

Welcome to the 2025 User Conference!

Jeff Brandes President & CEO

Azara Welcomes You!

You are in Good Company

- **410+** professionals from **40** states
- 290+ Practices & Health Centers
- **30** Primary Care Associations & Networks
- Friends & Partners of Azara
- Many first timers and lots of long-timers

Meet New People

- Learn
- Engage, interact and collaborate
- Have a coffee or a drink with that Azara contact you only know via email or Zoom
- Have fun and enjoy yourself...

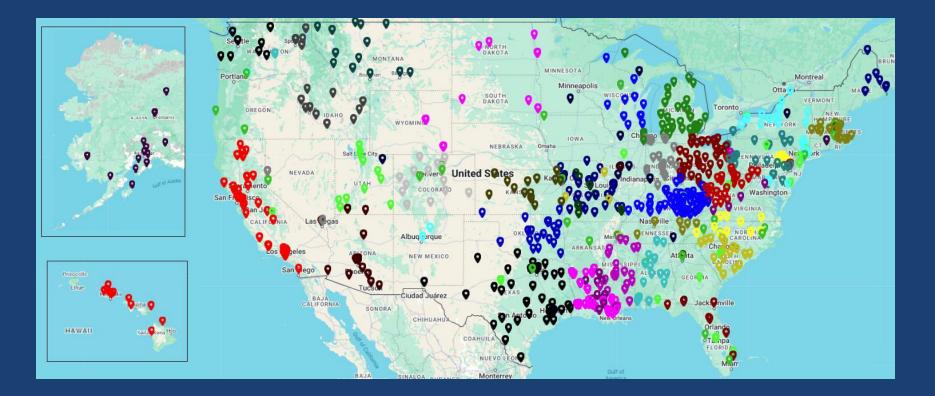
Diverse mix of Health Center, Network and PCA Roles, Responsibilities

• CEOs, COOs, CIOs, CMOs... All the C's

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- Quality Directors, Director of Informatics, Population Health, Managed Care, Valuebased Care, Health Informatics Director, HCCN Director
- Clinical Operations, Care Management, IT Manager, EHR Manager, RN, MD, PA
- Patient Service Manager, Population Management, Data Analyst, etc.

Azara Users Far & Wide (2025)



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Conference Goals











Help you to maximize the value you get from your investment in Azara DRVS Learn how others are using DRVS to **get RESULTS** Understand how good data can **make a positive difference** in the care YOU DELIVER Provide a glimpse of our **product plans** and OUR VISION Make **peer connections** so you can each construct your own personal DRVS support "NETWORK"



Flashback Moment Azara – Then & Now



2010 CHIA DRVS Homepage



2025 Azara DRVS Homepage

a	(Search Q)			A	All Centers
3-3 DVD	(IDS 2023 CQMs	FULL REPORT >	Network Overview	Events	& Announcements
PVP CMP CMP Reports Dashboards Measures Registries	UDS 2023 CQMs TY March 2024 MEASURE Childhood Immunization Status (CMS 117v11) Depression and Follow-Up 18+ Years (CMS 69v11) Depression Remission at Twelve Months (CMS 159v11) Screening for Depression and Follow-Up Plan (CMS 2v12) Tobacco Use: Screening and Cessation (CMS 138v11) Colorectal Cancer Screening (CMS 120v11) Cervical Cancer Screening (CMS 124v11) Breast Cancer Screening Ages 50-74 (CMS 125v11) Hypertension Controlling High Blood Pressure (CMS165v11) Diabetes Alc > 9 or Untested (CMS 122v11) Statin Therapy for the Prevention and Treatment of Cardiovascular Disease (CMS347v6) IVD Aspirin Use (CMS 164v7)	FULL REPORT > RESULT 0.0% 52.3% 90.7% 0.0% 85.0% 82.2% 68.6% 24.5% 24.5% 68.6% 24.5% 68.6% 24.5% 68.6% 68	TY March 2024 3,123 PATIENTS Visits by Service Line TY March 2024 TY March 2024	88	ANNOUNCEMENT ANNOUNCEMENT APO: Message Patients by Appointment Location APO: Message Patients by Appointment Location APO Appointment Campaigns now include a Location Variable Within the Campaigns that require an a Provember 1997 Provember 1997
Admin	HIV Screening (CMS 349v5)	0.0%	Primary Care Behavioral Health Dental		Chlamydia Screening Alert Update Chlamydia Screening Alert Update Alert now aligns with
	HIV and Pregnant	84.1%			DRVS
		17 Measures			DRVJ

