



SYMPHONY | Benefits
Solution

TRANSPLANT, CANCER, ESRD, GENE & CELL THERAPY

By INTERLINK® COE

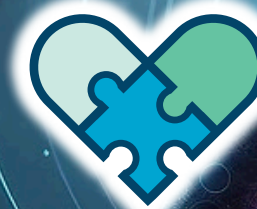
Elevating Healthcare Through Integrated Solutions

CANCERCARE
TRANSPLANT
CKD/ESRD/DIALYSIS
GENE & CELL THERAPY

Welcome to **SYMPHONY** Benefits Solution!

Effectively managing expenses for patients with complex care requirements poses a significant challenge. Modern treatments are precise, costly, and frequently entail lifelong maintenance expenditures. The exorbitant costs associated with gene and cellular therapies underscore the importance of efficiently identifying and managing high-cost claimants.

With 30 years of experience in high-cost care management, INTERLINK offers The Symphony Benefits Solution, a comprehensive care management platform that addresses a plan's cancer, transplant, chronic kidney disease/End-Stage Renal Disease (CKD/ESRD) with dialysis, and gene and cell therapy needs. Our fully integrated benefit language empowers plans to effectively manage high-cost care, facilitating seamless coordination between pre-treatment reviews and transitions in care which is overseen by specialist care management teams led by one of the industry's most experienced physician teams.



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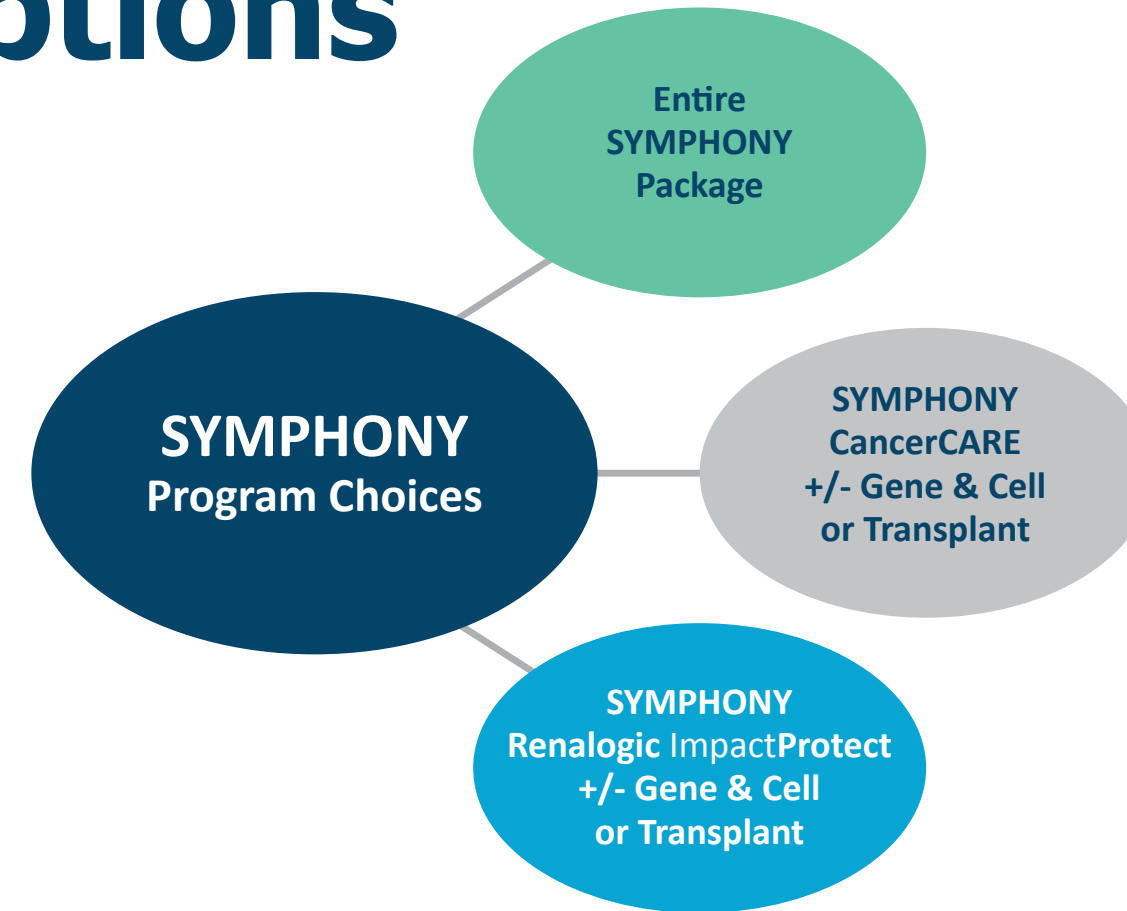
SYMPHONY Provides Options

