

Engagement & Coordinated Care

Virtual vs. Traditional Healthcare

Recuro Health delivers a unified virtual care solution that combines Urgent Care, Behavioral Health, and Primary Care into one coordinated model that improves care continuity and member engagement.

By consolidating services through Recuro's coordinated care model, members are:

- More likely to see their provider on an ongoing basis to manage their condition.
- Able to seamlessly move to the appropriate level of service to support their conditions holistically.

Part 1 Improving Patient Experience & Access

Part 2 Reducing Healthcare's Financial Burden

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Part 3 Engagement & Coordinated Care

Part 4 Enhancing Care Quality & Coverage



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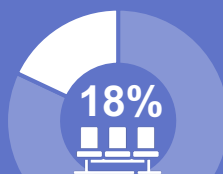
The Cycle of Connected Care

Coordinated virtual solutions help members move seamlessly through the care journey, from an initial urgent need to appropriate follow-up care, to support better engagement over time and helps ensure care happens in the right setting.



Integrated Care Alignment

Coordinated virtual care reduces fragmented experiences by guiding members to appropriate next steps after an initial visit so **members experience fewer disruptions and smoother transitions between services.**



WITHIN 7 DAYS

Key Stat

A previous study found only 18% of veterans made an in-person ED visit within 7 days after speaking with a physician using telehealth compared to 35% of those who spoke only with a triage nurse on the phone¹.



Ongoing Care Management

Shifting urgent issues into primary or behavioral health pathways helps prevent chronic conditions from worsening and **reduces the risk of unmanaged mental health crises.**



REDUCED RISK
OF EPISODES

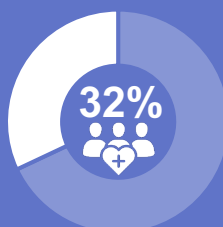
Key Stat

More than 60% of adults with mental health conditions who receive early treatment avoid progression to higher severity episodes that often result in crisis-level care or hospitalization².



Improved Health

Through integrated care, careful prescribing, and coordinated support, **Recuro addresses a wide range of employee health needs**, helping improve member health one visit at a time.



EXPERIENCED
≥ 50% REDUCTION IN
SYMPTOMS

Key Stat

In a community-practice study of integrated behavioral health and primary care, among 475 patients with baseline depression (PHQ-9 ≥ 10), 32% experienced a ≥ 50% reduction in symptoms after integration³.

Outperform Traditional Healthcare

Coordinated care plays a central role in driving ongoing engagement. When care is delivered through an integrated model, services naturally extend beyond the initial visit to address broader or ongoing needs.

Members who begin care through urgent visits can transition seamlessly into primary or behavioral health follow-up, creating continuity that standalone or point solutions are unable to deliver.

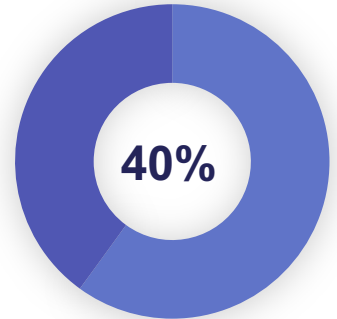
This approach:

- ✓ Supports continuity with a trusted provider
- ✓ Expands access to additional services when appropriate
- ✓ Helps ensure members receive the right care at the right time



Recuro Urgent Care

40% of virtual urgent care visits lead to a follow-up in primary or behavioral health, reflecting continuity beyond the initial visit.

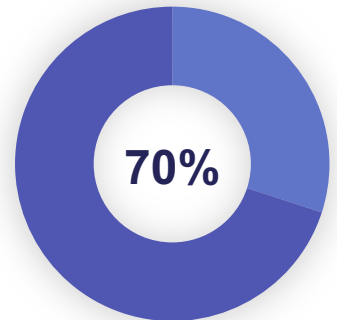


OF PATIENTS CONTINUED CARE AFTER THE FIRST ENCOUNTER



Recuro Behavioral Health

70% of behavioral health patients return for care after their first visit, supporting the continuation of care.



OF BEHAVIORAL HEALTH PATIENTS CONTINUE CARE



Support for All Stakeholders

Recuro's integrated virtual care model supports care continuity across the benefits ecosystem.



Plan and Benefits Administrators

Strengthen client results by replacing fragmented point solutions with a single, high-value platform that improves care continuity and reduces administrative complexity.



Employers

Support healthier populations through coordinated care pathways that encourage appropriate utilization and ongoing engagement across services.



Employees

Access connected primary, urgent, and behavioral healthcare that supports better outcomes and fewer complicated escalations.

The Problem

Recently, a national TPA serving small to mid-sized employers was looking to deliver a stronger client experience. The utilization of the services offered to members wasn't where it needed to be, leading to fragmented member experiences and limiting long-term engagement.



The Solution

Recuro implemented our Virtual Solutions, which combines:



**Recuro
Primary Care**



**Recuro
Behavioral Health**



**Recuro
Urgent Care**

This combination of solutions enhanced member guidance and simplified navigation to create smoother transitions between services.

The Impact

With clearer pathways between care types, members engaged more consistently across services and experienced fewer disruptions in care.

This improved continuity supported stronger outcomes and contributed to lasting value for the organization.



Sources

¹ <https://www.va.gov/ann-arbor-health-care/stories/new-research-telehealth-emergency-care-leads-to-decreased-emergency-department-visits-hospitalizations-reduced-health/>

² <https://www.nimh.nih.gov/health/statistics/mental-illness>

³ <https://www.jabfm.org/content/30/2/130>



CASE STUDY

Strengthening Continuity Through Integrated Care

Get Started Today

Contact our team of experts for more on our virtual care solutions.



Book a Meeting

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