



Introductory Webinar to Babylon Health

Agenda

- I. Introductions & Welcome
- II. Health Net and California Health & Wellness Telehealth Strategy
- III. Babylon and Health Net/California Health & Wellness Relationship
- IV. Babylon overview – global and US
- V. Our commitment to help members and providers access high-quality Telehealth services
 - a. Member Journey Flow
 - b. Babylon App sample views
- VI. How Babylon supports providers
- VII. Q&As
- VIII. California Providers–FAQs

Introductions

Health Net and California Health & Wellness:

- **Dr. Todd May**
Sr. Medical Director, Medical Affairs
- **Dr. Ramiro Zuniga**
Vice President, Medical Affairs

Babylon Health:

- **Dr. Deleys Brandman**
Medical Director, California Operations
- **Dr. Mark Shen**
Medical Director, Clinical Administration
- **Dr. Michael Wiener**
Medical Director, Clinical Affairs
- **Melissa Martin**
Director, US Network Management

Health Net and California Health & Wellness Telehealth Strategy

Members are encouraged to establish and maintain strong relationships with their primary care providers (PCPs) and take advantage of telehealth services offered by their PCP.



Strategic Relationship: Health Net/California Health & Wellness and Babylon Health

- Health Net and California Health & Wellness are committed to making high-quality, accessible telehealth services available to all of our members quickly during the pandemic, as well as in the long term and have developed a strategic relationship with Babylon Health, a leading global provider of digital and virtual health care solutions.
- Babylon will allow Health Net and California Health & Wellness to quickly scale services state-wide, and better leverage provider capacity to meet surges in demand from hot spots.
- Babylon offers competitive hourly rates and flexible schedules to allow providers access to a much needed revenue stream.
- Health Net/California Health & Wellness and Babylon are jointly committed to finding a solution to help providers care for their own patients.

Babylon Overview

Babylon's mission is to put
an accessible and affordable
health service in the hands
of every person on earth.





Babylon's journey so far...



Founded by
Dr. Ali Parsa



Number of users
4,500,000+



First app
April 2014



Corporate customers
175+



Total Funding
\$636m
(series C)



Completed appointments
1,000,000+



Global Rating
94% 4-5*



Employees globally
1,500+



Number of app downloads
6,000,000+



Countries operating in
18

Why Babylon?

Global

We work with partners all around the world to deliver health care to everyone on the planet.

Agile

Our AI platform and services are flexible and adaptable, ready to be deployed in unique configurations that complement the aims of businesses everywhere.

Trusted

Many of the world's biggest companies already trust us as their digital health provider. Safety and quality is at the heart of everything we do.

Innovative

We're at the forefront of health care technology development, using the latest advances to increase value, improve delivery and increase the services available.

Babylon has a global footprint...

Current

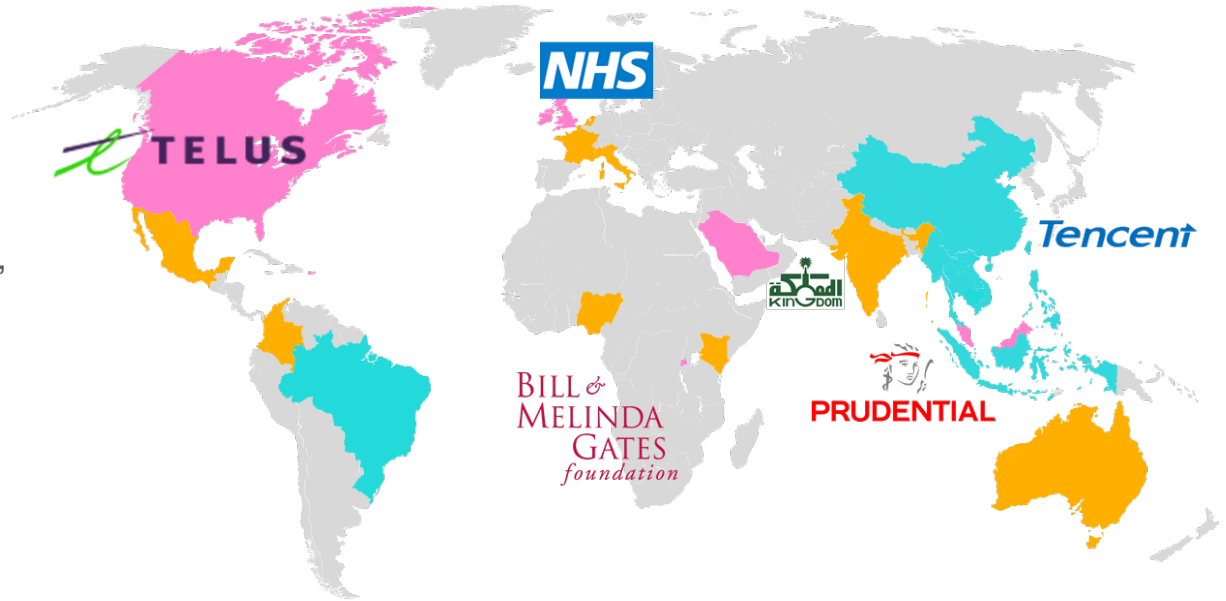
UK, USA, Rwanda,
Canada, Kingdom of
Saudi Arabia, Ireland

