



Investor Presentation

NASDAQ: OTRK

Our mission is to help improve the health and save the lives of as many people as possible.

Forward-Looking Statement

Except for statements of historical fact, the statements made in this presentation are forward-looking statements and are made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. In some cases, you can identify forward-looking statements by terms such as “may,” “will,” “could,” “should,” “believes,” “estimates,” “projects,” “potential,” “expects,” “plan,” “anticipates,” “intends,” “continues,” “forecast,” “designed,” “goal,” or the negative of those terms and other similar expressions. Such statements include, but are not limited to, statements relating to: expectations regarding future revenue from existing health plan customers, including but not limited to expected effective outreach pool of our existing customers; budget considerations and timing of expansions; conversion of our sales prospect pipeline of potential health plan customers to contracted relationships that would contribute to revenue in future periods; acceleration and adoption of our AI-enhanced clinical and operating model; and effects of cost cutting initiatives under our restructuring plan. Forward-looking statements reflect management’s estimates and expectations based on current information and involve assumptions and risks and uncertainties, many of which are beyond our control, which may cause our actual results, performance or achievements to be materially different from those expressed or implied by the forward-looking statements. Such risks and uncertainties include, among others: the impact of changes in management and organizational structure; the impact of cost cutting initiatives under our restructuring plan on our ability to retain, serve and grow our customer base; risks associated with our ability to retain key personnel, including members of our board of directors, and the ability to recruit, retain and develop a large and diverse workforce; risks associated with our high customer concentration and the ability of a customer to terminate a contract with us for convenience; intense competition and substantial regulation in the health care industry; changes in regulations or issuance of new regulations or interpretations; our limited operating history; our ability to execute our business plan; our ability to increase our revenue and achieve profitability; the risk of lower than anticipated effective outreach under our contracts; our inability to recognize revenue; the adequacy of our existing cash resources and our ability to continue as a going concern; our ability to satisfy the conditions precedent to funding under the Keep Well Agreement we entered with an affiliate of our Chairman and Chief Executive Officer and to satisfy ongoing covenants associated with such arrangement; our ability to raise additional capital when needed, and the dilutive impact of potential equity capital raises; risks associated with the lack of outcomes and statistically significant formal research studies; risks associated with difficulty enrolling new members and maintaining existing members in our programs; the risk that the treatment programs might not be effective; risks associated with difficulty in developing, exploiting and protecting proprietary technologies; business disruption and related risks resulting from the ongoing pandemic; risks related to our ability to realize the potential benefits of and to effectively integrate acquisitions; our ability to continue to remain listed on a tier of the Nasdaq Stock Market; and those other risks and uncertainties described in our most recent annual report on Form 10-K and in our quarterly reports on Form 10-Q filed thereafter with the Securities and Exchange Commission, which are available at <http://www.sec.gov>. All forward-looking statements are current only as of the date of this presentation. Ontrak does not undertake any obligation to update any forward-looking statement in this presentation to reflect new information, future events or otherwise, except as required by law.

Ontrak Health: Company at a Glance

Ontrak Health is a leading AI and technology-enabled B2B Behavioral Health Services Company for Health Plans, Provider Groups and Self-insured employers.

