



# Fertility Patient Experience Walkthrough



## Fertility pharmacy reimaged and built end-to-end

Fuze Health is a full-service, digitally-powered pharmacy that provides fast and reliable prescription delivery, empathetic patient clinical education and support, and industry-leading patient and provider platforms.

**200K**

Fertility journeys served

**90%**

Patients engaged on digital platforms

**74%**

Patients self schedule meds

**15**

Member national provider liaisons

**87**

Patient net promoter score

**50**

State home delivery





# What patients say

"This was the most frustration free experience I have had with establishing a new pharmacy and delivery of my first order, which helps ease the stress of what I am dealing with right now.

"I have never had such a PLEASANT experience on the phone before! I'm doing IVF for a second time and everything has been a nightmare except my pharmacy experience. Unbelievably attentive customer service."

"When I was really stressed about my medications due to issues with my fridge it was so nice to have a pharmacy that answers right away and a pharmacist who could help and get new meds ordered immediately. Made me feel so much more at ease."



# Our Pharmacy Capabilities



We've served over 200,000 fertility patients by being technology-driven and attuned to the patient experience.



Fertility Capability	Other Fertility Pharmacies	Fuze Health Pharmacy
Patients able to <b>self-serve end-to-end</b> in digital platform	No	<b>Yes</b> , 90%+ platform usage, 74% self-service
<b>Expert pharmacists available 24/7</b> to advise on medications, administration, side effects	Yes	<b>Yes</b> , plus personalized injection videos
<b>Close partnerships with providers</b> for seamless clinical coordination	Yes	<b>Yes</b> , 15 person team with national relationships
<b>Patient satisfaction and service levels rigorously tracked, reviewed, and actioned</b> for every patient	No	<b>Yes</b> , 87 Fertility patient NPS

# Fertility patients value speed and control through their experience

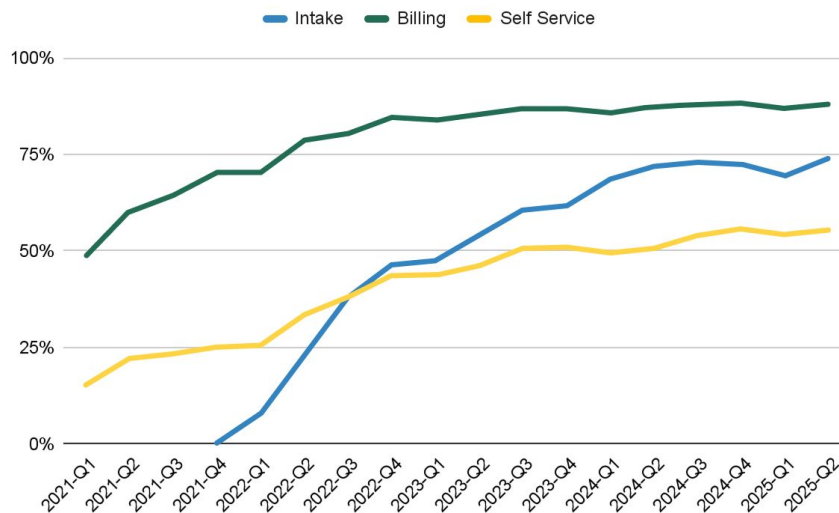


## Our Approach

Automation with the right guardrails brings greater speed, quality, while freeing up our teams to answer more complex questions like benefits investigation outcomes, donor workflows, and financing options.

## Proof Points

70%+ of Fertility patients hear from us within 2 min of prescribing; 94% hear within 60 min. Our turnaround times provide Fertility patients peace of mind that their pharmacy is working on their behalf