Signed

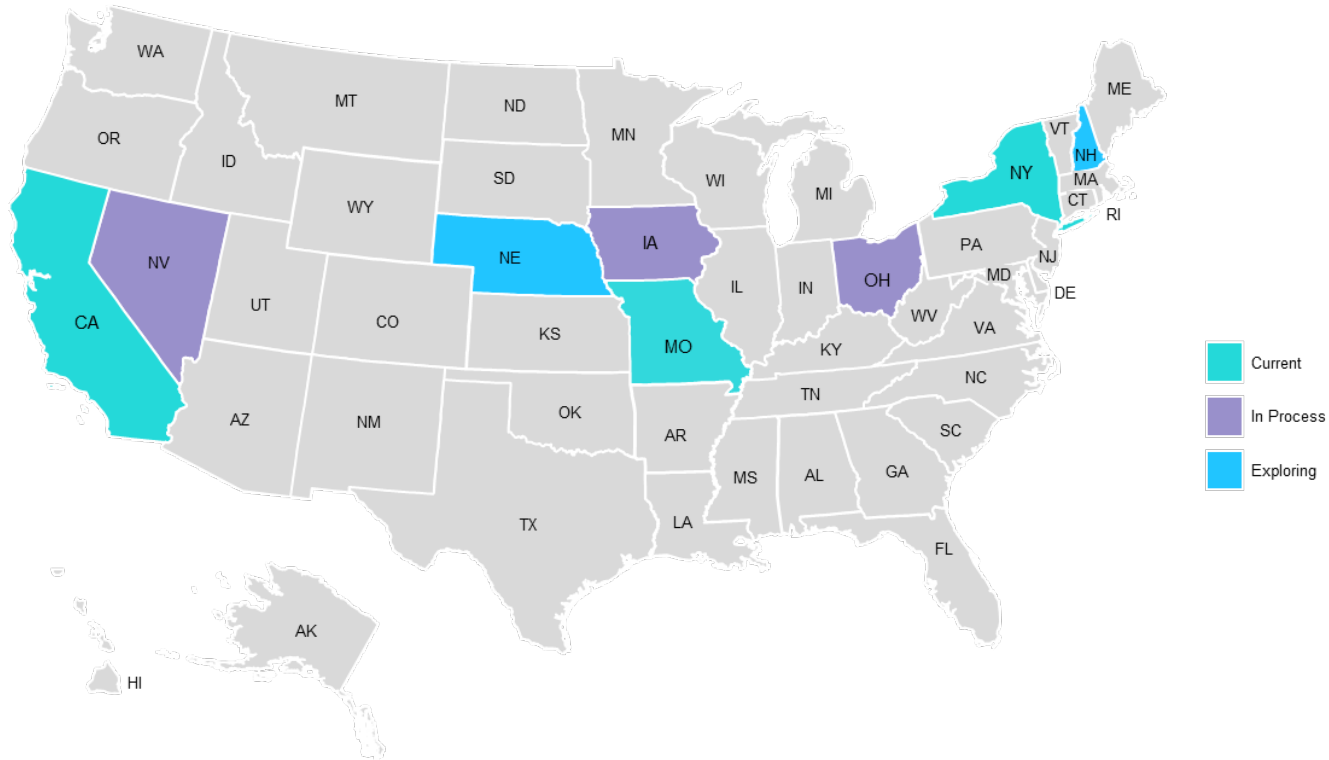
Brazil, China, Malaysia, Singapore,
Indonesia, Hong Kong, Vietnam,
Thailand, Philippines, Taiwan,
Cambodia, Laos, Myanmar

Exploring

Australia, Chile, Colombia,
France, Germany, India, Italy, Kenya,
Netherlands, Nigeria