Should You Need to Explore More Possibilities, We Have an Array of Alternatives

SYMPHONY's monthly PEPM only slightly exceeds the implementation cost of the CancerCARE Program alone yet is notably lower than integrating all four programs from separate vendors. INTERLINK has developed SYMPHONY on the CancerCARE care management platform, allowing plans to benefit from a single case management system, authorization program, and a specialized medical team overseeing their highest-cost care, resulting in streamlined costs.

While plans are not mandated to simultaneously implement all four programs, they are required to implement either the CancerCARE Program or Renalogic's ImpactProtect program to initiate SYMPHONY. As the landscape of gene and cell therapy evolves with increased targeting of various pathologies and therapy approvals, the SYMPHONY program for gene and cell therapy will play a crucial role in ensuring access to care and cost-effectiveness. SYMPHONY is structured to offer a significant return on your investment.

Options



Centers of Excellence Care

Playing a Growing Role in Complex Care Delivery

INTERLINK is a pioneer in outcome-based Centers of Excellence (COE) care. The vision established years ago foresaw routine care being delivered in community settings, with complex and ultra-complex care offered at designated Centers of Excellence locations.

This future has arrived.

SYMPHONY serves as the means to bring COE treatment recommendations to bolster community provided care and refers patients to COEs for specialized treatments.

INTERLINK provides three outcome-focused networks for plans to select from. The narrower the network, the higher the expected outcomes. With SYMPHONY facilitating care at both local and national levels, having a specialized outcome-based COE network is essential in ensuring that your members receive the Right Care, at the Right Time and at the Right Place.



Providing...

the Right Care, at the Right Time,
and at the Right Place.

- **Cancer:** Access COE expertise for treatment plan development in complex cases, but allow actual care to be done locally with support system in place and more cost effective unless surgical expertise is unavailable locally.
- **Transplant:** Plans select a narrowed network based upon outcomes where surgical expertise offers better outcomes.
- **Pathology Second Opinion Network:** Provides COE Second Opinions through pathological confirmation for commonly misdiagnosed cancer types.
- **Clinical Trial Care:** Provides pre-guideline care through national clinical trials.
- **Gene Therapies:** Utilize Qualified/Authorized Treatment Centers (QTCs/ATCs) offering cutting-edge gene therapies.
- **Cellular:** Administered at leading COEs, lowering costs.

Cancer Treatments

The #1 or #2 Most Reinsured Claim

No high-cost care strategy would be complete without a specialized cancer program. INTERLINK offers the nation's largest and most comprehensive cancer management program called CancerCARE.

CancerCARE serves as the primary resource for physicians and members following a new cancer diagnosis. Our comprehensive cancer specific benefit language promotes evidence-based cancer treatment with increased plan reimbursement. CancerCARE upholds the principles of NCCN Guidelines[®] care, recognized globally as "the gold standard for cancer guidelines."

Plan members consistently provide high ratings for CancerCARE across all stages, starting with diagnosis confirmation and education, treatment plan selection, benefit navigation, and treatment through our survivorship program.

Community Cancer Care

CancerCARE

Offers the Perfect Blend of Local & COE Care

CancerCARE manages 97% of a plan's cancer patients to NCCN Guidelines[®] care in the community setting. We understand patients prefer to be treated in the community where they live, by a doctor of their choosing. CancerCARE may import COE recommendations when needed.

