Amaze = BEST in-class UX (User Experience)

Unlimited Access to Amaze's Concierge Services

Concierge-styled Virtual Primary & Urgent Care & Virtual ER
Virtual Behavioral & Mental Health Services
Prescriptions - 1,300+ commonly prescribed medications at $0
70,000+ retail pharmacies, non-formulary discounts (RxValet)
Virtual Ortho Support
Virtual Dermatology
TeleVet - Virtual Vet

PLUS

✓ Chronic Disease Management
✓ Prescription Navigation
✓ Billing Advocacy - bill resolution management
✓ Biometric Facial Scanner
✓ Health Risk Assessments
✓ Weight Management
✓ Smoking Cessation
✓ Virtual Dental Support
✓ Virtual Orthopedic Support
✓ Insurance Support
✓ Health Education
✓ High-Touch Care Navigation - cash-pay navigation - human-driven steerage

PLUS

wellness platform
80 languages support functions
medical search engine
calendar integration
geofencing and smart triggers - if near healthcare will prompt owner about seeking care and steer to better/less expensive option or deal with issues via telehealth

ACCESS

Access care via audio call / video call / in-app messaging
Utilizing platform reduces ER visits > 40 %
Utilizing platform eliminates > 80 % of urgent care visits
Less costly medical specialty visits for chronic conditions Amaze providers treat

AMAZE

{see outline of AMAZE services above}

MESH Collective Health

1. **Front Door / Navigation (the core UX layer)**
   App-based concierge care navigation
   Virtual care triage - "where do I go?" decisions
   What members experience: - "Text a care guide anytime"
   "We tell you where to go and how to do it"
   appointment + pricing coordination, bundles + cash-pay routing
   This is doing ~70% of the "insurance feeling"

2. **Virtual Primary Care and Virtual Urgent Care (continuous access 24/7)**
   Always-on doctor access, virtual orthopedic consults, virtual dermatology consults
   chronic condition management
   Rx writing, ancillary testing orders

3. **Mental Health - virtual telebehavioral health**
   fills biggest perceived gap of many coverages - progressively more important to people
   high utilization driver - fills major expectation gap patients have
   Experience: therapy + digital mental health

5. **Bundled Surgery / High-Cost Care navigation**
   Fixed-price procedures referrals when necessary
   eliminates catastrophic bill shock of high-priced surgeries and specific acute conditions
   Experience: fixed-price procedures and high-cost care controls

6. **Rx Optimization Layer**
   replaces PBM (prescription benefit management) - transparent pricing; patients know what they will pay
   Experience: ultra-low-cost generics
   1,300+ commonly prescribed medications at $0.00

7. **"Bill Shield" Layer (part of the patient advocacy program)**
   bill shield advocacy negotiates on behalf of the patient. Does all the
   'arguing' and repricing functions, so patient pays less - especially on large bills
   → prevents balance billing → HUGE UX jump - eliminates catastrophic bill shock