

One Place for Health and Care



The Future of Health and Care:
Together, Redefining What's Possible

July 2025



Vision

Be the One Place
for Health and Care



Mission

Make it easy for people to access
high-quality, affordable health and care



One Place: The Value

The most comprehensive, personalized health & care experience

Investing in Technology
to Deliver Better Access
and Answers

More Efficient Care
Delivered the Way
Your Patients Want It

More Reach
To a National
Patient Audience



One Place for Health and Care

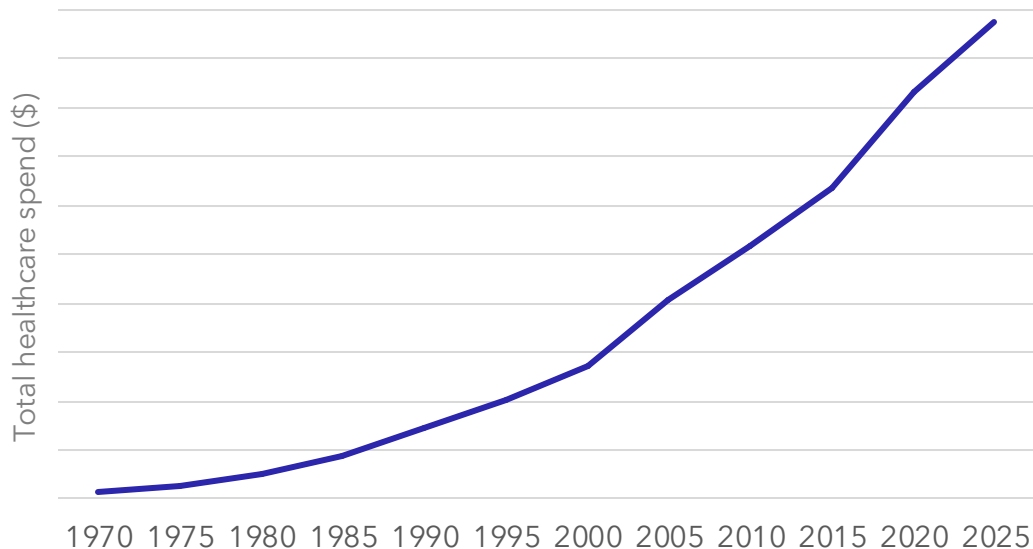
Personalized platform for everyone at every point in their journey





Something fundamentally different is needed

Total National Health Expenditures



85% of **employees** avoid using benefits because they are too confusing

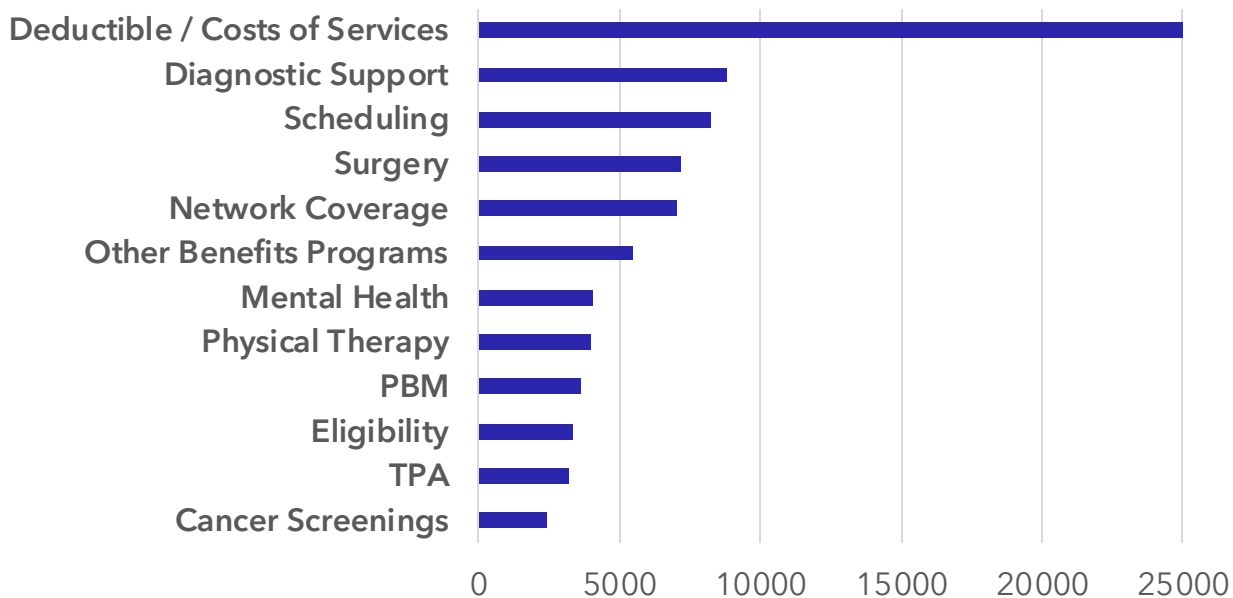


74% of **HR leaders** are actively planning to consolidate benefits



Why employers are moving to Transcarent

of times benefits quoted by legacy navigation call center



~80%

Resolution rate with AI Care Assistant through WayFinding, reducing burden on Members and your HR team



