

maple



Canada's best
solution for keeping
members healthy,
engaged & at work.





Agenda.

I. Overview of Online Doctors by Maple

II. Plan member experience

III. Ongoing support and account management

IV. Q&A

I. Overview of Online Doctors by Maple

Supporting Canadian plan sponsors by providing a premium benefit with strong ROI.

Offering virtual care drives significant benefits for plan sponsors.



Reduce absenteeism

With virtual care, plan members can reduce the number of sick days taken for non-urgent medical issues and proactively manage their health and wellbeing.



Enhance productivity

Virtual care lets plan members see a physician faster and with fewer barriers, so plan members can feel better faster, and get back to their jobs quicker.



Increase engagement and satisfaction

Plan sponsors who invest in Maple signal that they prioritize health and wellness. 82% of plan members said their organization should provide access to virtual care.



Attract and retain top talent

Virtual care is a health benefit that plan members and top talent value, enhancing your brand.

Instant access to care, anytime, from anywhere.



General practitioner-first model
Direct connection to a GP – with no initial triage – leads to 91% resolution rate



Access to care
E-prescribing, notes, lab & imaging requisitions and specialist referrals



On-demand, round the clock care
Maple offers access to GPs 24/7/365, in under 5 minutes



Continuity of care, via record-sharing
Comprehensive virtual records to deliver on true continuity of care



Seamless and intuitive experience
Fully bilingual mobile & web application with seamless member experience



Privacy by design
getmaple.ca/privacy

Maple's general-practitioner led approach enables a broad variety of health issues to be addressed safely and accurately.



Acute Care

- 24/7 availability of GPs means acute care issues can be fully addressed around the clock
- Common medical issues treated on Maple include cold and flu, infections, headaches, injuries, and many more



Chronic Care

- Access to general practitioners helps ensure adequate management of chronic conditions including high blood pressure, asthma, COPD, diabetes, insomnia, and many more



Mental Health

- Multi-faceted approach to mental health through trained physicians, therapists, and referrals / hand-offs to other supports
- Physicians play a central role in the collaborative care team for employee mental health

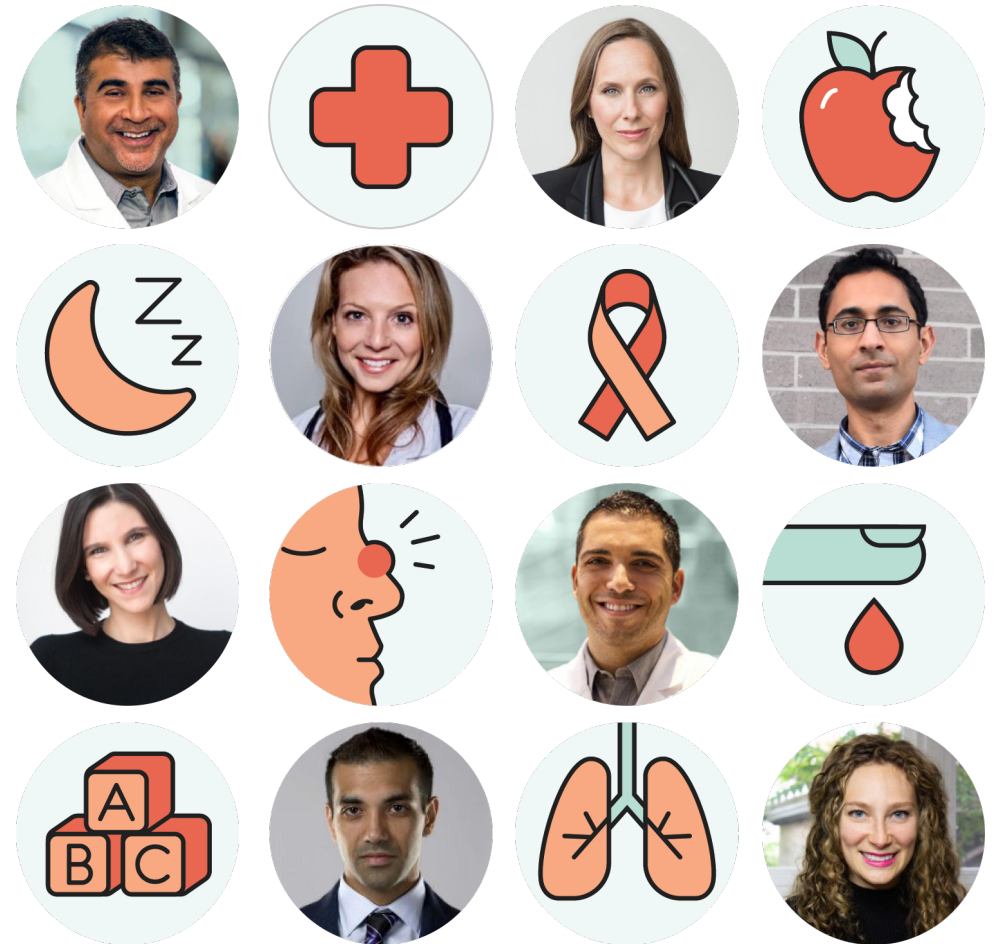
Maple's diverse healthcare professionals deliver safe, effective & personalized care.