 **Headquarters**
Henderson, NV

 **Trading Symbol**
OTRK

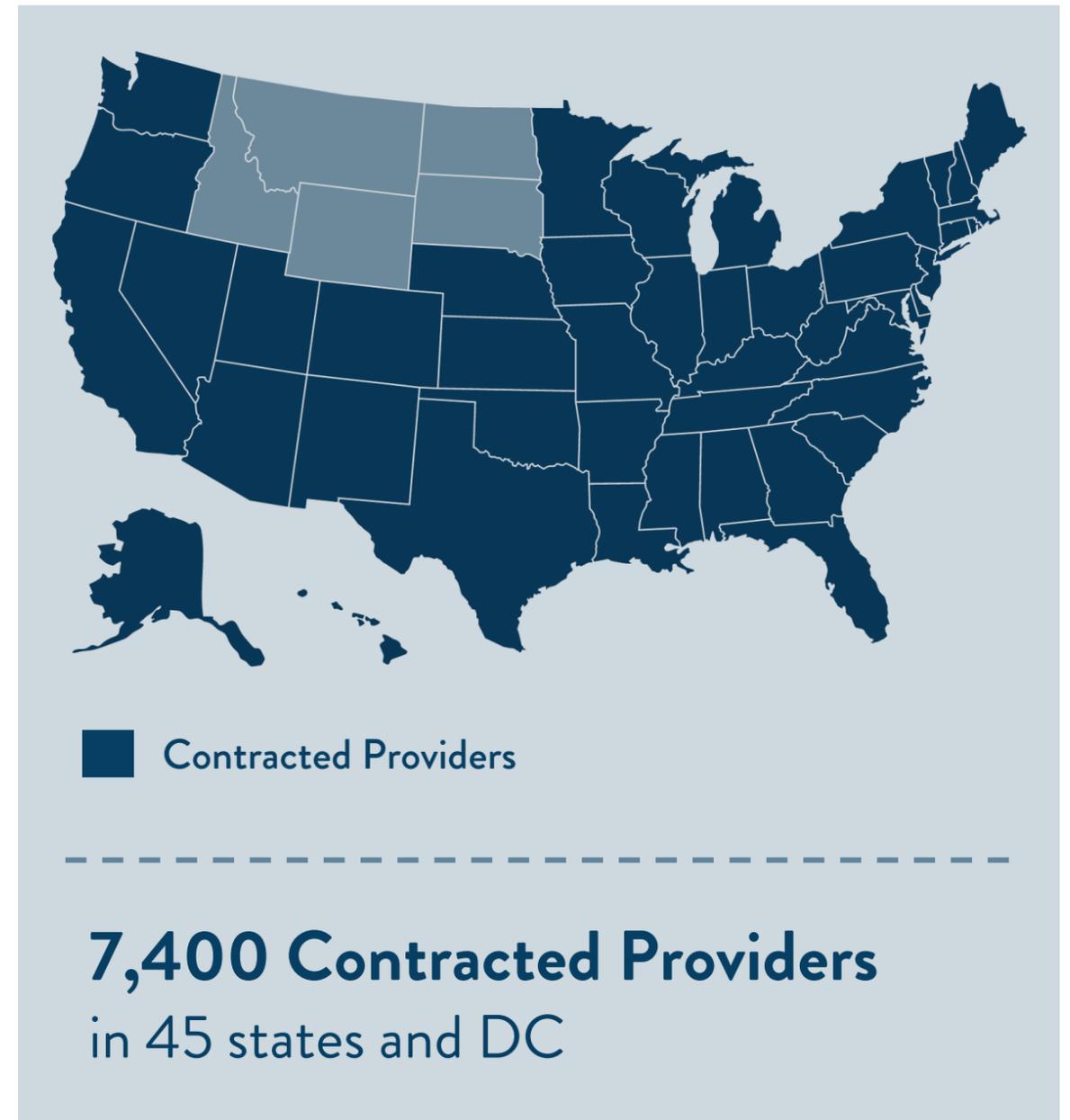
 **Founded**
2003

\$10.77M¹
Market Cap

27.03M
Total Shares

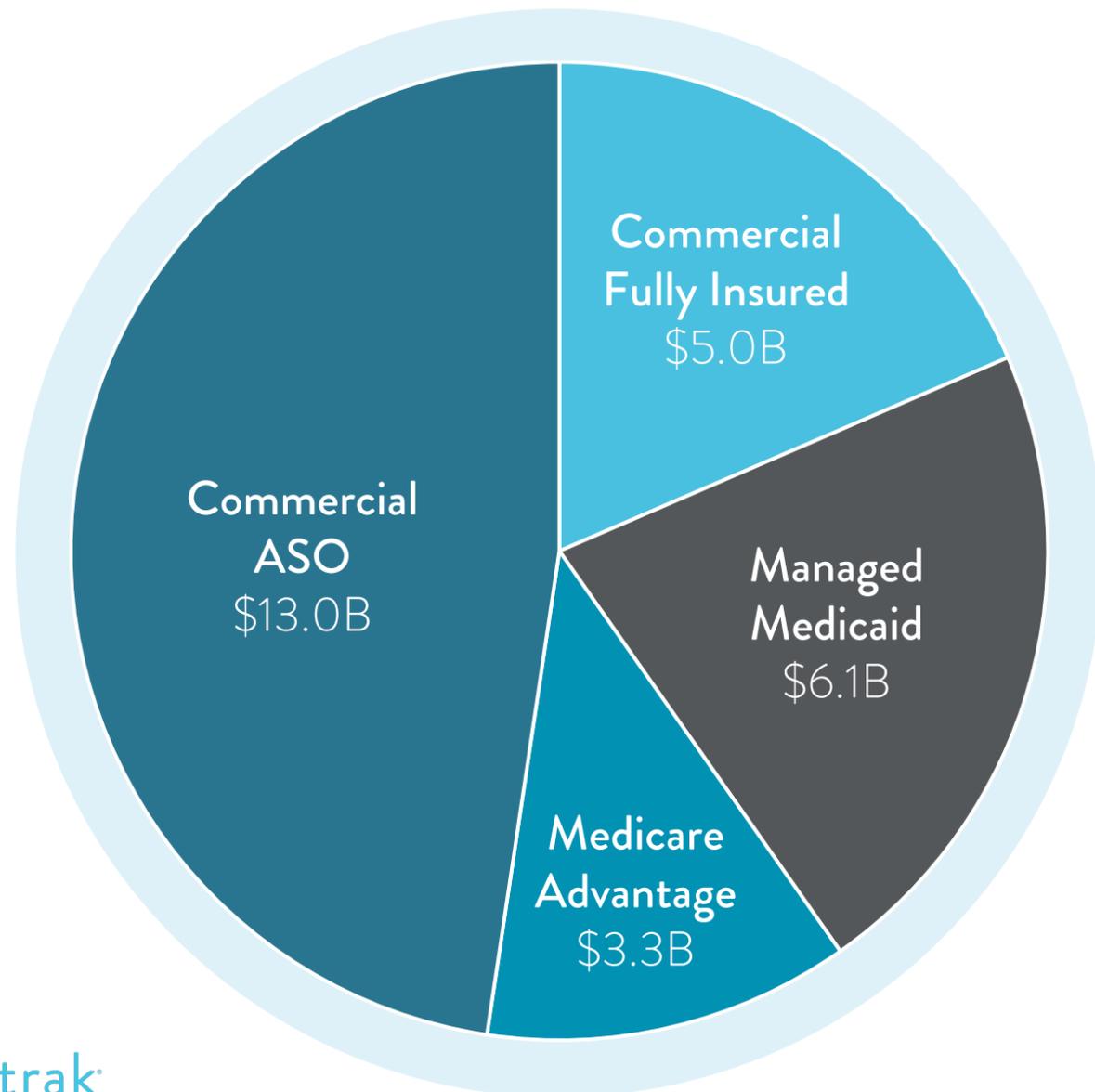
\$190M -
\$890M²
Estimated Pipeline
Annual Revenue
Opportunity

\$15M
Current Revenue



Total Addressable Market (TAM)

Ontrak Health Addresses the Growing Intersection of Behavioral Health and Chronic Disease



\$27.4B^{*1}

¹Estimated based on internal analysis.

The State of Mental Health in America - Key Findings



21%

of adults are experiencing a mental illness. Equivalent to **over 50 million** Americans.



55%

of adults with a mental illness receive no treatment – **over 28 million** individuals.



28%

of all adults with a mental illness reported that they **were not able to receive the treatment** they needed.*

15%

of adults had a substance use disorder in the past year.

93.5% did not receive treatment.