Legacy Navigation
requires you to know
your exact destination,
then points you to it



But nobody would know to say:



I need an arthroscopy from an in-network, upper extremity fellowship-trained orthopedic specialist who speaks Spanish and is accepting new patients.



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WayFinding orients to you **and** gets you where you need to be

My shoulder hurts





Go Beyond Navigation

Find answers. Take the next step. Get care.



WayFinding

AI-powered platform, caring advocates, and 24/7 doctors for instant answers and care anytime, anywhere

- ✓ AI Care Assistant
- ✓ Personal Advocates
- ✓ Virtual Primary & Urgent Care
- ✓ Expert Medical Opinions (2nd.MD)
- ✓ Claims Advocacy

Experience Store



MSK & Surgery Care

- ✓ Expert diagnosis in 2 days
- ✓ Nurse-led care coordination
- ✓ EMO from 2nd.MD
- ✓ Physical therapy
- ✓ Centers of Excellence (COE)



Cancer Care

- ✓ ACS-LION™ nurse navigators
- ✓ Early detection & screening
- ✓ EMO from 2nd.MD
- ✓ COE appointment in 10 days
- ✓ Caregiver & workplace support



Weight Health

- ✓ Cardiometabolic care
- ✓ Care plan in 3 days
- ✓ GLP-1 / anti-obesity meds
- ✓ Bariatric surgery care
- ✓ Lifestyle support



Pharmacy Care

- ✓ Transparent PBM
- ✓ Lowest cost medications
- ✓ Same day home delivery
- ✓ No spread pricing
- ✓ No hidden fees