Centers of Excellence

CancerCARE also has the expertise required to direct patients to COEs for complex bone marrow transplants, CAR-T transplants, BiTE therapies and gene and cellular therapy procedures to treat a cancer diagnosis. Clinical trial care occurs at COEs and often provides the newest treatments where the trial sponsor covers all experimental costs for savings.

Transplant Management

Retrospective studies have shown transplant recipients who participated in a specialized insurance-based case management program had significantly lower rates of rejection at 30 and 90 days, fewer 90-day readmissions, lower discharge and 90-day mortality rates and fewer bed days post-transplant compared to those who did not participate.

Efficient Case Management is essential for optimizing the transplant process and improving outcomes. SYMPHONY Transplant Management utilizes experienced transplant case managers/coordinators to streamline pre-transplant medical workup, expedite placement on the transplant list, and accelerate the time to transplant. By multi-listing when possible, we aim to reduce pre-transplant time and healthcare costs while improving outcomes. INTERLINK's proprietary performance narrowed networks balance outcomes with access. The SYMPHONY benefit plan language mandates prior authorization notification for any transplant workup, allowing for patient education on facilities with improved outcomes and limited wait list times.



CKD/ESRD/Dialysis

Chronic Kidney Disease (CKD), leading to End Stage Renal Disease (ESRD) and dialysis, is at epidemic levels in the United States. The high mortality rate and costs of dialysis have prompted specialized companies like Renalogic to assist plans in improving care and lowering costs.

Without benefit limits and care management, ESRD patients may spend years on dialysis before transitioning to Medicare's End Stage Renal Disease Program, with an average treatment cost of \$250,000 per year, with claims as outliers reaching as high as \$600,000 annually per patient.

Renalogic uses a proprietary analytics algorithm developed over two decades of real-world experience, to identify and stratify member risk associated with CKD and ESRD. Armed with these insights, Renalogic's expert nurses work directly with members to slow or halt the progression to ESRD. For the 17% of ESRD patients eligible for transplantation, INTERLINK transplant nurses use specific Performance Model data to encourage timely kidney transplants just before dialysis initiation.

SYMPHONY Partners with Renalogic

Early Detection Through Dialysis

Besides a shortened life expectancy, infection risks and other side effects, patients on dialysis have up to a 4-fold increase risk of cancer. Should cancer be detected, SYMPHONY has cancer specialists to coordinate treatments.

Renalogic was selected as a partner to provide the CKD/ESRD/Dialysis program because they are nationally recognized for effectiveness and results.

With more than 20+ years of managing patients and health plans through the dialysis journey, they were an obvious choice.



Guaranteed Impact. Every Day.



ImpactIQ

Renalogic's proprietary algorithms uncover hidden risks so plans can realize the true prevalence of CKD. Renalogic is 230% better at identifying undiagnosed CKD.



ImpactCare

Coordinated outreach and awareness from Renalogic's clinical team leads to 98.3% effectiveness at preventing members from developing ESRD. Enrolled members also achieve \$207 average savings per month on the total cost of care.