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2010 DRVS Measures



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2025 DRVS Measures







2012 Dashboard

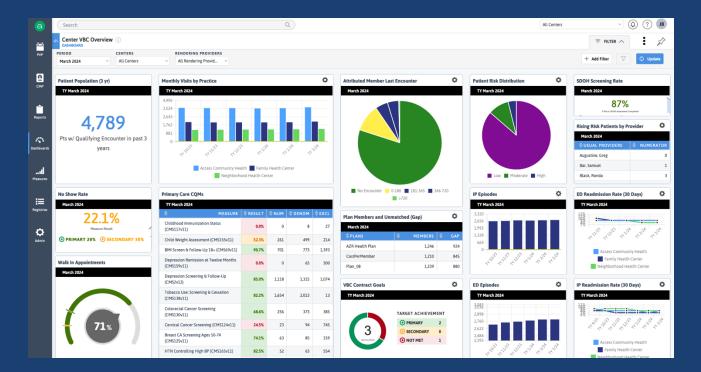
	Home	Dashboards	Reports	Measures	Help	Admin
Dashboard Period Default period Select period UPDATE						
Diabetes Adult Preventive MU Core MU Menu Set 2 Yr Old Imm	unizations UDS Clinica	al UDS Prenatal	Cancer Screening	Add a New Tab		
Change Dashboard	-		-			
Breast Cancer Screening Trend Edit X Breast Can	cer Screening Ed	it X Breast Can	cer Screening by Loc	ation		Edit X
TY July 2011 to TY March 2012 (1) Per	riod: TY March 2012	4	Period: TY	March 2012		1
10096 8096 6096 4096 2096 096 096 		Lexington Av New Utrecht Overbaugh B Brighton 1st National Driv Euclid Avenu	Location Lane Health Center venue Health Center Avenue Health Center Place Health Center Path Health Center we Health Center ath Health Center	Rosult 89% 87% 85% 80% 80% 80% 44% 40% 40%	Result	
Cervical Cancer Screening Trend Edit X Cervical Ca	ancer Screening Ed	it X Cervical Ca	ncer Screening by Lo	cation		Edit X
TY July 2011 to TY March 2012	riod: TY March 2012	(i)	Period: TY	March 2012		0
100% 80% 60% 40%	40 50 60 70 80 80	Benson Ave Lexington Av Brighton 7th	Location Health Center nue Health Center venue Health Center Lane Health Center	Result 100% 100% 91% 87%	Result	



2016 Dashboard

Dashboards - Di	iabetes 0									+ 🖋 [∄ ⊵
	Period TY September 2016		enters All Centers		Providers						
Patients with Diabetes				${\mathcal I}$	DM A1c > 9 or Untested Over Ti		\mathcal{I}	Controlled Diabetics (A1c < 7%	6)		12
	1,453 Pts w/ Diabetes							20	50 60 24%	70 80	
Diabetics by A1c				2	40%					90	
Pts w/ Diabetes		1,453			20% -						
Pts w/ A1c < 7		352	24%	٠	10%	ere 2.9		• •	•	100	
Pts w/ A1c >= 7 and A1c <= 8		95	7%	•	5 5° 5° 5° 5°	16 ×	6				
Pts w/ A1c > 8 and A1c <= 9		86	6%	•				Uncontrolled Diabetes by Age			2
Pts w/ A1c > 9		308	21%	•							
Pts w/ no A1c		612	42%	•	MU Diabetes Scorecard		18	Age	R	N	
					Measure R	N	DE	45-64	65%	326	50
					DM Eye Exam • 50%	721 1,4	53 0	20-34	64%	335	52
					DM Foot Exam • 36%	521 1,4	53 0	65 +	63%	35	5
					DM A1c < 7 • 24%	352 1,4	53 0	15-19	63%	22	3
					DM A1c Tested (6 mo) 33%	475 1,4	53 0	35-44	60%	202	33
					DM A1c Tested (1 yr) 58%	841 1,4	53 0				
					DM BP < 130/80 • 52%	751 1,4	53 0				