Broad diagnostic scope – provides members with medical advice, prescriptions, medical notes, lab & imaging requisitions and specialist referrals.

Best-in-class clinical quality – Rigorous physician onboarding and quality management, supported by our Medical Advisory Committee.

Focus on ongoing education & improvement – Training, educational information and public health guidelines are continually shared amongst healthcare provider network.

Access to a variety of specialists – Access to a broad array of medical specialists directly on Maple*, either on-demand or via booked appointments. This includes mental health counsellors, dermatologists, naturopaths, endocrinologists, and more.



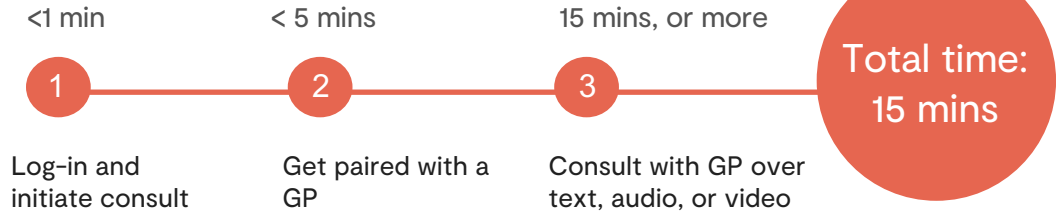
* Specialist care not included in the program, additional out-of-pocket fees apply

II. Member experience

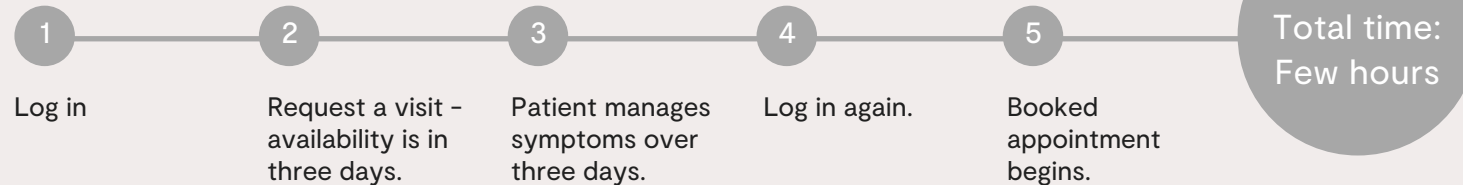
A smooth and intuitive patient experience to feel better, faster.

Maple is the fastest way to see a GP in Canada.

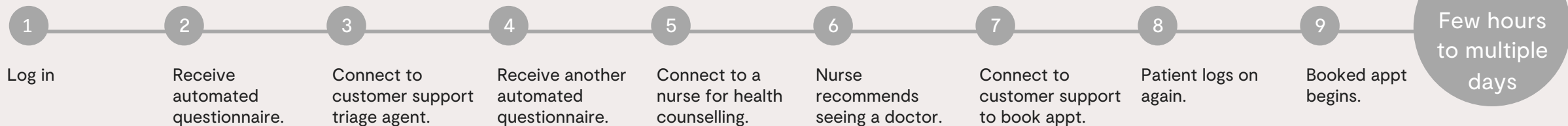
Maple's direct connection to a general practitioner



