

Laguna Health Website: lagunahealth.com CEO name: Yoni Shtein

Health IT/Digital *

Digital health role in 2024 and forward

o [Executive Summary / Investment Rational] Briefly describe the company's technology or therapeutic focus; the market opportunity, progress made to date, key partnerships or joint ventures, investment to date; and management strengths. Laguna's AI model combines conversational intelligence + individual determinants of health to make care management teams more efficient and effective, so they can handle large caseloads while responding to member needs with consistency and quality. Our implementations include the largest payers in both the US (Elevance) and South Africa (Discovery), as well as some of the most respected providers (MGH, Mayo).

o [Core Technology] What is the technology, its uniqueness, and its value proposition? Laguna addresses a growing need for care manager efficiency, burnout risk prevention, and performance improvement. Our differentiator is a proprietary underlying model combined with conversational AI, incorporating highly individualized member determinants, highlighted for care managers in real-time and then reinforced with live guidance mid-call. This deep insight is then surfaced to leadership on an aggregate and individual team member basis, with indicators including empathy level, burnout risk, conversation success rate, and more. [Note: slightly longer than 60 words but seems like it may not be a hard limitation]

o [Product Profile/Pipeline] Briefly describe the company's product/pipeline, status, and market potential. Discuss milestones, potential collaborations, and partnerships. Our product consists of four components that may be modularly implemented by any customer. They include: Insights dashboard (Leadership view into team performance) AI companion (Care insights, summaries & guidance) LISA (Member-facing AI chatbot) and Harmony (CRM dashboard) Our customers are health plans, care management organizations, and BPO's, and our users are care managers and effectively any frontline staff who speak with members telephonically.

o [Business Strategy] Briefly describe how the company will apply its core technology, generate short-term and long-term revenues. Laguna's conversational AI is leveraged by care managers and frontline staff to improve their efficiency and performance. Our customers are charged on a per user basis. o What's Next? R&D, Preclinical / Clinicals, Organizational Plans, Financial Plans Laguna will continue to invest in R&D and refine the conversational AI that is core to our suite of products. Increasing demands force care managers to balance large caseloads against individual member attention and care. Save

time on call prep with organized patient overviews Be more effective on calls by surfacing individual member insights in real-time so that care managers can quickly personalize the conversation Save time on documentation with AI transcription and summaries Save time putting care plans into action by aligning member insights with an organization's care pathways and benefits programs Mitigate issues, provide support, and schedule follow up with asynchronous AI chat support Improve performance with feedback and supervisor visibility With these tools Laguna drives results: 29% increase in overall care manager efficiency - Pasco Advisers 30% shorter call times through documentation and member insights 50+% more members interacting with care managers 96 member satisfaction score