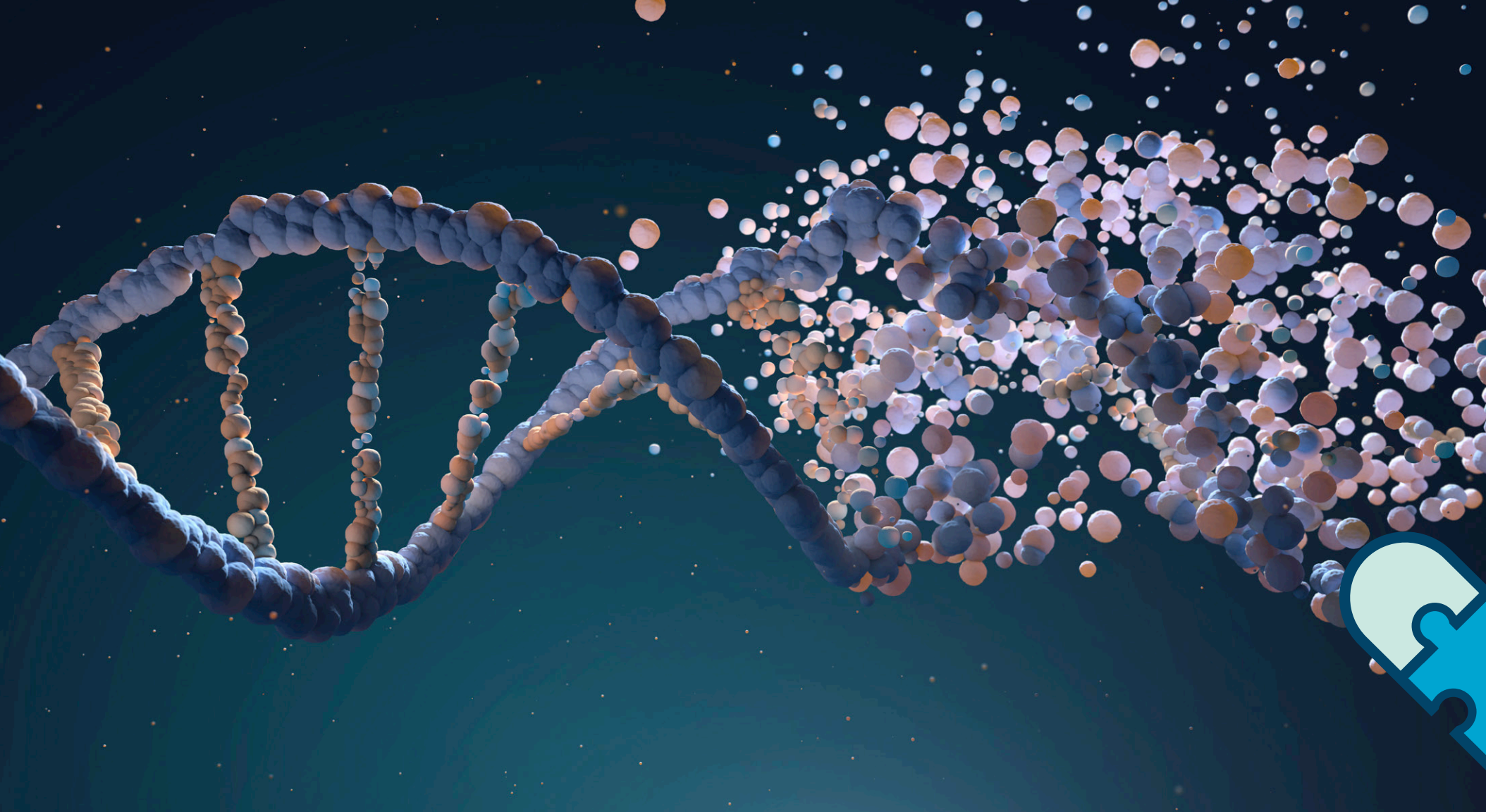
ImpactAdvocate

This program helps members avoid emergent dialysis starts with healthcare navigation from Renalogic nurses, including personalized assessments, nephrologist coordination and facility research. Renalogic collaborates with the SYMPHONY transplant experts encouraging pre-emptive transplantation which improves quality of life and life expectancy.



ImpactProtection

Renalogic analyzes tens of thousands of data elements to compute reduced, justifiable costs for dialysis. Plan will realize an average of 84.5% reduction in dialysis costs vs. contracted rates.



Gene & Cellular Therapy Care

The Emerging Future of Care

The advancements in gene and cellular treatments hold promise for curing lifelong diseases, and the increasing number of FDA-approved therapies each year enhances the potential for lifesaving care.

NCCN Guidelines® offer standardized guidelines for cellular therapies, while gene therapy lacks such guidelines, requiring reliance on expert medical teams for guidance to ensure evidence-based care. SYMPHONY addresses this challenge by incorporating specialized gene and cellular therapy language into its plans. Providers must notify the SYMPHONY team for review against proprietary guidelines to ensure evidence-based and medically necessary treatments are recommended. Quality Treatment Centers (QTCs) are often required, aligning with our INTERLINK Gene, Cellular, and Immunotherapy Center of Excellence (COE) network, where INTERLINK leverages its 30-year relationships to safeguard its clients.

Leading the Future of Gene Therapy Care



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