Booked appointments

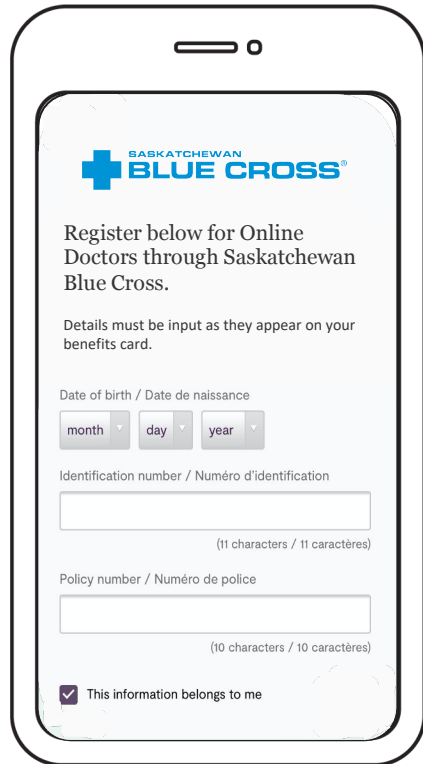


Triage / concierge

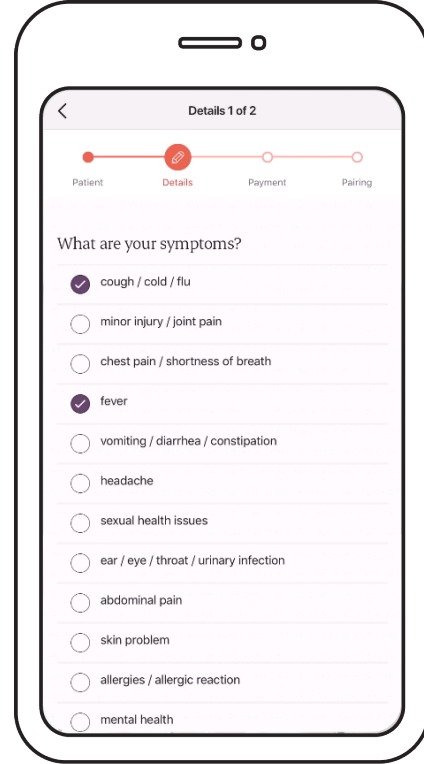


Online Doctors offers a seamless and intuitive member experience.

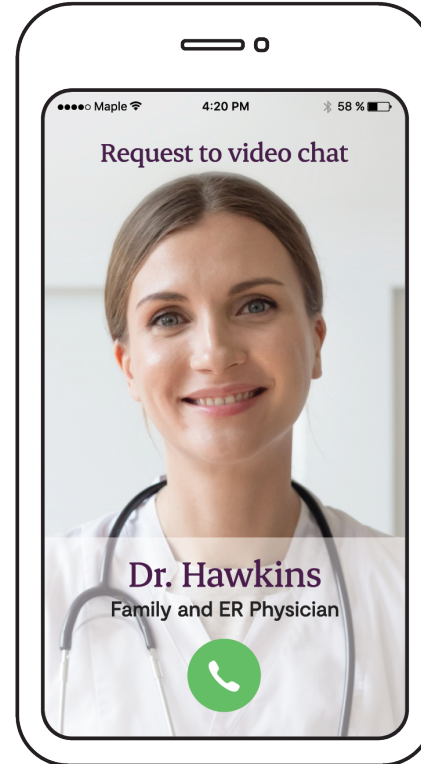
1 Register for Online Doctors in < 2 minutes



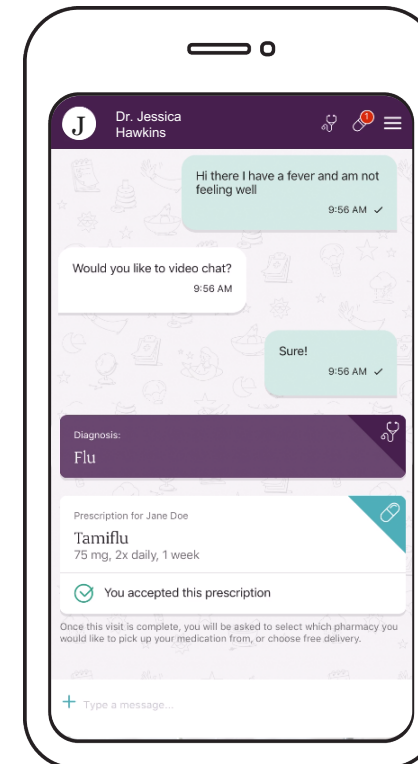
2 Log in and select your symptoms



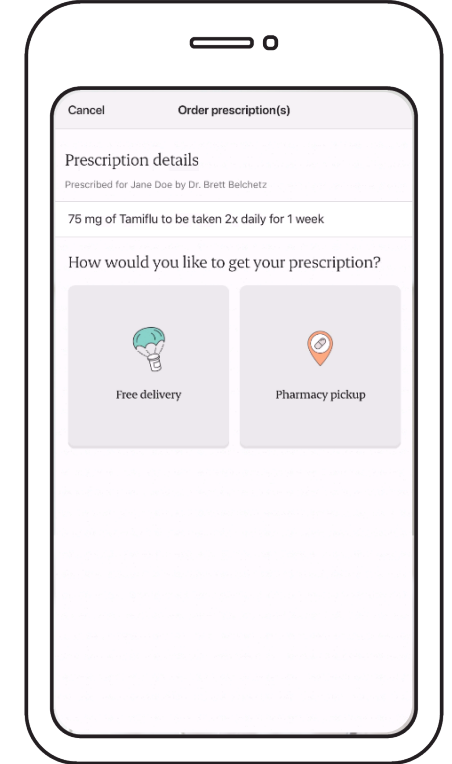
3 Get paired with a GP in less than 5 minutes



