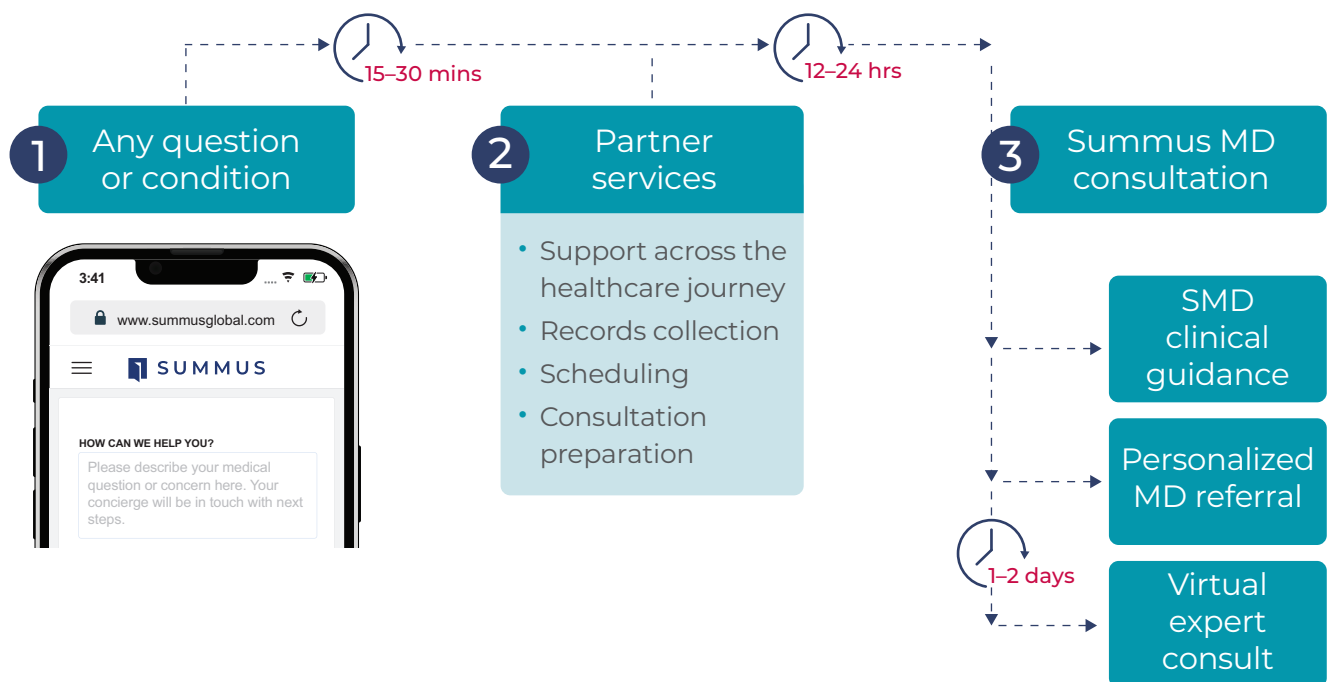


# The Healthcare Experience, Elevated

At Summus, we understand that healthcare questions are profoundly personal, and getting the right answer can be life-changing. It's why we've created an innovative, physician-led service model that connects members with a dedicated partner to guide them. From medical record curation, to understanding member preferences and getting them to the best physician possible—their Summus Partner delivers an exceptional experience that combines empathy, clinical professionalism, and personalized service.



## Fast answers and a path forward

The healthcare system can be slow, costly, and hard to navigate to find the right answers. But when it comes to your health, the right answers matter. Summus members are able to quickly contact their Summus Partner who expedites access to the best in medicine.

- ▶ **Responses to members within hours**, even after hours and on weekends
- ▶ **Connect members to the right specialists** for education, guidance, and support
- ▶ **Collection of medical records** and other materials for upcoming consultations
- ▶ **Personalized provider referrals** that account for member location, insurance coverage, and preferences
- ▶ **Ongoing follow-up with members** to check on their wellbeing and offer support
- ▶ **Dedicated, expertly trained Summus Partners**, with clinical and advanced degrees, who support members throughout their journey

## The Summus impact

Elizabeth was struggling with recurrent pregnancy loss and infertility, leaving her emotionally exhausted when she reached out to Summus for guidance and support. Her Summus Partner quickly connected her with a renowned reproductive specialist.



*The entire team has been amazing working on my case, and I'm very grateful. You've made a difficult situation a little brighter and we are so thankful.*

—Elizabeth, Summus member

A month later, she reached out to her Summus concierge and shared that she'd experienced another pregnancy loss. At Elizabeth's request, Summus scheduled another appointment with the same specialist during the holidays to review her most recent results.

After the consultation, Elizabeth was contacted by her Summus Partner who reached out to check in and Elizabeth shared that she was going to pursue a procedure recommended by the specialist.



*I talk to people every day and it's wonderful that the help means so much to them. Especially when they've been searching for answers for so long, sometimes ten years or more, they just can't believe that a solution like Summus exists.*

—Shalini, Summus Partner