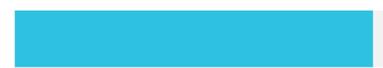
6.5%



Treatment



93.5%



No treatment

11%

of adults who identified with two or more races reported **serious thoughts of suicide.**

5%

of adults report serious thoughts of suicide. That's over **12.1 million adults.**

Our Strategic Vision Is Propelled by Three Key Drivers

AI-infused Advanced Engagement System from eligibility to graduation to drive better engagement, integration, and customization.



Evidence-based coaching model using recognized assessment tools, motivational interviewing techniques, and behavior change interventions.



Proprietary and preferred Provider network closely connected to our coaches.



Ontrak Health transforms the health care journey for people with complex physical, mental and social care needs, when they need it most, through our AI-infused, evidence-based clinical model.

Products and Channels

Ontrak Health serves health plans and employers through our two product offerings with cross-selling opportunities:



Program Highlights

- ✓ High-acuity solutions for high-cost members with comorbid conditions
- ✓ ~12-month program that is tech-enabled with member-focused coaches



- ✓ Wellness solution for employees
- ✓ Tools and personalized support to increase employee engagement and productivity

Customer Channels

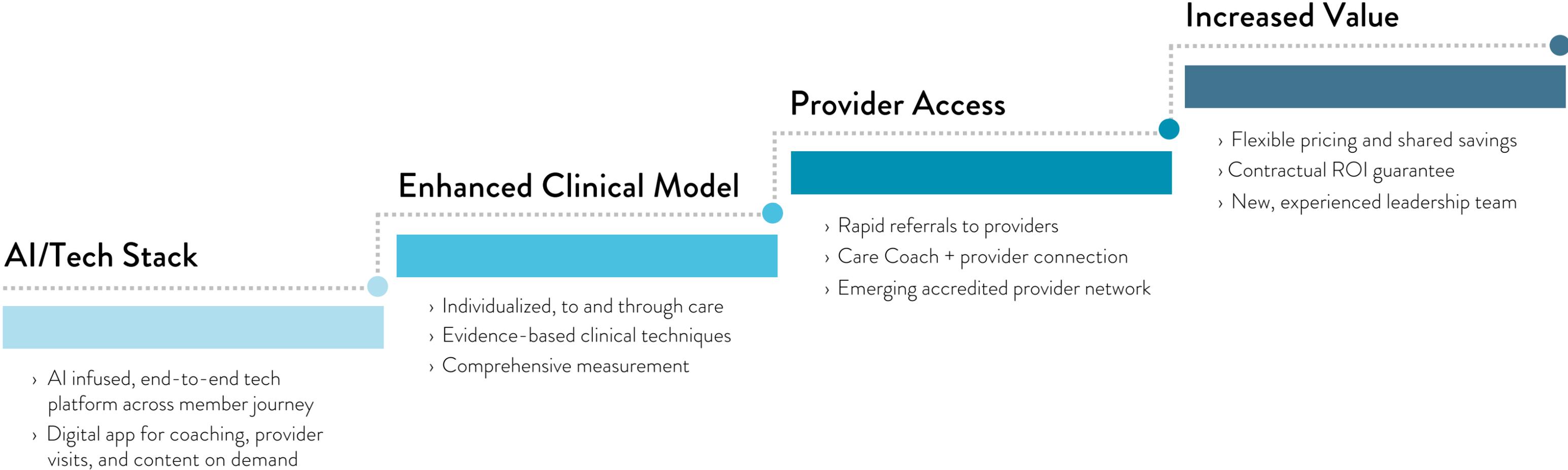
- | | | |
|---|---|---|
| <ul style="list-style-type: none"> ✓ Health Plans ✓ Employer Groups | <ul style="list-style-type: none"> ✓ Value-based Provider Groups | <ul style="list-style-type: none"> ✓ Mid-Large Employers ✓ Professional Employer Organizations/Brokers ✓ University Employees and Students |
|---|---|---|

