

Are you
delivering a truly
personalized
experience that
engages your
members?



YOUR HEALTH PLAN SOLUTION

EnlivenHealth™ Member Communications

How you communicate with members, and through which channels, has a significant impact on adherence, health outcomes and cost and risk management. Given the continuing effects of COVID-19, the need for effective, personalized member communications is more urgent than ever.

Introducing EnlivenHealth™ Member Communications, the most comprehensive, powerful member communications solution

EnlivenHealth™ Member Communications is a digitized, omnichannel communications solution that enables health plans and their pharmacy partners to develop a truly personalized experience for members and patients. This breakthrough solution leverages our deep clinical intelligence and pharmacy data to tailor communications to members' personal needs and preferences. The result: personalized, accurate and timely messaging that transforms communications into a compelling and convenient experience that leads to healthier, happier members.

How EnlivenHealth™ Member Communications improves member engagement to improve adherence, quality scores and retention

The EnlivenHealth™ Member Communications solution starts with sophisticated data science and then applies machine learning/AI to provide systems the ability to improve automatically from iterative experiences of member behaviors. This insight allows us to know the best method and timing to increase the likelihood of positive response to an intervention, which ultimately leads to measurably improved adherence and quality scores, and consistently better health outcomes.

EnlivenHealth™ Member Communications integrates all methods onto a single communications system to harness the power of all channels, including:

- Interactive Inbound-Outbound Phone Calls
- SMS Texting
- Email
- Virtual Face-To-Face
- Frictionless Voice Technology Services

EnlivenHealth™ Member Communications is a breakthrough solution that ushers in a new era of digitized medication and care management. In the process, it delivers significant, measurable improvements in member satisfaction and retention, increased medication adherence and better health outcomes.

Powerful benefits of EnlivenHealth™ Member Communications

- **Better Patient Communications** – Provides a personalized, omnichannel method for efficiently communicating with members and activating health & wellness programs
- **Rapid Adoption** – User-friendly interface enables quick and easy appointment scheduling, clinical interventions and follow-up communications
- **Seamless Engagement** – Strengthens communications by engaging with each member in their preferred channel, at the right time
- **Reach and Retain Members** – Delivers effective campaigns that increase member adherence, satisfaction and loyalty

For more information on EnlivenHealth™ Member Communications and to arrange a demo, call 877-776-2832, or visit EnlivenHealth.co.

About EnlivenHealth™

EnlivenHealth™ provides the most proven and advanced technology solutions for intelligent patient engagement and communications. Trusted by a national network of leading pharmacies, the EnlivenHealth™ Patient Engagement Platform empowers pharmacies and health plans to significantly improve medication management, adherence and safety for their patient populations. Our mission is to help you ensure lifelong optimal Health for your patients and members, measurably improve quality scores, and strengthen business results. EnlivenHealth™ is a division of Omnicell, Inc. (NASDAQ: OMCL), a leading provider of medication management solutions and adherence tools for healthcare systems and pharmacies.

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