2025 Dashboard



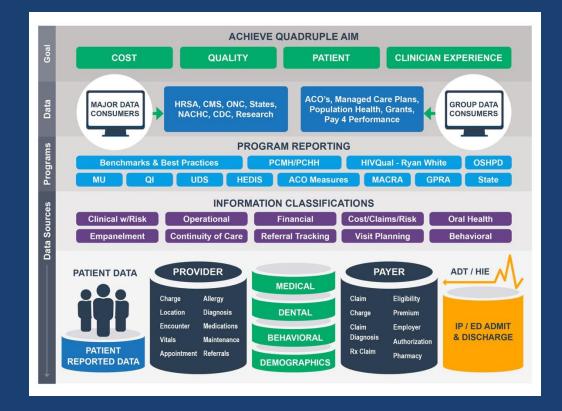
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2013 Azara Vision

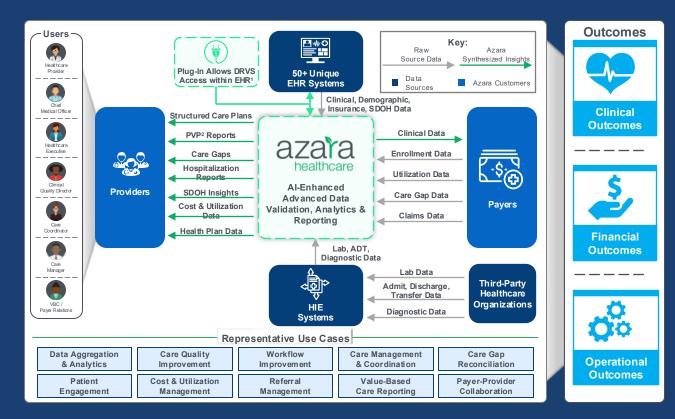
Community Health Reputing 2 AnalyTics STATES, CMS, WACHC, HRSA, CDC, ACO, MMCO, IPA, Population Health GRant 1 8 V+--S MU CITNICAL OPERATION / For MICC REFERANCE CLAIMS/COST HHE azara

2016 Azara Strategic Vision



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2013 Vision into 2025 Reality



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EHR Plug-In 2018



Cote, David

0000000000 | 4/12/1977(45 yrs) | Moderate (12)

	AL	RA	
Alert	Message	Most Recent Date	Most Recent Result
A1c	Overdue	3/27/18	5.4
LDL	Overdue	8/28/17	190
Eye	Overdue	6/22/17	normal
Foot	Overdue	7/24/17	Y
Dental	Missing		



EHR Plug-In 2021



Cote, David

MRN: 0000000000 Risk: Moderate (12) DOB: 7/27/1978 (45 yrs)



|--|

RAF GAPS

OPEN REFERRALS

ACM DATA

Alert	Message	Most Recent Date	Most Recent Result
A1c	Overdue	3/27/18	5.4
LDL	Overdue	8/28/17	190
Eye	Overdue	6/22/17	normal
Foot	Overdue	7/24/17	Υ
Dental	Missing		

DRVS EHR Plug-In 2025



Jane Doe		Alert	Message	Most Recent Date	Most Recent Result	
Moderate (25)						
MRN: 1103382 DOB: 3/4/1996 (29 yrs CM: John Smith	5)	Alc	Out of Range	3/15/25	12.6	
ALERTS	6	LDL	Out of Range	3/15/25	185	
	3	BMI & FU	Missing Follow-up	3/15/25	Highest BMI: 71.00 (03/15/2025)	
REFERRALS	0	Eye	Overdue	3/15/25	Y	
АСМ		Foot	Missing			
DOCUMENTS:						
Care Mgmt Plan	2					
📑 Prenatal Plan	2					