...and is quickly expanding their US footprint



Babylon Integrated Services

Example: Care Model for COVID-19

Babylon care model

INFORM

High-quality information on the coronavirus and what to do about it

DECIDE

Support the decision to self-isolate with our AI Symptom Checker

CONNECT

24/7 Live Chat support with coronavirus-trained professionals

MONITOR

Digital in-app monitoring, with a care plan for each individual

CONSULT

Virtual consultations with licensed clinicians when patients need it

REFER

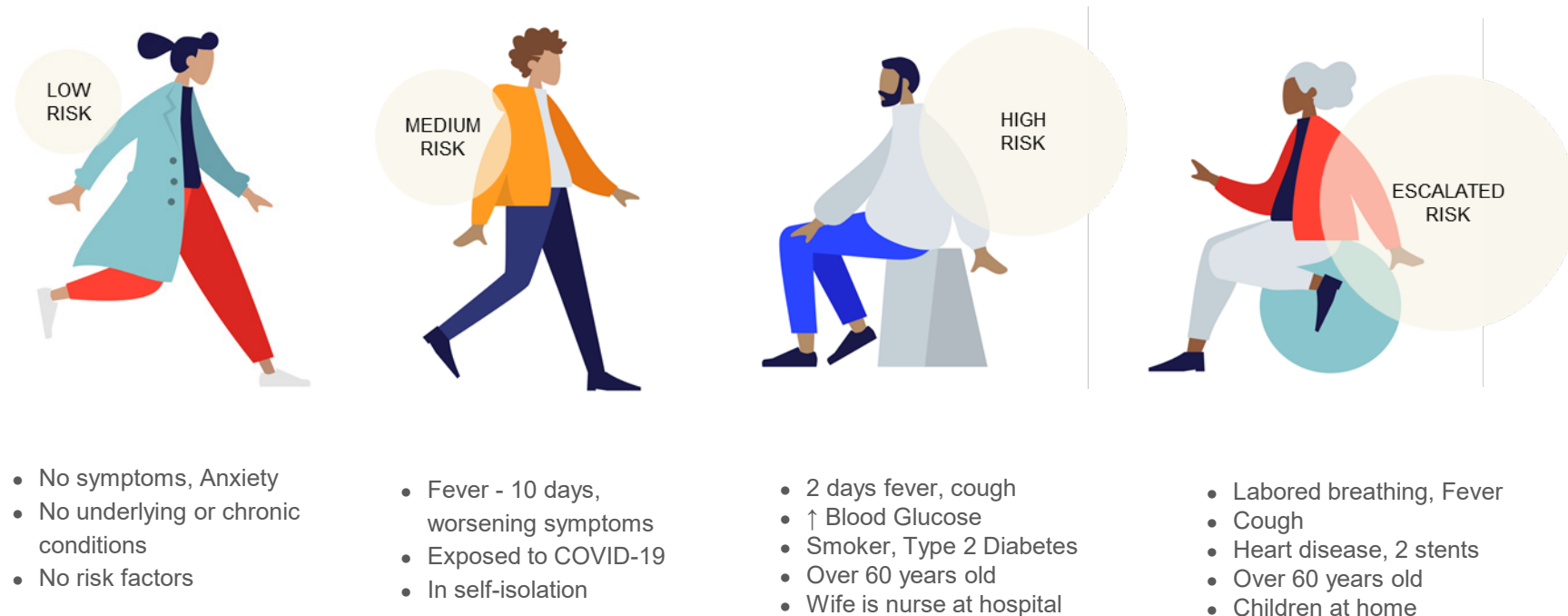
Swift transfer to face-to-face and emergency care when it's needed

COVID-19 RISK

POPULATION SERVED

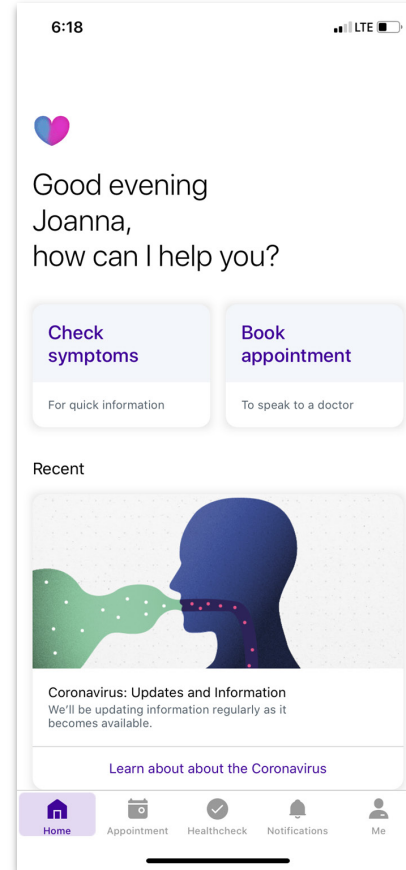
Coronavirus personas

Risk stratification



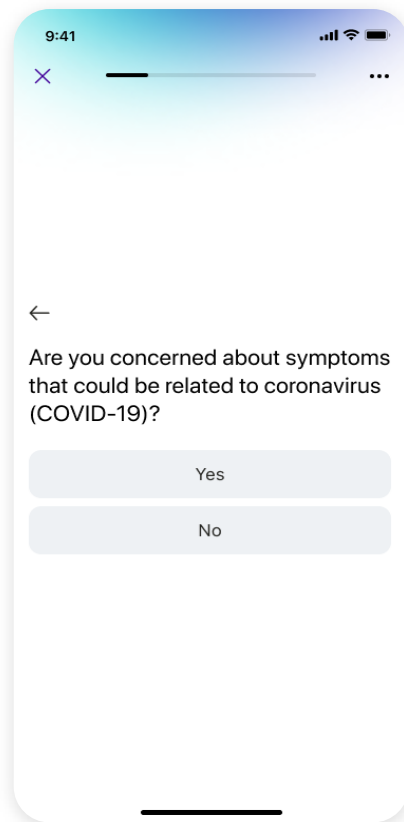
Home Screen Inpatient App

Check coronavirus symptoms,
book an appointment,
seek information.