Customer Base

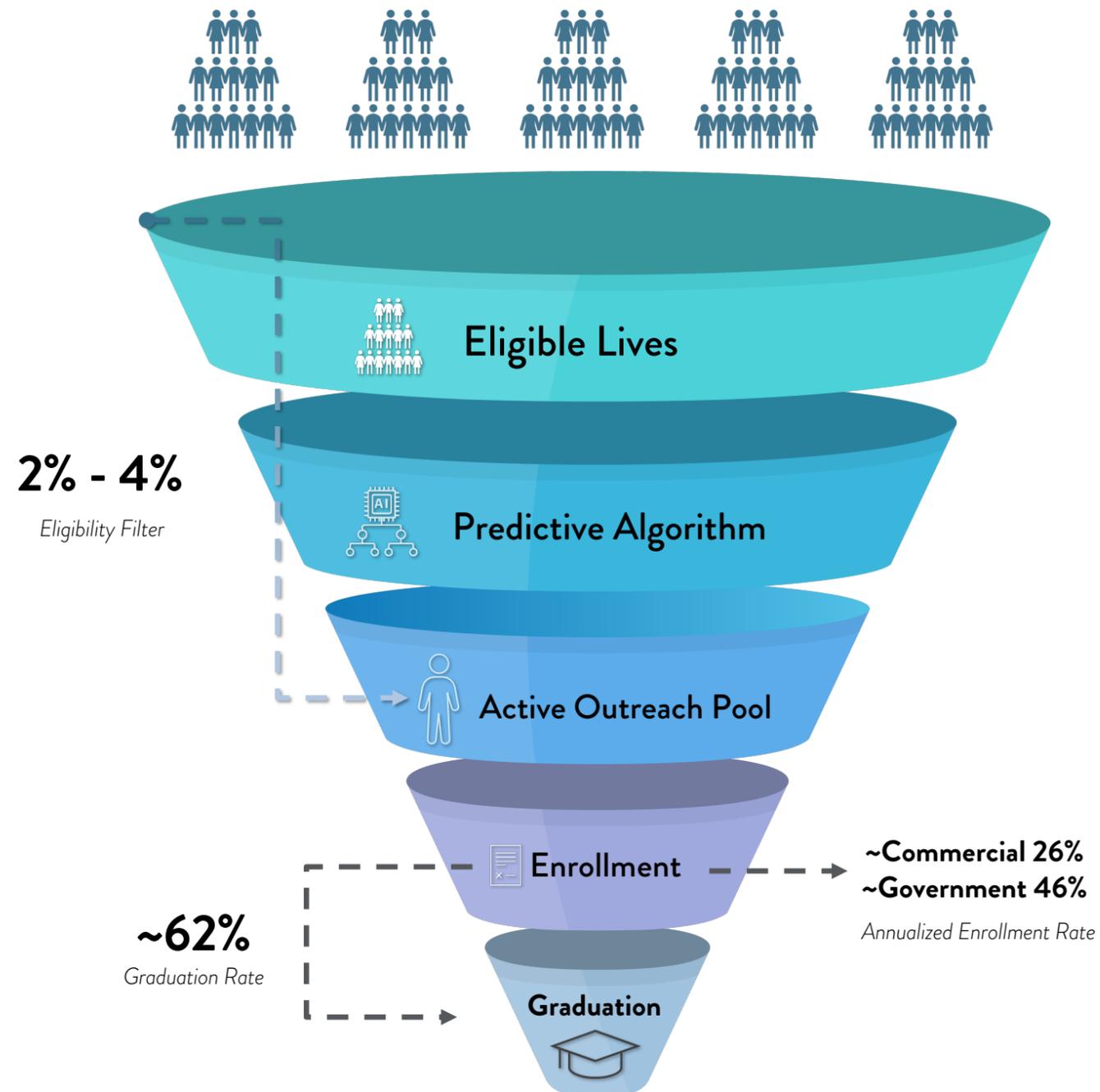


Operational Innovation to Accelerate Growth

Our solutions deliver effective outcomes for health plan members and increased ROI for our customers.



