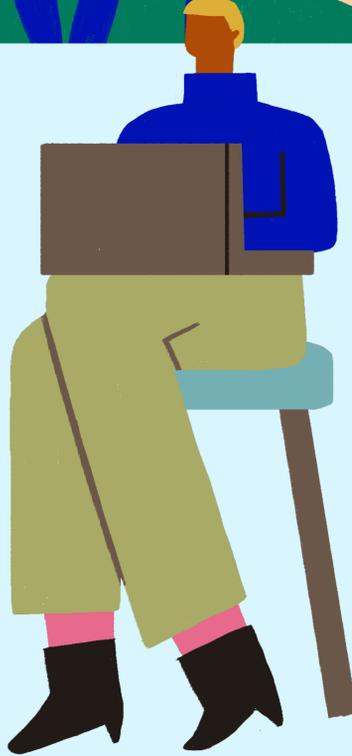


# Introducing equity to the LGBTQ+ healthcare experience.

Everyone deserves access to high-quality healthcare, but the current healthcare experience leads to worse medical and behavioral health outcomes for LGBTQ+ members and higher costs for employers.\*



## One-size-fits-all healthcare does not serve the LGBTQ+ community.

Finding affirming providers is a challenge.

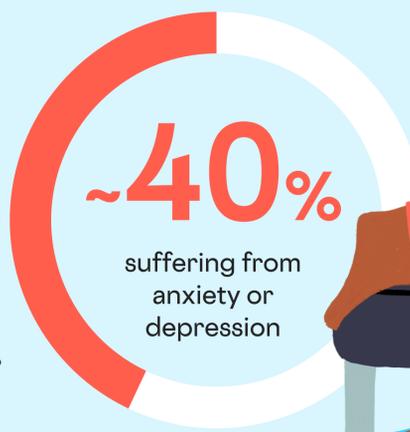
**45%** have difficulty finding a PCP

**60%** have difficulty finding a Mental Health Provider

**40%** experienced discrimination by their doctor

**35%** reported postponing or avoiding care due to negative experiences

LGBTQ+ employees are already at risk for a range of health issues.



Lower utilization of preventive care can drive higher costs.

**50-100%**  
greater emergency department use



## Included Health's virtual care increases access to equitable care.

Included Health provides:

- **Dedicated, highly specialized, queer- and trans-led team** of care coordinators
- End-to-end navigation for a **smooth member experience**
- Directory of **7,000+** vetted, affirming, clinically and culturally-competent providers
- Increased engagement through **coordination and collaboration** with LGBTQ+/Pride ERGs
- **Expert understanding** of gender-affirming care coverage

Learn how we're raising the standard of care for everyone.

[includedhealth.com/communities](https://includedhealth.com/communities)



## What members and clients are saying:

“ This service has been a saving grace for my personal health. Was going through a really rough patch earlier this year. Felt like everything was too daunting, and have had issues and trauma with traditional healthcare systems in the past. This sort of navigation help has really helped heal some of that mistrust. Still much work to be done, but in the meantime so grateful for the assistance. It is appreciated.”

—Included Health member

“ I've already recommended Communities to multiple coworkers. I am extremely pleased with this service and amazed at how quickly I received a response with recommendations.”

—Included Health member

“ This has been a great tool and resource for our employees. The Communities team is also phenomenal in their collaboration, thought partnership, and support.”

—Included Health client

\*Source: Included Health Research Study, 2020