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DRVS EHR Plug-In 2025



Jane Doe	Diagnosis Category	Context/Actions	Billed CY	Unbilled CY	Action
Moderate (25) MRN: 1103382 DOB: 3/4/1996 (29 yrs)	Diabetes	Dx Not Billed Add to Chg Next Visit		EHR: F35 (03/15/25)	Dismiss
CM: John Smith	Infectious	Dx Not Billed Add to Chg Next Visit		EHR: B20 (03/15/25)	Dismiss
RAF GAPS 3	Pulmonary	Dx Not Billed Add to Chg Next Visit		EHR: J80 (03/15/25)	Dismiss
REFERRALS (7					
DOCUMENTS: Care Mgmt Plan [2] Prenatal Plan [2]	-				

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User Conference







Year in Review

Azara Takes a Bold Step Forward



Azara now has a new investment partner

and merged with i2i Population Health to form a bigger, stronger, more diversified population health company with continued focus on safety-net providers

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Focus on FQHC

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Partner to 700+ Health Centers • and 30+ PCAs, HCCNs and other networks

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- Robust, 3rd generation product ٠
- Expanding product portfolio ۰
- 14 year, consistent growth history ۰
- HITRUST, ONC, HEDIS certified ٠
- Office in Burlington, MA ٠

250+ clients, including 150 Health Centers revard ed

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- client support methodology
- Key partnerships with Cerner, Trubridge and CVS-Aetna
- Experienced team
- Office in Franklin, TN



Rural



Why the transaction makes sense azara

Scale provides opportunities - for clients and staff

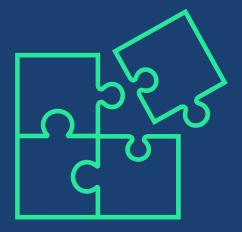


Expanded **product** investment and capabilities

3 **Diversified** client base assures stability and innovation

Complementary **strengths** in areas of investment

5 Incremental **capital** to finance growth and offering expansion



Combined Highlights

Customers and Patients

- Data on 50 million+ patients
- Over 1,000 practices, spanning FQHCs, critical access / community hospitals, rural health clinics and more

Key Relationships

- 30+ PCAs & HCCN's
- Reach across 49 states

Focus on Supporting Healthcare's Safety Net

- Both Azara and i2i offer purpose-built population health management SaaS solutions for community health providers
- Dedicated to serve the growing needs of the safety net ecosystem as providers and payers increasingly pursue value-based care arrangements







The Numbers









17,673 **DRVS** Support **Requests Handled in** the Last 12 Months



788 **Active DRVS Sites**







Employee Count



98% Customer Retention



524,323

UDS Reports Run in the Past Year 16% YoY increase

511,501

Reports Run in

18% YoY increase

March 2025





375 Largest # of active Users at individual CHC

The Numbers





2,780 Dashboards Created



41,727,595 ADT alerts processed

in Q1'25





4,847 Cohorts Added **59% YoY increase**



1,815 Scorecards Created



36,443 Custom Reports/Registries/

Dashboards in System

80% YoY increase



272 Practices Receiving ADT Information 29% YoY increase

The Numbers ENGINEERING





- **KEY ITEMS & FEATURES**
- ✓ Care Connect 2.0
- ✓ Cost & Utilization Enhancements
- ✓ UDS/UDS+ Support
- ✓ Better Dashboards
- ✓ New APO Campaigns
- ✓ EHR Plug-in Upgrades



2,881

total measures



of DRVS Client Improvement Requests Implemented

457 total requests

The Numbers



122 New DRVS Implementations 30% YoY increase



596 Modules/Projects 36% YoY Increase



787 Adoption Sessions

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24 New Payer Feeds



233 Learning Labs



31 Quick Tip Clips, Measure/User Guides



74 Webinars 30% YoY increase



291 Practices adding VBC Reporting **264% YoY increase**

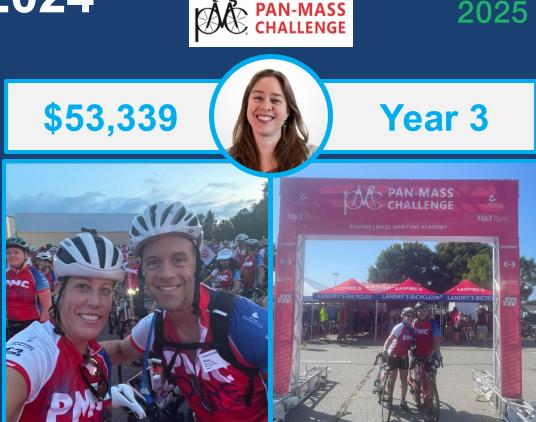


10 New ACC Implementations

Azara BKRS 2024

Big THANK YOU to all our supporters!

