



Conversio Health/UHA FAQ Document

1. Who is Conversio Health?

- Conversio Health is a health care service provider with over 10 years of experience in managing and treating chronic respiratory conditions such as Asthma and COPD.
- Conversio Health works with providers, members, caregivers and the health plan with a goal to increase adherence to medications, decrease hospitalization/ED visits, improve patient satisfaction and promote patient self-management.

2. Which members qualify for this program?

- Eligible UHA members under a plan with a benefit type of (i) CCOA or (ii) CCOB.
- Members who have a diagnosis of Asthma, COPD or both Asthma and COPD.
- This program is available to all ages of eligible members.

3. What is included in the Conversio Chronic Respiratory Condition Management Program?

- Smart Devices
 - i. SmartNeb- Bluetooth enabled portable nebulizer
 - ii. SmartCap- Bluetooth enabled inhaler sensor, that is also a coaching device and clinical-grade spirometer
- Unique combination ingredient nebulizer-based medications for those unable to use inhalers.
- Asthma and COPD drugs and supplies on UHA's formulary.
- Free and convenient shipping of Asthma and COPD drugs and supplies directly to the member's home (even overnight shipping is free!).
- Routine calls from Conversio Health's Care Team (clinical pharmacists, respiratory therapists, and health coaches).
 - i. Bilingual team members
- Dedicated pharmacists available to answer questions and provide education
- Patient facing software application.
 - i. Synchronizes with Conversio Health's Smart devices, and other third-party healthcare wearable devices (e.g., Apple Watch)
 - ii. Refill ordering and shipment tracking
 - iii. Gamification to encourage patient engagement with our services
- Inspire, a Virtual Pulmonary Rehab Program to help eligible members with COPD better self-manage their condition:

- i. Tailored health education
- ii. Breathing techniques
- iii. Exercise sessions
- iv. Smoking cessation support
- v. 1:1 Consultations with Conversio Health's Care Team

4. Is there any co-pay, coinsurance, or applicable deductible for the member?

- The Conversio Health program is free to the member. There is no member co-pay, coinsurance, or applicable deductible for anything Conversio Health provides to members.

5. Are prior authorizations required for anything provided by Conversio Health?

- No prior authorizations are required for Conversio Health's products and services.
- Prior authorizations may be required for certain Asthma and COPD medications (e.g., Trelegy, Breztri) on UHA's drug formulary per UHA's Prior Authorization Guidelines document (see: <https://www.umpquahealth.com/pharmacy-services/>).

6. How can doctors refer/enroll members with Conversio?

- Send an E-prescription to Conversio Health through the EHR
- Email Conversio Health at referrals@conversiohealth.com
- Speak to a Conversio Health Pharmacist at (866) 239-3784, option 2.
- Send a prescription by fax or email.



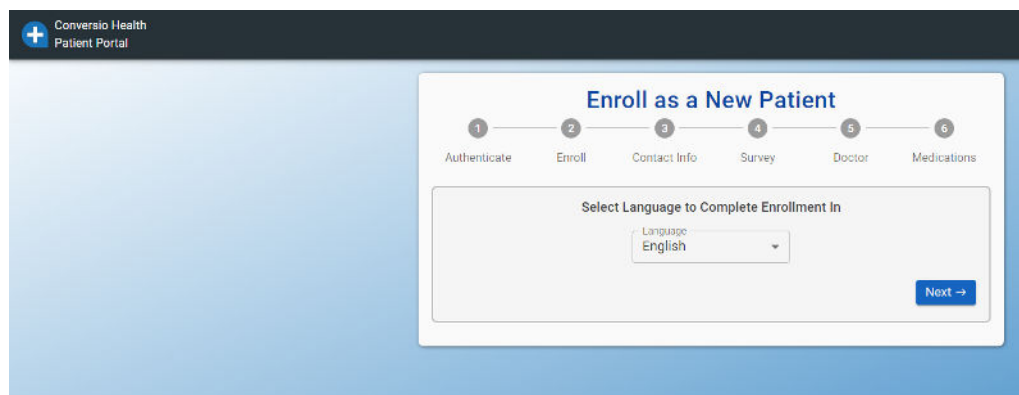
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- Referrals can also come from care management, care navigator or pharmacy team member.
 - Conversio Health has a direct line available to receive transfers from UHA: 805-510-7810.

7. How can members sign up for Conversio Health Program?

There are a few ways members can sign up with Conversio Health:

- Members can enroll online via signup.conversiohealth.com



- Members can call Conversio Health at 866-239-3784.
- If the member received a brochure from Conversio Health, the member can scan the QR code on the inside on the bottom right.

- A referral from UHA's Care Management team.

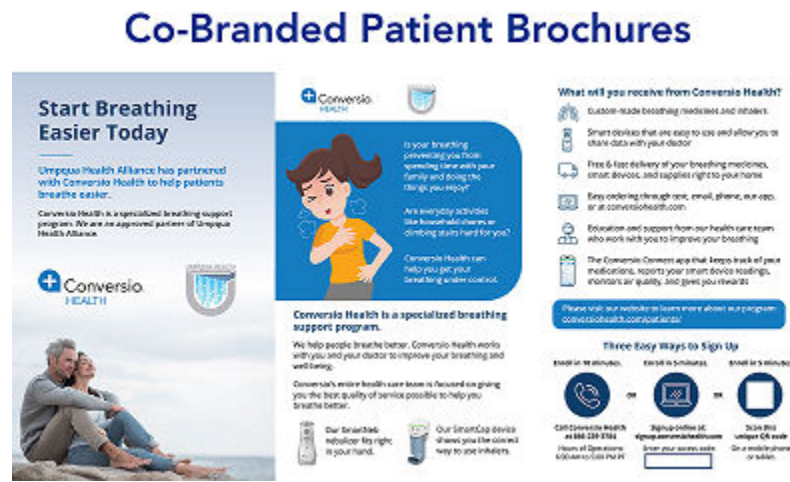


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8. What communications might members receive from UHA or Conversio Health about this program?

- Members that qualify for the program with Conversio Health will receive mailed brochures, text messages, and/or telephone calls from UHA and Conversio Health. Sample communications are included below.

Example brochure:



Text Message Example:

Umpqua Health: You are eligible for a new, free program available thru Conversio Health to help you breathe easier. Sign up today: 866-239-3784 or <https://e.chlth.info> Txt STOP to opt out.

9. Who can I reach out to if members, providers, or I have additional questions or need assistance related to this program with Conversio Health?

- Tiina Andrews and Dr. Douglas Carr are the primary points of contact at UHA.

Conversio Health contact information:

Website: www.conversiohealth.com

Phone: 866-239-3784

Email: Info@conversiohealth.com

Business Hours: M-F 6am-5pm PT (pharmacist available 24/7)