Symptom Checker

Check coronavirus symptoms and receive guidance on what to do next.



9:41

×

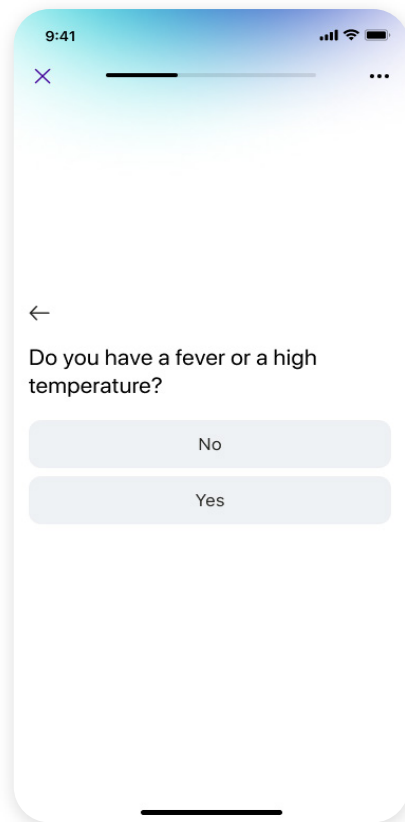
←

Are you concerned about symptoms that could be related to coronavirus (COVID-19)?

Yes

No

This is the first screen of a mobile app. It features a status bar at the top with the time 9:41, signal strength, and battery level. Below the status bar is a navigation bar with a close button (X) on the left and a menu button (three dots) on the right. The main content area has a back arrow (←) and a question: "Are you concerned about symptoms that could be related to coronavirus (COVID-19)?". Below the question are two large, light blue buttons labeled "Yes" and "No".



9:41

×

←

Do you have a fever or a high temperature?

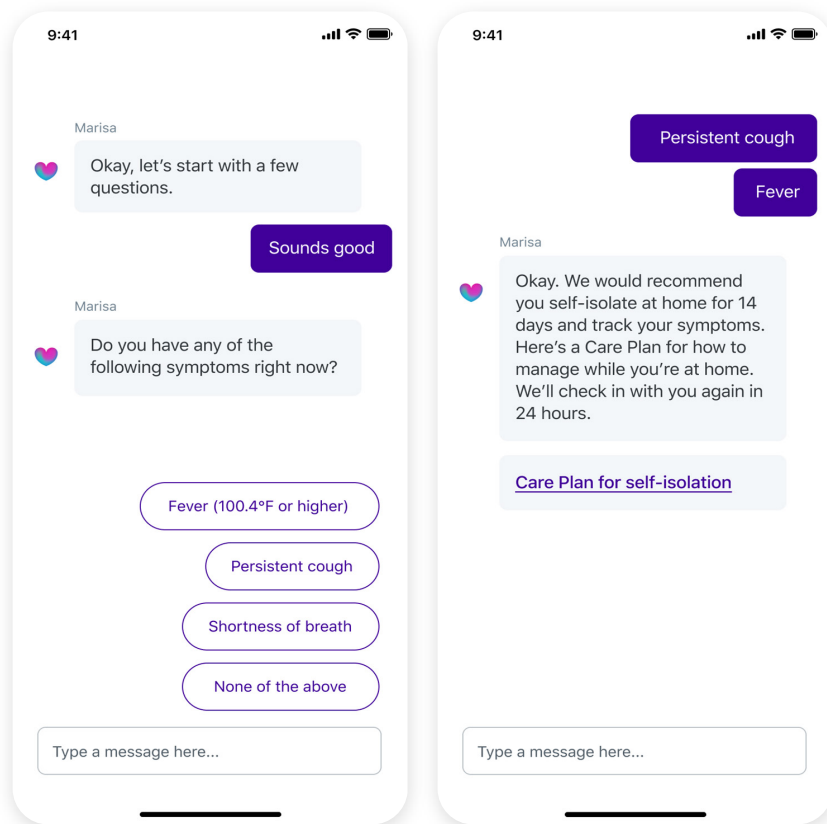
No

Yes

This is the second screen of the mobile app. It features a status bar at the top with the time 9:41, signal strength, and battery level. Below the status bar is a navigation bar with a close button (X) on the left and a menu button (three dots) on the right. The main content area has a back arrow (←) and a question: "Do you have a fever or a high temperature?". Below the question are two large, light blue buttons labeled "No" and "Yes".

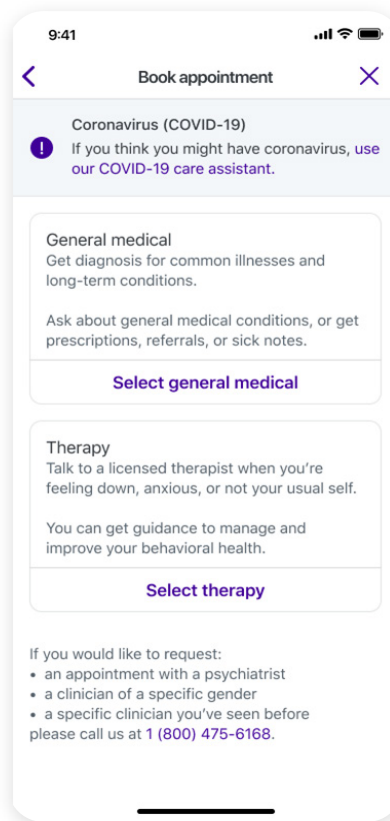
Live Chat

Chat with a Babylon expert
trained in how to triage
coronavirus patients.



