following client decision. 2% fees at risk

Satisfaction - Employer/client satisfaction with account management

90% satisfied or highly satisfied (On a 5 point scale, 4 is satisfied. Survey questions will be provided by CLIENT and administered via a CLIENT client survey). 1% fees at risk

Satisfaction Employer/client satisfaction with program operations

90% satisfied or highly satisfied (On a 5 point scale, 4 is satisfied. Survey questions will be provided by CLIENT and be administered via a CLIENT client survey). 1% fees at risk

Satisfaction - Participant satisfaction

90% moderately satisfied or better (On a 5 point scale, 3 is moderately satisfied. Survey questions will be provided by CLIENT but may be administered via vendor standard satisfaction survey process). 1% fees at risk

Reporting

Data required for standard CLIENT dashboard will be provided within 30 days of the close of each quarter. 1% fees at risk

Technology

99.5% website availability other than scheduled and communicated down time. All scheduled down time must be communicated to client 72 hours in advance of down time and to participants 48 hours in advance of down time. 2% fees at risk

The following PGs will be in place for clients who offer incentives that value a total of at least \$100 annually, or 10% of available premium differential amount (cash or equivalent, premium reduction, health account contribution, etc.) and include "engagement" as defined in the PG below as a component to earn part or all of the incentive.



Performance Guarantees Continued...

Recruitment

100% of identified are reached out to within 30 days. First call, email or postal mailing attempted within 30 days of MHA completion (for clients who purchase services with an outreach component). 2% fees at risk

Participation

30% or more of members targeted for outreach, with valid contact information (defined as name, complete contact address and at least one valid telephone number), will agree to participate. Members will complete at least 1 coaching call or live coaching interaction online or in person and schedule their second - to be evaluated based on participants enrolled in the year being assessed, but reviewed quarterly; for online modules, identified participants will enroll and begin an online module (for clients that purchase coaching services with targeted outreach or online health education modules). 1% fees at risk

Engagement

A minimum of 30% of participants will complete a minimum of three coaching calls. Members will complete 3 coaching calls or live coaching interaction online or in person - to be evaluated based on participants enrolled in the year being assessed, but reviewed quarterly; for online modules, identified participants will complete the module and pass the testing or graduation requirement (for clients that purchase coaching services or online health education modules). 1% fees at risk

YEARS 2 AND 3 PERFORMANCE GUARANTEES

All VSP providers will agree to year 2 and 3 fees at risk totaling 12% for the following, at a minimum:

Satisfaction - Employer/client satisfaction with account management

90% satisfied or highly satisfied (On a 5 point scale, 4 is satisfied. Survey questions will be provided by CLIENT and be administered via a CLIENT survey process. 1% fees at risk

Satisfaction - Employer/client satisfaction with program operations

90% satisfied or highly satisfied (On a 5 point scale, 4 is satisfied. Survey questions will be provided by CLIENT and be administered via a CLIENT survey process — see questions attached). 1% fees at risk

Satisfaction - Participant satisfaction

90% moderately satisfied or better (On a 5 point scale, 3 is moderately satisfied. Survey questions will be provided by CLIENT but may be administered via vendor standard satisfaction survey process — see questions attached). 2% fees at risk



Performance Guarantees Continued...

Reporting

Data required for standard CLIENT dashboard will be provided within 30 days of the close of each quarter. Data elements are attached as Exhibit C. 1% fees at risk

Technology

99.5% website availability other than scheduled and communicated down time. All scheduled down time must be communicated to client 72 hours in advance of down time and to participants 48 hours in advance of down time. 2% fees at risk

The following PGs will be in place for clients who offer incentives that value a total of at least \$100 annually, or 10% of available premium differential amount (cash or equivalent, premium reduction, health account contribution, etc.) and include "engagement" as defined in the PG below as a component to earn part or all of the incentive.

Recruitment

100% of identified are reached out to within 30 days. First call, email or postal mailing attempted within 30 days of HA completion (for clients who purchase services with an outreach component). 2% fees at risk

Participation

30% or more of members targeted for outreach, with valid contact information (defined as name, complete contact address and at least one valid telephone number), will agree to participate. Members will complete at least 1 coaching call or live coaching interaction online or in person and schedule their second - to be evaluated based on participants enrolled in the year being assessed, but reviewed quarterly; for online modules, identified participants will enroll and begin an online module (for clients that purchase coaching services with targeted outreach or online health education modules). 1% fees at risk

Engagement

A minimum of 30% of participants will complete a minimum of three coaching calls. Members will complete 3 coaching calls or live coaching interactions online or in person - to be evaluated based on participants enrolled in the year being assessed, but reviewed quarterly; for online modules, identified participants will complete the module and pass the testing or graduation requirement (for clients that purchase coaching services or online health education modules). 1% fees at risk
Health Improvement -There will be at least an average of 2% net reduction year over year in the total number of people with greater than 2 risks. 1% fees at risk