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We're Cityblock.

The first tech-driven healthcare provider built for underserved communities

The inequity of America's social infrastructure has created disparate health outcomes and our payment systems are leading to unsustainable cost structures.

Our mission is to improve the health of underserved communities, one block at a time.

We built a profitable social enterprise that leans into radical change, breaking down deeply rooted racial and socioeconomic disparities.

We meet our members where they are, bringing care into the home and neighborhoods through our community-based care teams, and virtually through video, phone, and SMS.

Equipped with world-class, custom care delivery technology, we deliver personalized primary care, behavioral health, and social services to deliver a radically better experience of care for every member and community we serve.



Iyah Romm
CEO, Co-founder

Former C-suite partners at *Commonwealth Care Alliance*, an integrated provider with 25,000 Duals and \$1B+ revenue. Nationally recognized for novel programming, care outcomes, and cost savings.



Toyin Ajayi, MD
President, Co-founder



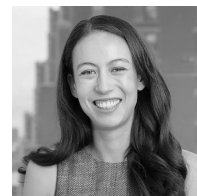
Mitch Betset
COO

Acting CEO & COO at Haven
COO at Beacon Health
EVP at CVS



David Hahn
CPO

CPO of Instacart
CPO of GoFundMe
VP of Product at LinkedIn overseeing \$1.5B in products



Andrea Blankmeyer
CFO

CFO of Transfix
VP Finance of SoFi
Bain & Co., Hellman & Friedman, Gates Foundation

SUPPORTED BY



Alphabet

Maverick

Redpoint

KINNEVIK

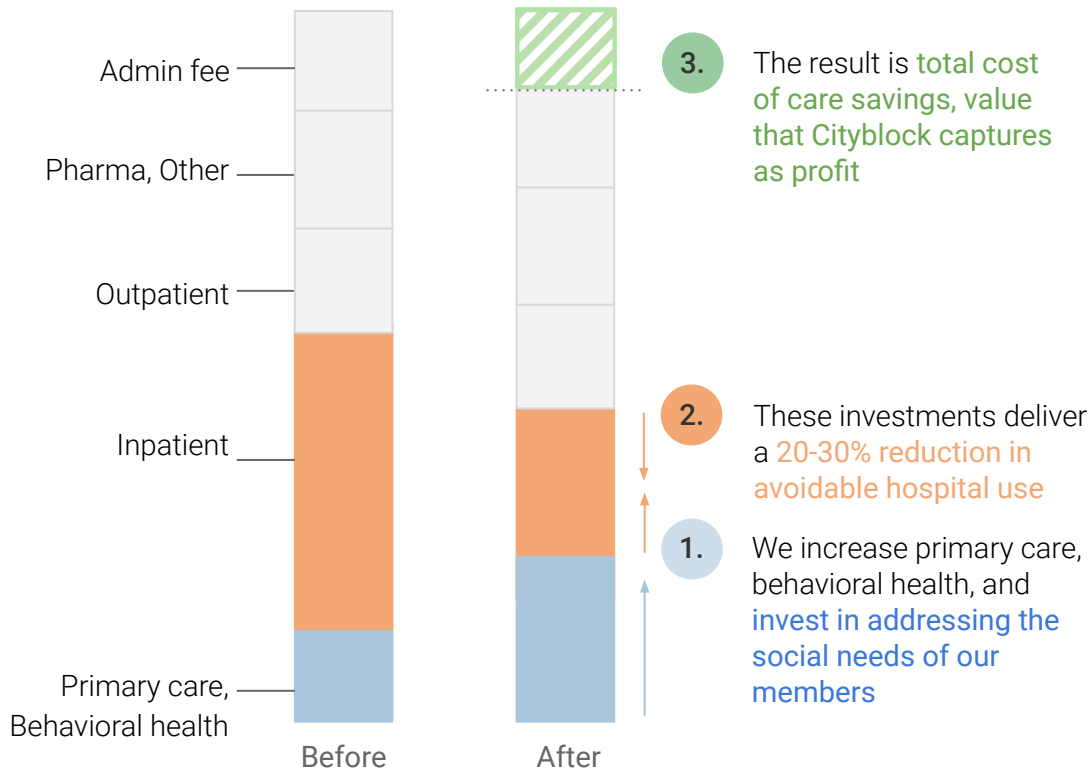
GENERAL CATALYST

WELLINGTON MANAGEMENT

TIGERGLOBAL

SoftBank
Investment Advisors

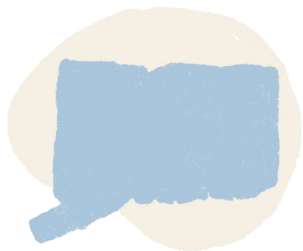
Our model of care delivers better health outcomes and total cost of care savings, which we retain as profit from health plans.