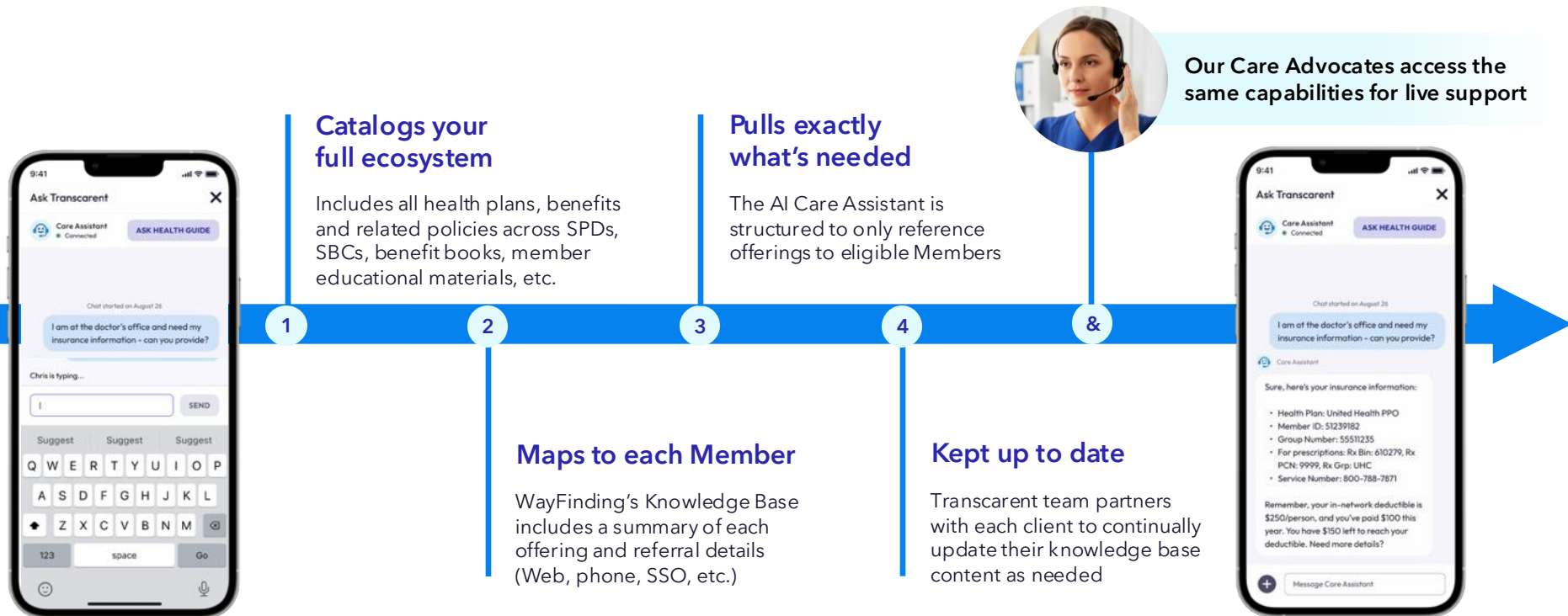


Trusted Partners

- ✓ Mental Health
- ✓ Family Building and LGBTQIA+
- ✓ Gastrointestinal and Kidney
- ✓ Wellness and Financial Health
- ✓ And more



Personalized to each Member's exact benefits

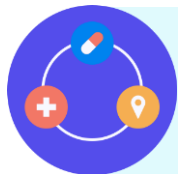




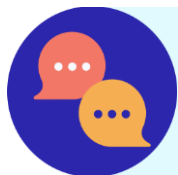
A Proprietary Platform that Scales with You



Custom **data** from clients, ecosystem partners, and point solutions



Proprietary LLM **architecture**



User experience designed to support decision-making

DATA ORGANIZATION LAYER

Catalog entire ecosystem: health plans, SPDs, SBCs, accumulator, provider directory, benefits administration enrollment, vendor brochures, etc. scoped to each individual's information

DATA INTELLIGENCE LAYER

Not a ChatGPT wrapper: enterprise grade LLM architecture purpose-built for benefits navigation and education with added medical safety systems

EASY TO UNDERSTAND CHOICES

Expert health assistant: makes health plan info useful and personal, integrates point solutions, and connects to high-quality local care

Powered by the industry's
most **secure platform**





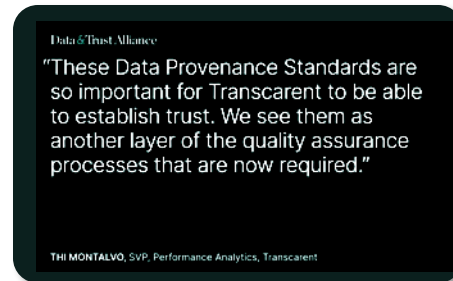
Leaders for safe and effective use of AI



Participating in Congressional hearings on the impact of AI in healthcare



Speaking at the World Economic Forum in Davos



Member of the Data Trust & Alliance Standards for Responsible AI



Invited to join the Health AI Demo Day on Capitol Hill



Speaking with Mark Cuban at CES about new consumer models of care



Sharing benefits of data standards for AI with NYT



Business Intelligence Group 2024 AI Excellence Award for NLP



Named to the 2024 and 2025 CNBC Disruptor 50 List Recognizing AI Leaders



1700+

CLIENTS

20M+

COVERED LIVES

84+

NPS

35x

ENGAGEMENT INCREASE



RAYMOND JAMES





Advancing Health Systems' Mission Through Innovation and Impact

The only platform with benefits navigation, clinical guidance, and care delivery



Aligning with Health Systems' mission

Combining AI and compassionate care through scalable solutions that improve access, equity, and patient outcomes



Transcient Partnership

Enhancing Health Systems' clinical strengths to optimize care delivery and capture incremental value through strategic growth initiatives



Our Approach

Building nimble and scalable infrastructure that improves access, navigation, and engagement across diverse populations



Patients, Health Systems, and Employers Benefit From A Better **Experience, Higher Quality, and Lower Costs**

Scalable for large, national employers



Patients

- Easier access, less hassle – one access point and password, rapid access to care
- Care at no or lower cost – waived cost for direct care
- High quality care with faster recovery – access to top quality providers



Health Plans

- Increased and more efficient access to commercial patients
- Increase in pre-paid revenue
- Increased patient retention and health management
- Increased access to quality and engagement data
- Platform for expansion into value-based models



Employers

- Increased employee satisfaction and retention
- Higher quality care and outcomes
- Lower total cost of care
- Easier access to direct contracting and point solutions
- Increased accountability



Transcarent Partnership Opportunities with Health Systems



WayFinding

- ✓ AI Powered: Benefits Navigation, Clinical Guidance
- ✓ Cost Control + Health Outcomes
- ✓ Aligned with Your Values



Centers of Excellence

- ✓ Full Payment in 3 Days
- ✓ Less Administrative Burden
- ✓ Direct Access to National Employers



2nd.MD

- ✓ More People into the Health System
- ✓ Follow-up Volume
- ✓ Extended Reach via Panel Participation
- ✓ Technology-Enabled, Clinically-Aligned



Contact:

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