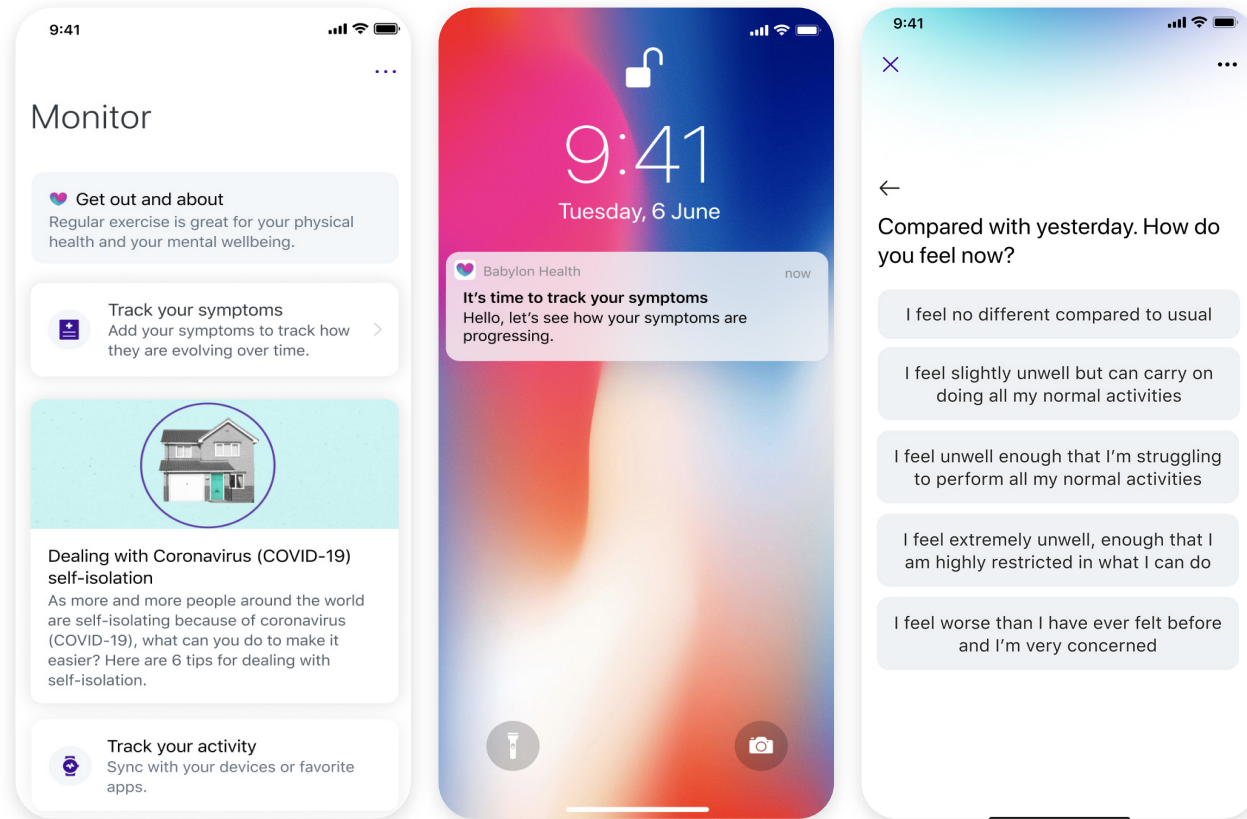
Virtual appointments with a clinician

For those who need it, video consultations with a provider available 24/7.