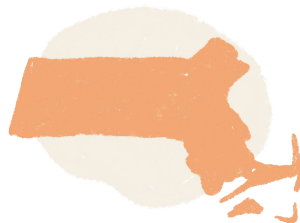
Markets we currently serve:



NEW YORK



CONNECTICUT



MASSACHUSETTS



WASHINGTON D.C.



NORTH CAROLINA

Our partners:



We deliver outcomes through a deep understanding of the continuum of needs of underserved populations with complex conditions.

Our care model is designed to meet people with the best care — wherever they are.



ASSIGN & PRIORITIZE

ENGAGE & ASSESS

PRIMARY, BEHAVIORAL, AND SOCIAL CARE

Interdisciplinary care teams meet members whenever and wherever

CARE ESCALATION AND TRIAGING

Case conferences → acuity updating → care dosing → modality flexing

CARE PATHWAYS

Dedicated care programs for members with specific needs

Maternity

SMI / SUD

Kidney

Paramedic

Housing

Palliative

COMMONS & TECHNOLOGY

Data Integration

Decision Support

Virtual | In-Person Triage

Team Collaboration

Actuary

Our care model reliably impacts the most important drivers of cost and outcomes within full populations

Our tech-driven approach uses data insights and modern design to drive right care, right modality, right time

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MEMBER FRONT DOOR

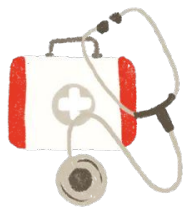
Always-available virtual front door (app, SMS, call, video) to both immediate escalated response and true longitudinal primary care relationship with *consistent care teams*

VIRTUAL INTEGRATED CARE

High-quality virtual care led by a longitudinal Cityblock team (CHPs, RNs, BH, MDs), with tight loops to triage escalation to in-home care and link to select specialty care partnerships

HOME (AND FIELD) INTENSIVE CARE DELIVERY

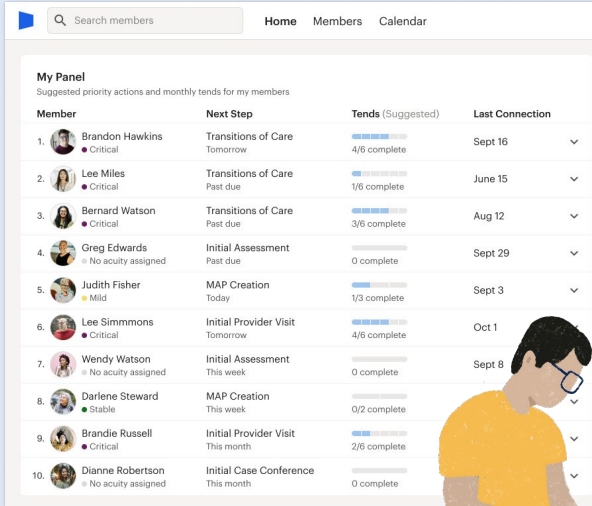
High-intensity care delivered at the home (CHPs, RNs, NPs), including rapid response for acute needs (MDs, NPs, paramedics) and specialty partnerships (e.g., ESRD); quick transfers back to virtual care upon gap closures



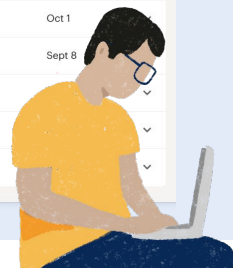
ROUTING & PRIORITIZATION

CENTRALIZED DEPLOYMENT ENGINE

Commons serves as backbone to care delivery triage, allowing seamless scaling up and down different modalities of care based on need.