- 8 Riders
- 722 total miles logged, 4 different routes.
- Excellent weather
- Planning for bigger impact in 2025!
- Clients and Partners are welcome and encouraged to join the 2025 team!



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Updates

Collaborations



AMA A MAP™





















Strategic Partners – Conference Supporters



upstream[§]

AMA A MAP™

Ensuring Equitable, Patient-Centered Contraceptive Care is Part of Basic Healthcare

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upstreams

- Partnered with more than 200 health orgs over 10 years
- Clinical partners in **35 states** across the country
- Azara partner since 2017
- 140+ clients across 23 states



Azara | AMA Collaboration

- 1M Lives lost each year to Cardio-Vascular Disease
- Prevention remains a top priority for our partnership with the American Medical Association
- Continuing to expand our work and collective reach
- Shared Commitment: Optimize solutions that deliver the best health and outcomes for the patient populations we serve

"The AMA is delighted to collaborate with the Azara team, who work relentlessly to bring value in the use of data, programming and support to health care organizations across our nation. "

> Michael Rakotz, MD, GVP, Improving Health Outcomes American Medical Association



Market Leading Recognition





Measured by the voice of **our clients**, Azara consistently ranks at the top of the Population Health category as evaluated by KLAS Research.



Solution Comparison Category average: 82.7 Software average: 80.3	DRVS NPS = 40									GRADING SCALE
Company/solution	Overall score	Total evaluations	Trend (2022-2023)	Culture	Coyalty	% Operations	d Product	Relationship	(Value	Censinet assessment
Azara Healthcare	90.1	n=20	-3%	A-	A	A	A-	A	В	0
HealthEC Population Health Management Suite 🜻	89.5	n=17	-4%	A-	A	B+	B+	A	A-	
Innovaccer Population Health 🗭	87.1	n=28	-3%	В	A-	В	B+	A-	A-	0
Epic Healthy Planet 🗭	85.6	n=52	+2%	В	A-	В	В	A-	В	0







UDS⁺





- Azara was the first vendor to successfully send production data to HRSA
- Azara submitted data for **129** health centers
- Only 4 vendors submitted in 2024



- Over 400 health centers were registered to submit UDS+ data through Azara prior to HRSA's program suspension
- Responded to over 500 UDS+ inquiries and questions since January



 Azara is "standing by" to meet the future needs of our clients and HRSA

Azara's Year in Summary

- ✓ Significant Team & Client Growth
- ✓ Cohort Creator
- ✓ UDS+
- Data Quality Investments Lab Matching using AI & Machine Learning
- ✓ Expanded Payer-Provider Collaboration
- ✓ EHR Plug-In Enhancements
- ✓ Behavioral Health Integration

- ✓ New Investors
- ✓ i2i Merger
- ✓ Extended Support for Medicare Programs
- ✓ More Education & Training Material
- ✓ Activated Important Partnerships
- ✓ NCQA HEDIS Re-Certification
- ✓ NCQA Data Aggregator Re-Certification
- ✓ HITRUST Re-Certification





Our Success is Measured by Your Success

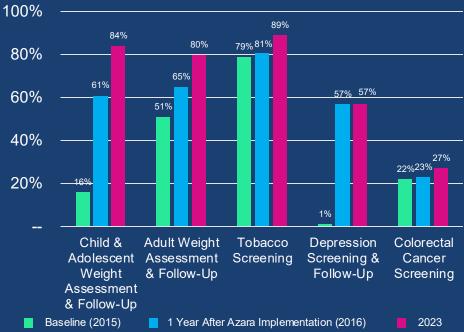
Waianae Coast Comprehensive 2025 Health Center

10 YRS OF IMPROVEMENT

...It started with a PVP pilot project in 2015

- Spread PVP use throughout the organization
- Added APO and Plan Data for VBC Reporting
- Expanded use of DRVS for point of care and to drive key initiatives

"Value-based, population-focused care is not just about implementing technologies—it's about having a real partner that understands and supports your mission." - Kay Degal, Director of Quality



Driving Efficiency in Peer Review 2025

Neighborhood Health Center is an FQHC serving Western NY. With over 28K patients, 350 employees and 75 providers, peer review was a time-consuming and daunting process. Leveraging Azara DRVS tools, Neighborhood Health Center reduced their peer review process from **hours, to minutes**.