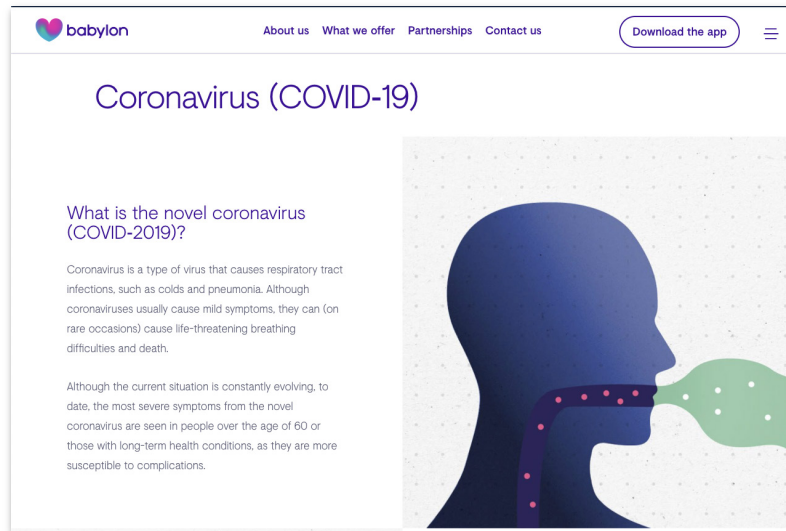
Monitor

**Care plan for 14-day period
of self-isolation.**



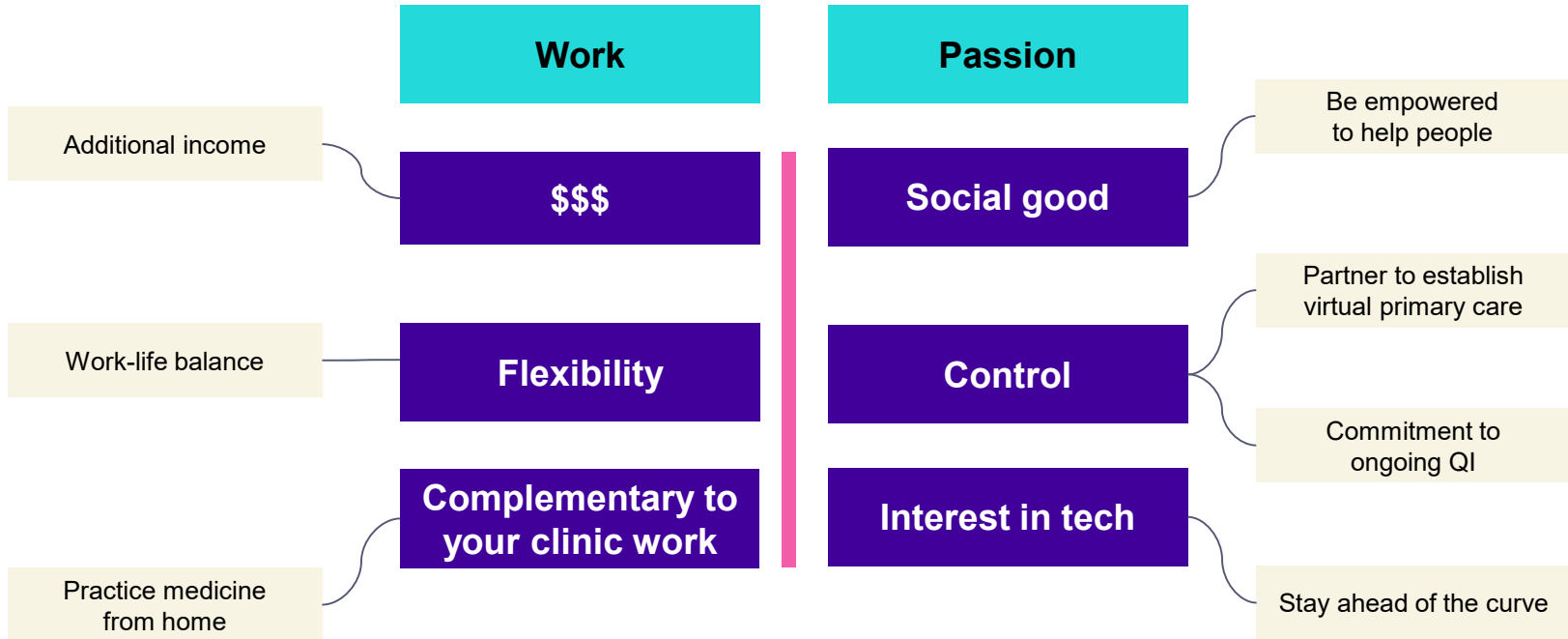
COVID-19 Information

Website with videos
on common self-care
topics.



Babylon supports their providers

Why practice telemedicine at Babylon?



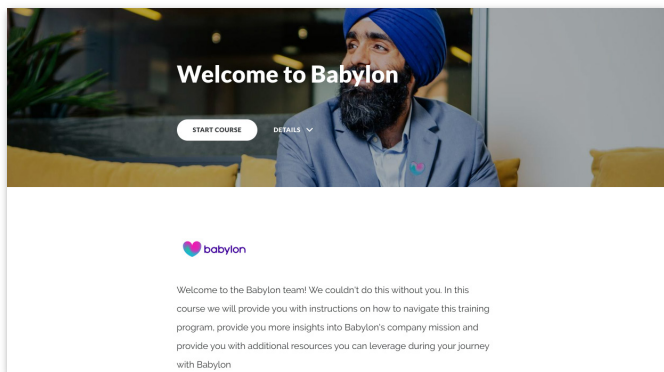
The Provider Experience team is here to support you throughout your time at Babylon

- **An Onboarding Specialist** will partner with you to guide you through onboarding and training to **ensure you feel comfortable and prepared** to hold video consultations with patients.
- **Our Workforce Team** will collaborate with you to plan **shifts** that meet the needs of your unique schedule.
- **Our Support Team** is available via phone, email or live chat to **help you during shifts** in case you experience any issues.