Member	Next Step	Tends (Suggested)	Last Connection
1. Brandon Hawkins Critical	Transitions of Care Tomorrow	4/6 complete	Sept 16
2. Lee Miles Critical	Transitions of Care Past due	1/6 complete	June 15
3. Bernard Watson Critical	Transitions of Care Past due	3/6 complete	Aug 12
4. Greg Edwards No acuity assigned	Initial Assessment Past due	0 complete	Sept 29
5. Judith Fisher Mild	MAP Creation Today	1/3 complete	Sept 3
6. Lee Simmons Critical	Initial Provider Visit Tomorrow	4/6 complete	Oct 1
7. Wendy Watson No acuity assigned	Initial Assessment This week	0 complete	Sept 8
8. Darlene Steward Stable	MAP Creation This week	0/2 complete	
9. Brandie Russell Critical	Initial Provider Visit This month	2/6 complete	
10. Dianne Robertson No acuity assigned	Initial Case Conference This month	0 complete	



Our model deeply understand the needs of Medicaid, Dual Eligibles, and low-income Medicare members

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		What we do:	Desired outcome
Medicaid, Dual Eligibles, low-income Medicare		Socially isolated & unmanaged	Create non-clinical & community connection ↓ Social admits to the hospital
		Polychronic & undermanaged	Provide MTM, BH care, and social care ↑ Underlying health ↓ Acute events
		Serious mental illness	High-quality primary care with accessible behavioral health ↓ Inpatient BH-driven admits
		Approaching end-of-life	Advanced care planning with aggressive home-based primary care and palliative care ↓ Unnecessary end-of-life utilization

Case study of an actual Cityblock member

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Sonia*

**Socially Isolated
& Unmanaged**

WHAT WE DID:

- Identified underlying behavioral health needs; now engaged in care
- Enrolled in food pantry
- Enrolled in 2 week respite housing program
- Coordinated month long hotel stay during COVID pandemic
- Secured permanent housing during hotel stay

ACHIEVED:

21% Reduction in hospital use

KEY CARE TEAM MEMBERS



SAMPLE MODALITIES

- Phone calls and texts with CHP
- Hybrid visit with primary care provider
- ED diversion with paramedic visit
- Connection with a digital community organization aggregator

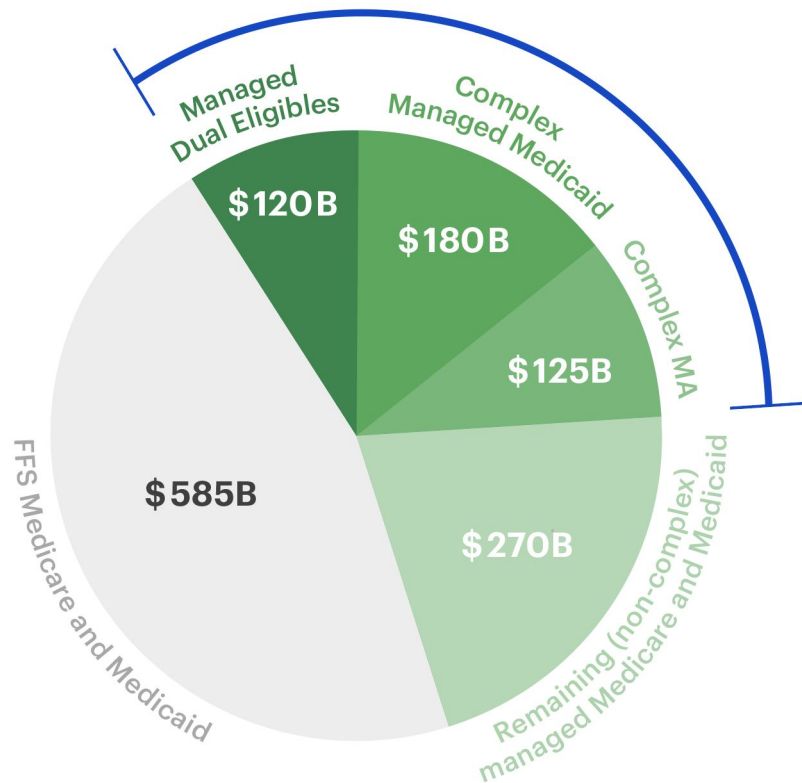
24% Reduction in monthly costs

0 **ED Visits** since April 2020

There are millions of those like Sonia who need better care.

Massive annual spending in Medicaid and Dual Eligibles, with further growth expected to managed care.

The public payer market (*Medicaid, Duals, Medicare*) is a **\$1.2T+** market, with **\$700B** under managed third-party care.



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Thank you.