- Licensed providers required to participate in quarterly reviews of 15 randomized charts, each consisting of 15-20 questions.
- Average time to complete the review was 2.5 hours/quarter for each provider.
- Peer review processes were burdensome for both clinical and administrative teams.



- Moved from an administrative process to **outcome-driven approach.**
- Leveraged DRVS to identify outcome-based data elements needed for peer review.
- Quality Team applies quarterly cohort for each provider to the DRVS Registry to complete the Assessment form.





Increased provider satisfaction and DRVS engagement.

Quantifying Azara's Impact

Objective

 Compare Quality Metrics of Azara (and PVP) users to all FQHCs using publicly available* HRSA quality data



Method

- Analyze measure results for all 1,400+ FQHCs and grouped them into 3 categories
- 1. Azara Clients that utilize the Patient Visit Planning Report (PVP) on 60%+ of working days
- 2. All other Azara Centers
- 3. Non-Azara Clients



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Using DRVS does make a difference!



Users of Azara's **Patient Visit Planning report see better results**, in some cases significantly better, than those who do not.



Across a broad range of UDS measures, Azara clients have seen a **4-9% increase in performance** after implementing DRVS



DRVS PVP Users have a **7–10% higher probability** of performing in the top quartile of all health centers



When analyzed on a state-by-state basis, Azara DRVS clients **regularly outperform** the non-Azara FQHCs **on key Quality Measures**.



1,505,072 runs of the Patient Visit Planning report in the last year



In 2024, WV Health Centers using the PVP delivered **better results across 16 of 17 UDS Measures**, 8 with differentials exceeding 10%

Lest We Forget: The Real Objective





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2025



Your Feedback



Quoteworthy Success!



I just want to commend you on an absolutely fantastic training session this morning. Your presentation was not only comprehensive but also highly informative. You managed to make complex topics engaging and accessible, ensuring everyone walked away with valuable insights. It's clear you've put a lot of thought and expertise into this session, and it truly paid off. Thanks again for such an impactful and wellorganized training!

> Thank you so much! I sure do attend a lot of zoom trainings and will would rate yours as one of the best! You have a way of keeping it interesting and explaining in terms we could all understand. I am so excited to get everything mapped so I can start using it for reporting.

On behalf of AUCH and our membership, I just wanted to pause and say thank you. Not only for your time yesterday, but we had a day to truly reflect on the incredible impact you have had to our networks success. Just by virtue of getting the population health tool, the doors that it has opened and the number of patients impacted—priceless. Thank you SO much for being such a driving force to our success. "Azara is an answered prayer! It has been a positive experience and it is so easy to use. When the UDS data was not available online, I still had access to our numbers in Azara. The dashboards are so easy to navigate. Everything is literally right there. It just all comes

together including HEDIS measures!"

Heather Justes Morgan County Health



"We've been through numerous, various implementations over the years and no experience has been as good as the one we've had with Azara. David Parson's preparedness for meetings, attention to details, and, quite frankly, his honesty in answering questions was refreshing; Implementation with Azara finally felt more like collaboration with a vendor instead of a struggle."

Josh Mishkin, Quality & Compliance Coordinator *Kalihi-Palama Health Center*





"The conference was amazing. To see the growth in engagement of Centers and networks and staff roles and impact on consumers is wonderful. You are truly listening to the needs and creating to meet them. What a beautiful evolution. And to feel the energy of the participants and the collaborative uplifting work is a miracle in healthcare touching patients. And last, but not least to see your energy, creativity and vision in leading an organization that listens, anticipates - "DRVS" is amazing."