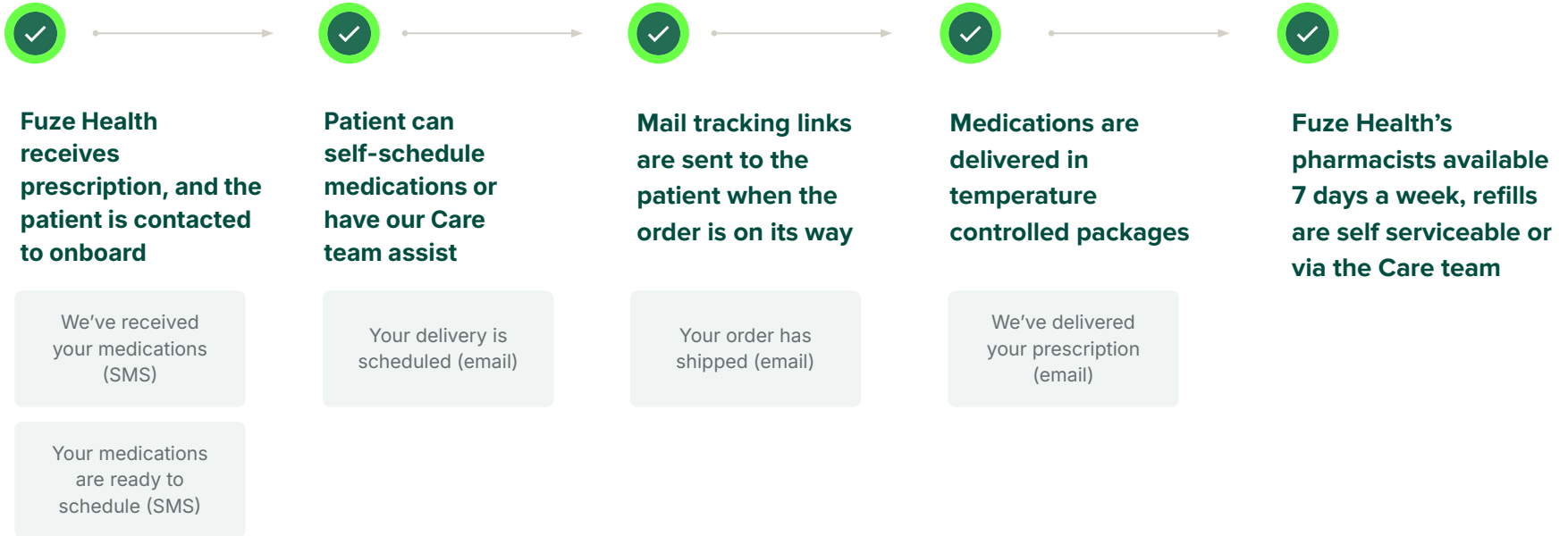




# Patient Experience Details



# Patient Experience Overview

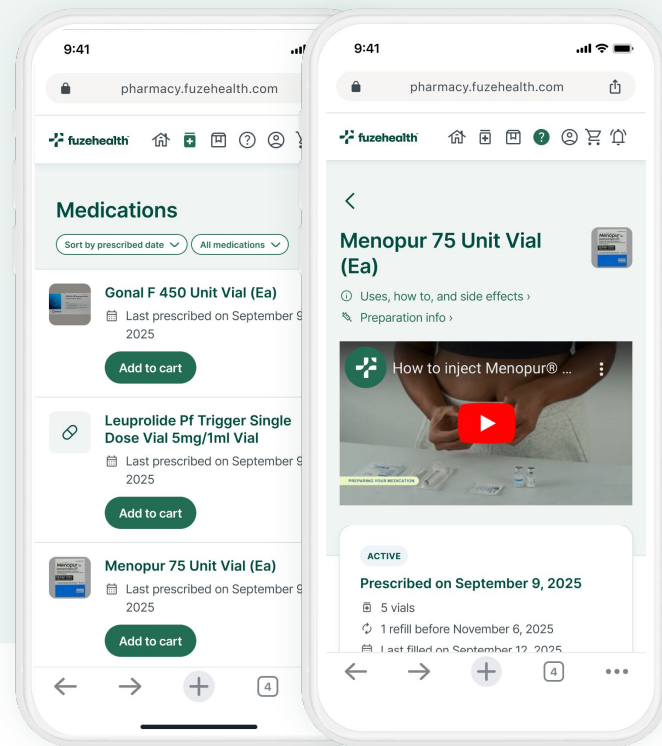




# The Fuze Health Platform At Your Member's Fingertips

Purpose built technology gives patients control:

- Proactive outreach within 60 minutes
- Self-service onboarding
- Pricing visibility
- Seamless scheduling and refill options
- Video injection training
- Messaging w/ pharmacy team