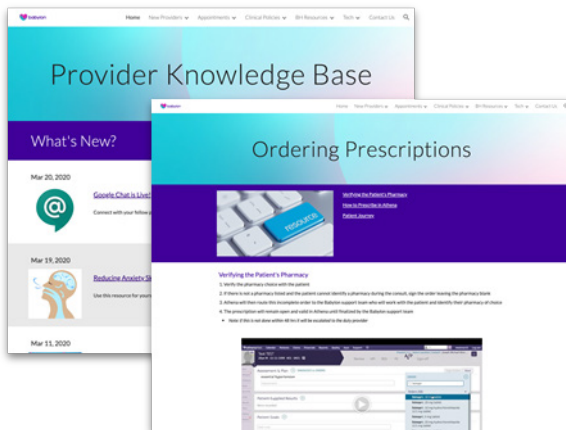


Hi! How can I help?

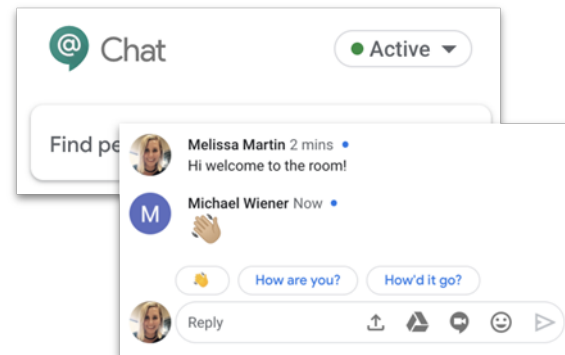
Babylon's available resources at your fingertips



New Provider Training



Provider Knowledge Base



Provider Chat Rooms

Interested in becoming a Babylon provider?

For more information:

- Email Babylon Health at: us-clinicaltalent@babylonhealth.com

A representative from the Babylon Health recruitment team will respond.



California Providers—FAQs

FAQs

Q. What are the benefits of contracting with Babylon? Why should I consider this opportunity?

A. During this public health crises, contracting with Babylon offers an additional revenue stream that may be beneficial to offset financial hardships. Additionally, adding provider capacity to serve Health Net / CH&W members that now have access to Telehealth services will help to curb the spread of this virus. Both Health Net / CH&W and Babylon are committed to supporting the PCP/Patient relationship.

Q. I'm concerned about other providers seeing my patients. We've already invested in Telehealth in our practice. Why would I want to contract with Babylon?

A. Contracting with Babylon may not be a fit for you. We value our contracted provider network and felt it important to present this opportunity for your consideration during this unprecedented health crisis.

Q. Would providers be expected to see just their patients or any/all patients?

A. All Babylon providers will see any eligible Health Net/California Health & Wellness member. At this time, providers cannot be limited to just their own panel.

Q. How does the Babylon visit get documented into the PCP chart?

A. All visit notes are documented in Babylon's electronic medical record (EMR) system (Athena).

Q. How will providers be paid? Invoice? Hourly rate?

A. Providers will be paid a competitive rate by hour. Payments are made from the Babylon payroll site directly to the provider's chosen bank.

Q. I am a clinic with multiple providers. How do we sign up? I am an independent provider. How do I sign up? I am an Urgent Care Center. How do we sign up?

A. Each provider must sign up as an individual provider. Babylon will work with both clinics and urgent care centers to coordinate "bulk" enrollment for organizations with more than 5 providers to enroll, but every provider always has a direct, individual contract with Babylon to see all patient types. If you are interested in contracting with Babylon to deliver virtual care, we encourage you to email us-clinicaltalent@babylonhealth.com, and a representative from the Babylon recruitment team will be in touch with you shortly.

Step 1 is to send us a CV that includes education, training, and experience.

FAQs

Q. What technology do I need?

A. Babylon will provide the hardware needed for providers to deliver virtual services. This includes a laptop, laptop charger, mouse and headset. We are exploring rolling out a bring-your-own-device (BYOD) solution. This will require providers to have their own laptops that meet our required specifications. We would still ship the provider's peripherals.

Q. Does the provider have to be at the clinic for Babylon visits, or can they take appointments from home?

A. Providers can take the appointments from the location of their choice, as long as the location is private, with no one else present, and the interaction is not compromised by noise, lighting, or other factors.

Q. Can mid-level providers participate

A. Babylon welcomes experienced mid-levels of many types. Please email us-clinicaltalent@babylonhealth.com for details about specific requirements for mid-level providers.

Q. What do patients need to have to use Babylon?

A. Patients will need to have a smart phone and a reliable and secure Wi-Fi or 4G mobile internet connection. Members should avoid unsecure Wi-Fi connections, such as those in public places.

Q. Do patients need to schedule an appointment to use Babylon?

A. For a virtual appointment, the patients will need to schedule an appointment using the Babylon app. The patient can schedule a general medicine appointment by selecting "book an appointment", entering the reason for appointment, requesting a translator (if needed), and selecting a preferred date and time of the appointment.