Ontrak Health's AI Identification and Enrollment Approach



Filtering for target member population:

- ✓ Chronic medical conditions (hypertension, diabetes, chronic pain, asthma, CAD/CHF, COPD) with the incidence of behavioral health disorders such as depression, anxiety and Substance Use Disorder (SUD)
- ✓ High impactable medical costs
- ✓ Certain demographic criteria (age, geography, etc.)

Predictive Algorithm:

- ✓ Data Science / AI team uses predictive algorithm to identify additional members likely to have undiagnosed behavioral health conditions based on comorbidities, utilization and other metrics; these members tend to fall through the cracks for payers because they are disengaged, lack a behavioral health diagnosis and care avoidant

Active Outreach Pool (“AOP”):

- ✓ After filtering for members who have valid contact information for outreach and who we can support with our Ontrak Health network, the Active Outreach Pool represents members we can actively engage

Enrollment:

- ✓ Trained and empathetic Member Enrollment Specialists (MES) contact and engage AOP members, meet the member in their health care journey, begin to build trust, understand goals and barriers, and invites them to enroll
- ✓ Once engaged, MES enroll qualified members and transfers members to a dedicated care coach

Graduation:

- ✓ Member has been fully engaged, completing 6 to 12 months of the program and meets graduation criteria

Ontrak WholeHealth+ Program: our innovative 4-step approach

By bringing together AI-infused technology, empathy-based engagement, and powerful network relationships, we can help change your members' lives — and promote high value healthcare utilization.



Step 1: Identify

Uncovering high-cost members with behavioral health needs.

- › Proprietary AI algorithms identify high-cost members with chronic comorbidities and impute behavioral health diagnoses with a high degree of accuracy
- › Of the 2-4 percent of members identified as eligible for Ontrak Health, 30 percent have imputed behavioral health diagnoses



Five Key Indicators

- 1 **Risk Factors**
(cost, disease, utilization, mortality)
- 2 **Demographics**
(age, race, gender)
- 3 **Costs Threshold**
(>\$7,500 annual claims)
- 4 **Chronic Disease**
(hypertension, anxiety, diabetes)
- 5 **Social Factors**
(zip codes, geography)

Step 2: Engage

Conducting consistent, empathy-based outreach.

Member Enrollment Specialists

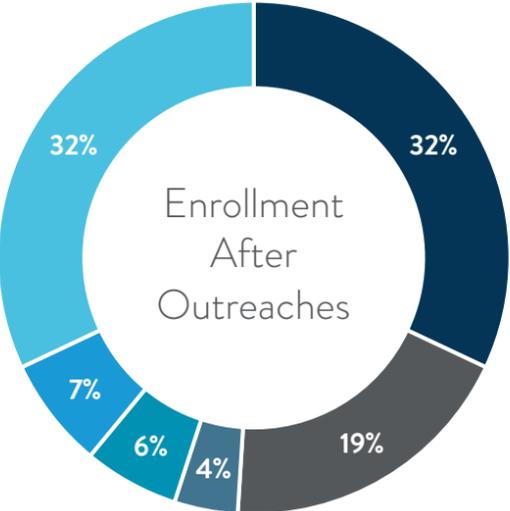
- > Deploy AI-infused, targeted outreach
- > Use evidenced based engagement approaches including motivational interviewing
- > Support person-centered enrollment in clinical coaching program



The Numbers Tell a Story

- 3000**
MES calls per day
- 150**
Calls per MES agent per day
- 15**
Conversations per MES per day
- <0.5%**
Opt-out rate
- 27-43%**
Total enrollment rate

- 1
- 2
- 3
- 4
- 5
- 6



Step 3: Treat

Expanding access and creating personalized coaching plans to drive meaningful behavior change.