4 Connect virtually with the GP



5 Select preferred method for the prescription



Maple has seen strong results to date, with positive responses from hundreds of members.

<5
minutes

Average wait time
to see a GP on
Maple

15
minutes

Average duration of
consultation with a
GP on Maple

4.9/5
stars

Average user
satisfaction rating

91%
resolution rate

For first time
issues on Maple

3.6
hours

3.6 hours saved per
consult on average, by
avoiding a clinic trip

+84

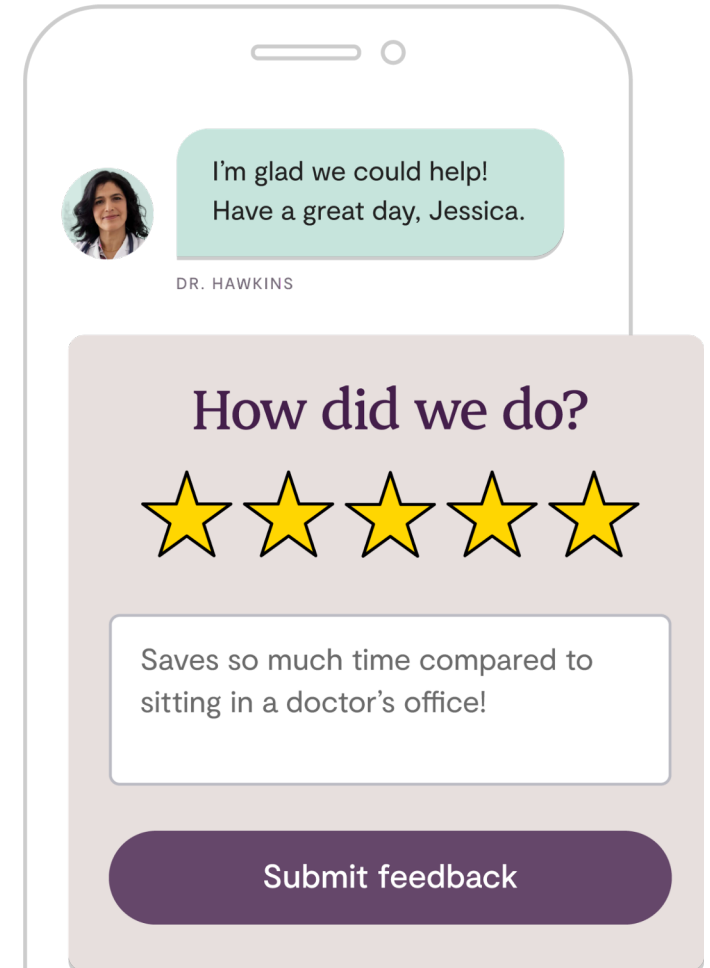
Patient net
promoter score



Plan members love Maple!

Members highlight how Maple offers convenience, peace of mind, and a seamless user experience.

- “Fantastic! For a relatively minor ailment being able to get a consult and Rx from my desk while working from home is such a time saver!! I was dreading having to find an open clinic today before the weekend, this just saved me so much hassle!”
- “This service is amazing. It took a total of 15 mins for me to speak to a physician and get what I needed. Much appreciated and a life saver.”
- “Excellent service, wait time to connect to a doctor was quick. Doctor was informative, professional and a pleasure to deal with!”
- “I am amazed by the quality of this service. Practicality, professionalism, and such a quick waiting time. Thank you very much”
- “That was incredible, such a painless and quick way to get a prescription filled.”



III. Ongoing support

Saskatchewan Blue Cross & Maple will provide dedicated support and account management.

The SBC and Maple Advantage.

Easy to implement.

Maple is simple to implement with a seamless eligibility management process through SBC.

Dedicated account management and support.

SBC and Maple support plan sponsors every step of the way with dedicated account managers, robust reporting, as well as technical support for members.

Strong return on investment.

Plan sponsors see high usage rates on Maple, reaching 60 per cent annually with strong communications and promotion. Maple reduces the average annual time away from work for illness, generating a positive ROI on program fees.