Q. Are there same-day appointments available?

A. General Medical appointments are available 24/7 and Behavioral Health during the work week.

FAQs

Q. Is prescribing available through the Babylon app? Any exclusions?

A. As part of a standard video appointment, providers prescribe medications as clinically indicated. When a prescription is required, providers will ask the patient to identify their preferred pharmacy. The prescription will be sent electronically to the patient's pharmacy immediately following the consultation. Babylon providers are required to respect the health plan's formulary. In exceptional cases or when prior auth is required, the post-consult providers will assist in completing the transaction. No Drug Enforcement Agency (DEA)-controlled substances can be prescribed. "Lifestyle" medications, such as those used to treat erectile dysfunction and hair loss, may be prescribed by providers to the extent that they are medically necessary.

Q. Can lab tests be ordered through Babylon directly to Quest or LabCorp?

A. In Athena, the provider can order most common lab tests directly through Quest and LabCorp. Lab tests requiring a specialty lab or prior authorization will be finalized by our Babylon post-clinical team.

Q. What follow-up is done with the patient through Babylon?

A. Babylon provides follow-up services to patients in both General Medical and Behavioral Health as clinically needed. When the patient has a PCP, Babylon refers back to the PCP for follow-up. A patient may request follow-up directly with Babylon when they cannot access their PCP.

Q. What services can be done using Babylon? E&M only? Specialty appointments?

A. General Medical/pediatrics covers E&M and follow-up services only for patients ages two and above. No specialty at this time. We can discuss if there is interest from the Health Net and California Health & Wellness network.

Q. Can Babylon submit referrals?

A. Babylon providers can order referrals directly in Athena. The Babylon support team will help locate a suitable local, in-network specialist for the member. When a referral requires prior authorization, the post-consult team will resolve.

Q. Is Babylon connected to medical transportation, in case there is an immediate need to get a patient into clinic/hospital care?

A. Today, Babylon does not provide medical transportation. For patients requiring immediate transport to an ER, Babylon assists the patients in contacting 911.

FAQs

Q. Can patients use a computer/laptop, or is it only available on a smart phone via app?

A. Currently, the app is only available on a smartphone or a tablet.

Q. If patients don't have a smart phone/tablet, how will we pay for a telephonic visit? (no video)

A. If there are connectivity issues, the member will have the ability to do the visit over the phone (no video). Currently, members will need to use the app in order to book an appointment.

Q. Who do I call if I have problems with the Babylon app?

A. Call or email Babylon Support:

Phone: 1-800-475-6168

Email: us-support@babylonhealth.com

Q. What are Babylon tech support hours of operation?

A. 7 days a week, 5 a.m. to 7 p.m. Pacific time.

Q. What is required for credentialing?

A. Credentialing by Babylon will be eliminated for this critical time. Babylon will accept the credentialing done by Health Net/California Health & Wellness.

Q. Is medical malpractice covered?

A. Medical malpractice will be covered by Babylon, including tail coverage.

Q. What training is provided for clinicians? How long does it take?

A. We provide training on Babylon software and the end-to-end consultation experience, as well as HIPAA training. Training is targeted to last 3 hours but can take longer if the provider fails assessments, which are throughout the courses.

FAQs

Q. How much/little time does a clinician need to commit to participate?

A. We ask our providers to commit to providing a minimum of 8 hours/week, although their actual hours staffed may fluctuate due to demand and shift times available. Exceptions on a case-by-case basis can be made according to Babylon's needs. Providers are scheduled in 4-hour shifts.

Q. Can a provider set limits on ages of patients they will see?

A. Providers must agree to see all patients, including children over the age of 2 years old. Providers are always encouraged to send patients with emergent problems to ERs and urgent care centers for follow-up. Family and General Medicine make up the bulk of network.

Q. Can I schedule my own follow-up visits with patient?

A. Follow-ups are sent to Babylon support to schedule.

Q. Does the Babylon team have a care management team for patient?

A. Babylon provides a post consult clinical team that supports patients to "close the loop" for their consults and will schedule patients in follow-up as previously discussed. Babylon will refer back to Health Net/California Health & Wellness for comprehensive care management.

Q. How are patient handled when/if Rx issues/questions. come up after their telehealth visits?

A. The Babylon post-consult team receives calls from pharmacies about prescriptions in question and resolves them directly. If there are any other issues, members can call the Babylon support team at 1-800-475-6168.

Q. How are labs results handled?

A. Once Babylon has received the patient's results, the results will be reviewed by our in-house provider team. Babylon will then be in touch with the member directly to share the results or arrange a follow-up. Providers always have access to the results for labs they have ordered.

Q. If a provider is a mid-level, who is available to consult with/supervise them?

A. We value our mid-level providers and want to support them. Babylon has processes to provide all required support for mid-level providers by license type. Mid-level providers always have access to senior clinical staff ad-hoc for mentoring or other concerns.

Q. Are providers who contract with Babylon committing to a particular time frame?

A. The agreements will be for the duration of the COVID-19 emergency.

FAQs

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