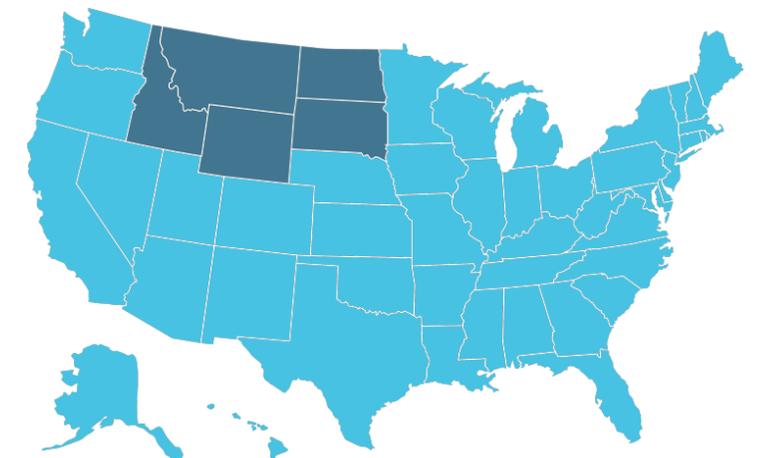
Care Coaches

- › Conduct a whole health assessment to understand members' health concerns and challenges
- › Co-create achievable goals that are meaningful and important to the members' health outcomes
- › Coordinate optimal treatment
- › Actively support the member to and through care



Ontrak Health Provider Network: 7,400 contracted providers in 45 states and DC

- › Bidirectional communications to coordinate care
- › AI-generated treatment notes
- › Member contact within 2 days of referral
- › Members seen within 10 days of appointment request
- › Members seen within 14 days for medication management



■ Active contracted providers

Step 4: Activate

The Ontrak WholeHealth+ Program uses a whole-person approach to support members on the path toward long-term health and sustainable health outcomes.



At the time of program completion members have successfully...

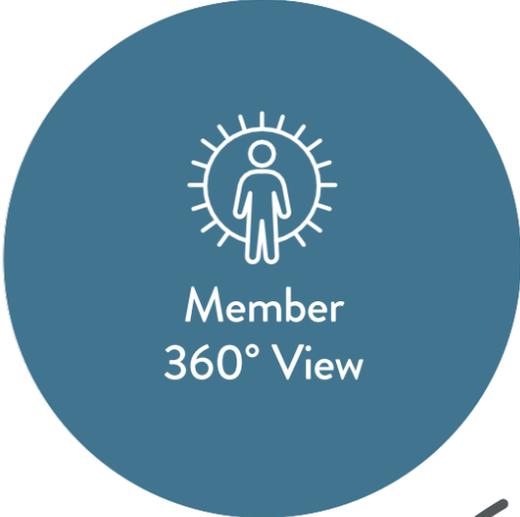
-  Achieved targeted health related behavioral goals
-  Displayed measurable improvement in self-management skills
-  Engaged with their primary care provider
-  Accessed and participated in preventative care
-  Engaged with physical health specialists as required
-  Engaged with a behavioral health specialist when needed
-  Developed post program on-going treatment plan based on improved self efficacy and health literacy

Augmented Intelligence Informs Every Step of Our Program

AI predicts future engagement potential and ROI of prospective member based on claims data.

AI enables us to move beyond evidence-based care to precision behavioral healthcare based on linked data from multiple sources.

Natural language processing helps payers and providers have a clear view of care activities and fidelity of service.



AI provides dialogue prompts customized to member readiness.

AI suggests best provider-member match and intervention.

AI tracks member's behavioral health at 6 + 12 months after graduation.

American Journal of Managed Care Publishes Landmark Ontrak Treatment Effect Study

The prestigious, peer-reviewed **American Journal of Managed Care** published the Ontrak findings that “care coaching and behavioral health provider referral programs produce long-term savings, reductions in avoidable utilization, and increases in targeted services to treat behavioral health conditions.”