Ellen Hafer, Former EVP & COO Massachusetts League of Community Health Centers



Population Health 2025

State of the Market



- Uncertainty around Federal funding and Medicaid driving organizations to:
 - Quantify value delivered with hard data
 - Provide accountability
 - Demonstrate Return on Investment
- Move to value-based care is accelerating for our clients
 - Driving need for more data
 - Pushing payer-provider collaboration
 - Increasing expectation of integrated & coordinated care including behavioral health and care management
 - Medicare ACO participation
 - Need for cost and quality information in one place

- Practices required to serve multiple entities with regard to their data
 - Organizing into ACO's, IPA's and partnerships
 - Structured to provide more comprehensive and better coordinated care
- Emergence of VBC Enablers
- CMS, HRSA, states, payers and other funders stressing need for quality data and documented results
- Actionable information from analytics must fit seamlessly into the provider workflow

Azara's VBC Enabler Strategy

- Azara clients are actively engaging with VBC Enablers to explore and learn while minimizing their investment and risk to enter into VBC contracts
- Most Enablers have their own technology for Care Gap Identification, Risk Adjustment and Care Coordination/Care Management.
- Practices do not want to be forced to utilize multiple tools/workflows for different patients or contracts

Azara wants to **ASSURE** our clients do not need to make platform choices

We **WILL FACILIATE** the bi-directional exchange of data between the VBC Enabler and our clients, using existing DRVS & ACC workflows

- Right information, right place, right time
- Similar to what we do with our Health Plan Partners

Azara desires to **SUPPORT YOUR VBC JOURNEY**, whether you go it alone, with your peers in a network or with one or more VBC Enabler partners

Azara's Objectives

Be your PRIMARY system for population health and analytics with a comprehensive set of tools to help you deliver better care

Provider Focused Solutions

- Support Health Center approaches to treating safety-net population
- Quality Improvement
 - UDS & Grant Program Reporting
- ROI & Accountability
- Non-Clinical Factors
- Behavioral Health Integration
- Payer-Provider Collaboration

All the Analytics you need to Support Value-Based Payment Transitions

- Population Health
- Performance Monitoring
- Compliance
- Care Coordination & Care Management
- Operations
- Utilization, Cost & Risk
- Contract Management





Azara 2025 & Beyond – Our Commitment



- Continued focus on serving Safety-Net providers
- Quickly respond to emerging requirements for information
- Meet your needs for entering risk and value-based contracts
- Ongoing investment in Product, Infrastructure and Client Success services

- Listen to and incorporate your feedback
- Build partnerships that enhance our capabilities to meet your needs
- Be your partner for the long haul

Enable DRVS to make a difference in the care you deliver to your patients!



Keynote Speaker Dr. Elizabeth Markle, PhD Open Source Wellness





Today's Logistics



What's Next - Today's Agenda



12:30 - 1:30

1:30 - 3:00

3:00 - 3:30

3:30 - 4:30

5:30 - 8:30

- 11:00 12:00 Breakout Sessions
- 12:00 1:30 Lunch (Ballroom Foyer)
 - Keynote QA (Commonwealth A/B)
 - Product Update Greg Augustine

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- Afternoon Break
- Breakout Sessions
 - SpringFest!

Today's Breakout Sessions

- Wide variety of topics
- Most are client led
- Smaller groups
- More personal and interactive
- Designed for you to engage with your peers and the Azara team
- Check the conference app to view topics, select sessions for your skill level, and find your way





Support & Knowledge Center

- Meet with Azara Support staff
- Located in Elm Room across from registration
- Check app for drop-in hours



DRVS SpringFest Tonight! 5:30 – 8:30 PM

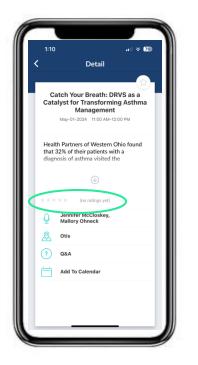


- Grand Ballroom
- Food & Drinks
- Custom T-Shirts
- DJ & Photo Booth
- Mini Golf & Games



We Want to Hear From You!

Click on the session from your agenda in the conference app. Click the stars in the center of your screen to rate and provide feedback.







Rate the session and the speaker(s)



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Provide brief

feedback or ideas

Help us continue to improve



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Thanks for attending!