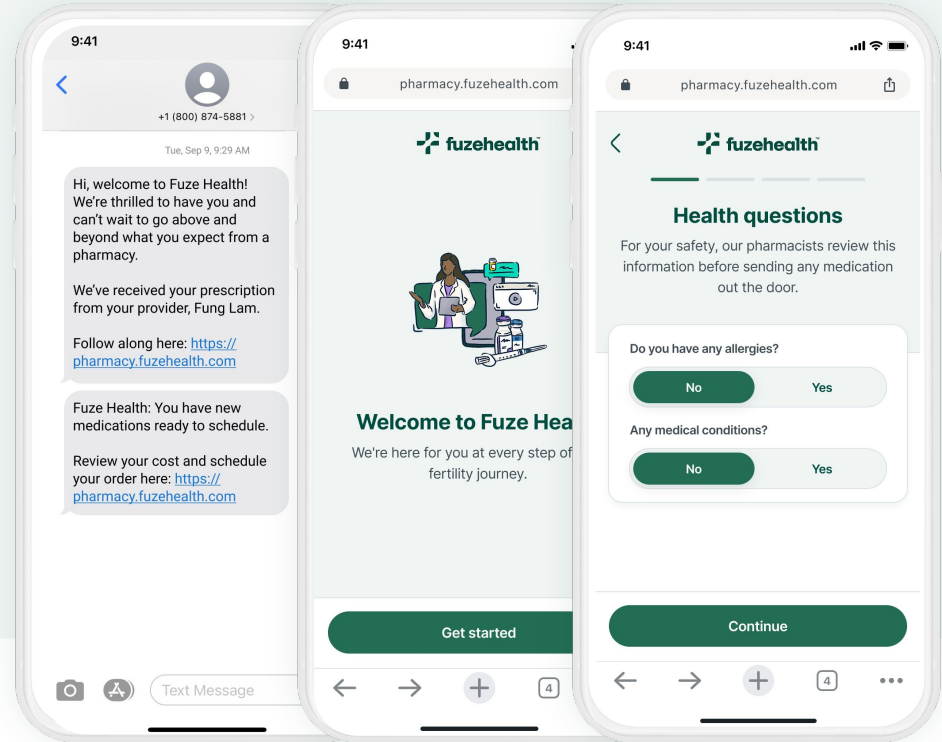




# Proactive outreach and onboarding

We'll send patients a welcome text within an hour of receiving their prescription, prompting them to sign up and schedule a delivery.

Members with landlines will receive a phone call. The mobile and desktop platforms aren't required for members.



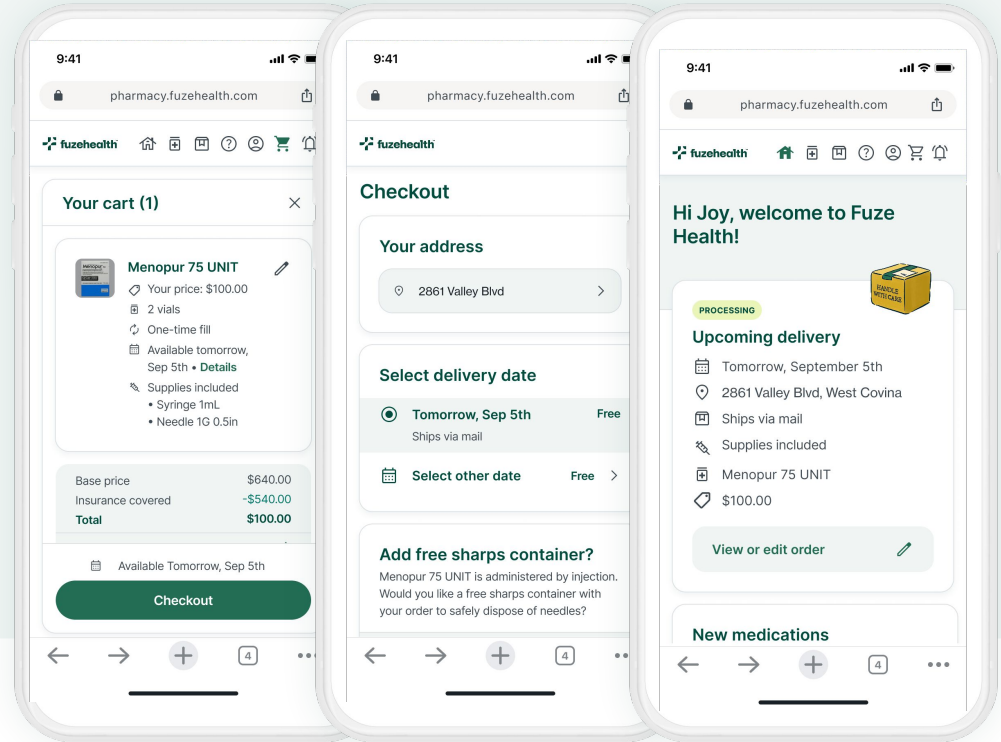


# Seamless self scheduling and delivery

Over two-thirds of fertility patients self-schedule their deliveries, eliminating pharmacy phone tag.

Pricing transparency is available at checkout, with support from our expert billers communicating outcomes of benefit investigation. Fertility manufacturer assistance programs are automatically applied for eligible prescriptions.

Delivery status updates: next-day mail can find delivery tracking on the digital platform.





# Accessible, expert support

- ✓ Use our secure messaging or give us a call.
- ✓ Care specialists are available until 9 pm PT on weeknights and 6 pm PT on weekends.
- ✓ 24/7 pharmacist support to walk through medications, administration, and side effects
- ✓ Spanish-speaking specialists in-house and support for more than 200 languages via our language line partner.