AJMC®



66%

pre-post reduction in inpatient encounters among the treated cohort



\$11,664

savings per member over 2 years



\$485

per member per month cost savings durable 24 months post enrollment



\$110

per member per month increase for primary care and behavioral health services

The [American Journal of Managed Care](#), December 2022, Volume 28, Issue 12

- 900 participants and 900 in control group who were not enrolled in the program
- Retrospective pre-post analysis covering 36 months
- Included Commercial and Medicare cohorts

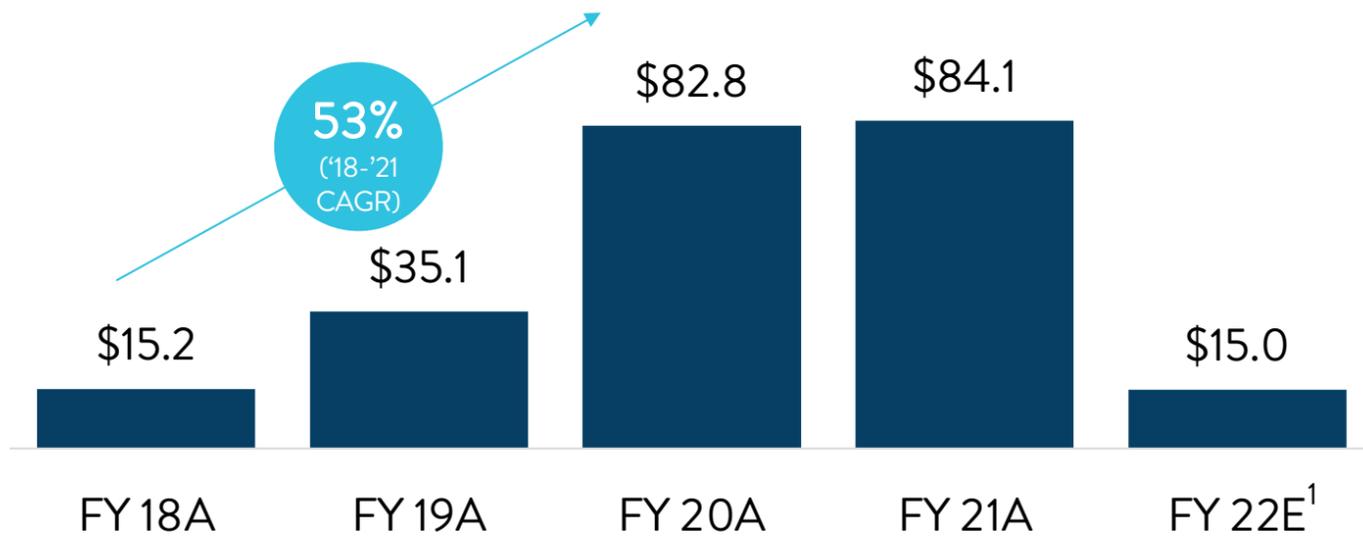
Latest Outcomes Consistent With Value-based Care



*Based on 24-month Savings Reconciliation: Q2 – Jun. 21, 2022, Book of Business. PHQ and GAD-7 clinically significant improvement scores from Q3 2022

Financial Highlights

REVENUE



GROSS MARGIN

FY 18A	FY 19A	FY 20A	FY 21A	Q3 22A
26.7%	41.8%	47.4%	62.9%	49.5%

Q3 2022 HIGHLIGHTS

Revenue \$2.8 million

Gross Margin 49.5%

Adjusted EBITDA (\$7.7) million

2022 OUTLOOK

2022 Full Year Revenues of \$14 to \$16 million¹

Investment Highlights



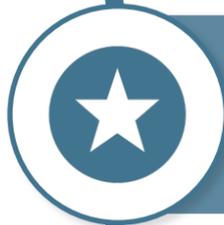
Massive Market Opportunity

✓ Underserved, large and fast-growing market with multiple avenues for expansion and limited market solutions



Differentiated Solution Suite

✓ Only market solution that addresses everything from identification to custom engagement to clinical treatment that generates durable cost savings for high acuity patients with BH needs



Industry-leading Results

✓ Ontrak has demonstrated statistically significant medical cost savings for the highest cost members



Leadership

✓ The management team brings together nearly 100 years of combined experience in top-tier healthcare organizations



Path to Profitable Growth as Business Scales

✓ Strong gross margin profile with strategic investments in AI-technology and human capital building towards cash flow positivity in 2024