“The team at Maple created a seamless implementation experience for our team and all of our employees! Registration for our employees was easy and the positive employee feedback we are still receiving on the overall benefit has been fantastic.”

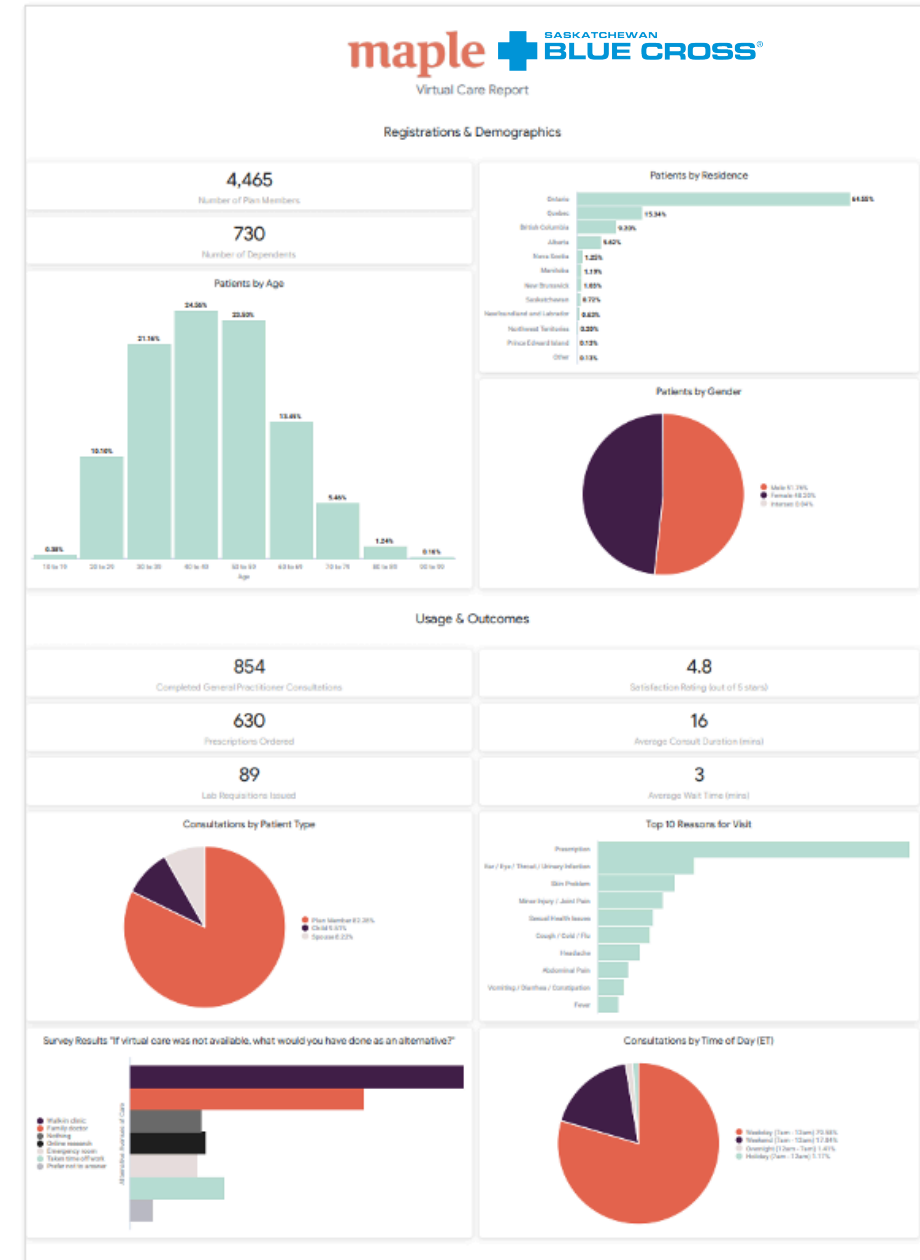
– SENIOR MANAGER OF BENEFITS, PLAN SPONSOR



Our offering includes robust reporting, tracking, and program management.

- Dedicated account manager to support you throughout the program
- Reporting allows us to track and measure a variety of metrics around engagement, utilization, and satisfaction
 - Number of registrations
 - Number of consultations completed
 - Average wait time and consultation duration
 - Prescriptions ordered and lab requisitions issued
 - Average satisfaction rating and verbatim member feedback

Saskatchewan Blue Cross and Maple are committed to providing plan sponsors and plan members a valuable offering and a seamless experience. We are your partners and will support you in improving plan members' health and wellbeing.



Thank you!

Questions?