

Biopharma is addressing patient adherence during COVID-19, by leveraging predictive analytics and tech-enabled, Clinical Nurse Educator support models like OneVoice™.

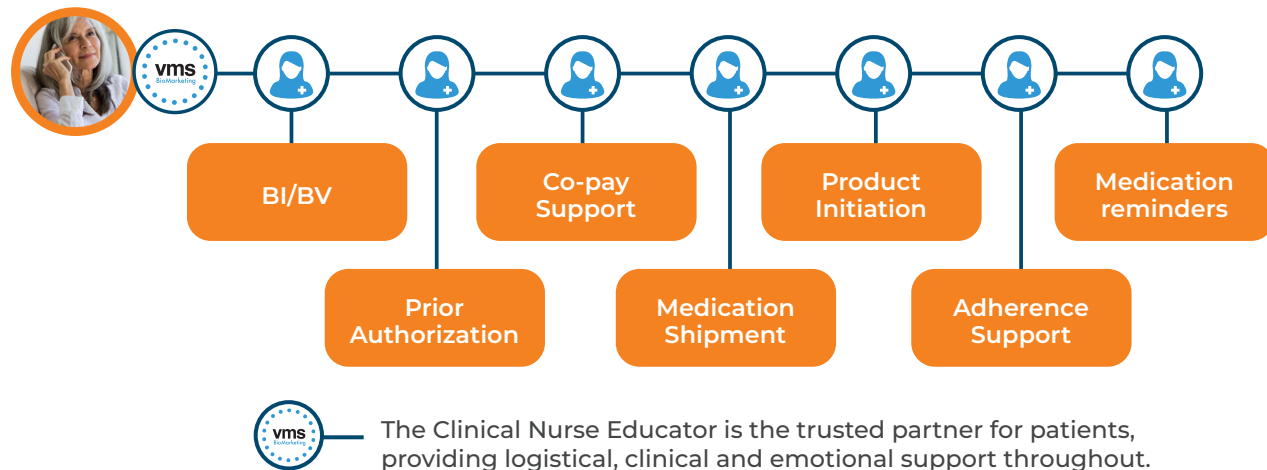
### PREDICTING PATIENT BEHAVIOR



### ONE VOICE™, AN INNOVATIVE CLINICAL NURSE EDUCATOR PLATFORM

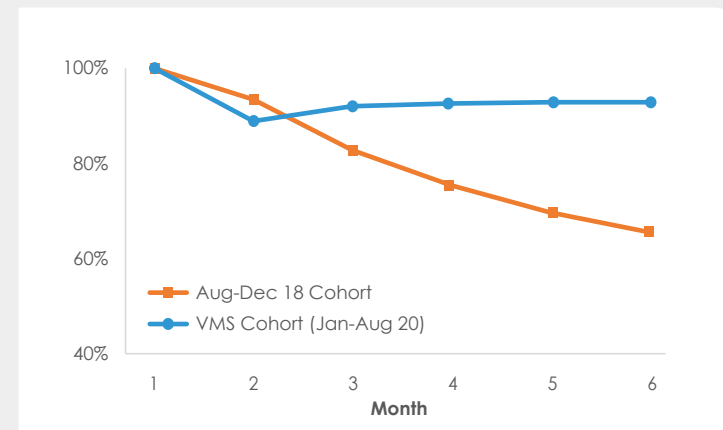
A single point of contact, holistic patient support model tailored to a patient's adherence risk profile

#### PATIENT ENROLLMENT

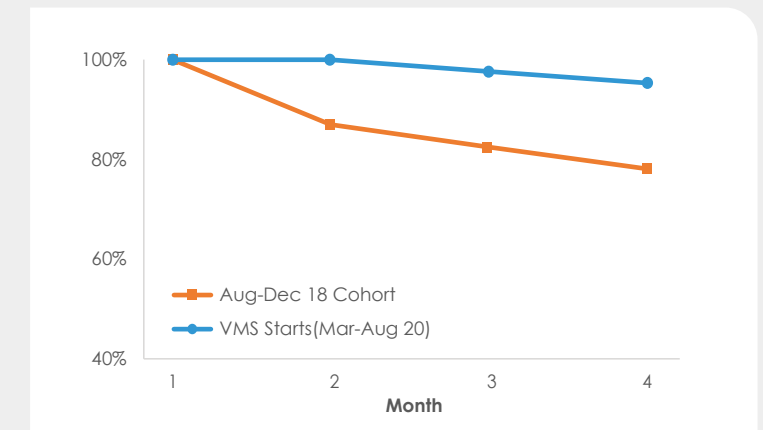


### PROVEN ADHERENCE IMPACT OF ONE VOICE™ POWERED BY PREDICTIVE ANALYTICS DURING COVID-19<sup>2</sup>

27% lift in patient persistency versus Pharma Co benchmark



17% lift in patient persistency versus Pharma Co benchmark



#### Patient testimonials about One Voice™

"Before I talked to you, I kept getting different people on the phone and no one knew how to direct me."

"I have never received such great care and someone to help me so much."

"I didn't know this type of support was available. I have been on therapy for a while, but still have questions and needs that are helpful to have this type of resource to turn to."

#### The superior patient experience through One Voice™

- 4.9 OUT OF 5**  
average patient response to experience
- 24 MINUTE**  
average time being spent on calls with a VMS nurse
- 90%+**  
VMS nurse live connect rate with patients on an ongoing basis

1. LAAD – Longitudinal Access and Adjudication Data. 2. VMS Data on File.