



The Future of Community Care

How AI and Partnerships Are Transforming Support for
Medicaid and Medicare

Whole Person Care for Everyone

Pair Team is an tech-enabled medical group and connected care ecosystem built to deliver *whole care for whole lives*.

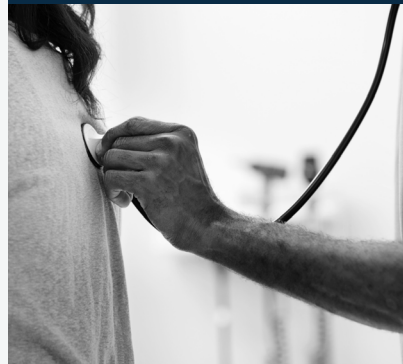
Social-First

Build trusted member relationships by addressing core housing, food, and social needs through our team of CHWs and community partners



Multidisciplinary Team

In-house care teams of CHWs, RNs, LCSWs, and NPs deliver coordinated, longitudinal care across medical, behavioral, and social needs.



AI-Enabled Care

Scale access to personalized & high-quality care to everyone by extending the reach of our team with responsible and safe AI



We've Reached & Stabilized Over 25,000 of the Highest-Need **Medicaid & Medicare** Patients.

Supported by a local care team and
community partners to ensure access
for those who need it most.

500+

Local, Bilingual
Care Team
Members

120+

Contracted
Community
Partners



Actuarially Proven, Peer - Reviewed Results



Sources:

Mueller, L., Batlivala, N., et al. A Novel Intervention for Medicaid Beneficiaries with Complex Needs. JGIM (2025).

Wakely Actuarial Study (2024). Savings reflect total medical and BH cost of care, expressed as PMPM and % of baseline.



Engagements per
Patient per Month



Reduction in ED
Utilization



Reduction in
Inpatient Utilization



Annual Net Savings per
High-Risk Patient

Houston, we
have a problem.

Older Adults Don't
Just Need Healthcare,
They Need Support
Navigating Life.

- Missed appointments
- Medication confusion
- Food insecurity
- Transportation barriers
- Isolation
- Care fragmentation

Growing Need

1 in 5

Americans will be
65+ by 2030

93%

Of older adults live
with at least one
chronic condition

56%

of US healthcare
spending is for
adults for adults 55+



Population
Growth

Older adults with chronic conditions represent a rapidly growing share of healthcare demand.

Care Team
Capacity

Care teams are expected to manage increasingly complex medical and social needs.

Community
Knowledge

Local organizations see risks early but lack infrastructure to share that insight across the system.

The Safety-Net is Facing Three Realities

The Safety-Net is at an Inflection Point

- Medicaid programs are under **increasing funding pressure**
- The **Medicare population is rapidly expanding**
- More people are living with **multiple chronic conditions**
- Health systems are struggling to meet **both medical and social needs**

Community Organizations See It First



Missed Appointments



Medication Confusion



Food Insecurity



Transportation Barriers

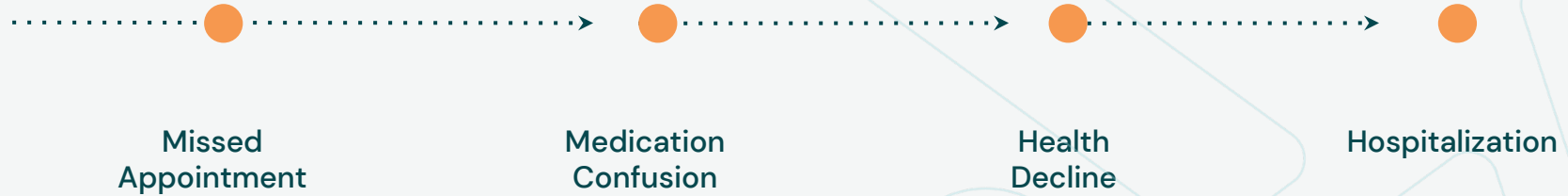


Physical Decline



Social Isolation

What Happens When Care Isn't Coordinated



AI is not *replacing* people.

It is helping **care teams and community partners reach more people earlier.**

AI Must Be Designed To:

- Support care teams — not replace them
- Surface risks earlier
- Reduce administrative burden
- Ensure patients are never navigating the system alone

AI in Healthcare Must Be Built Differently

In the safety net, technology cannot replace human relationships.

Supporting Care Teams

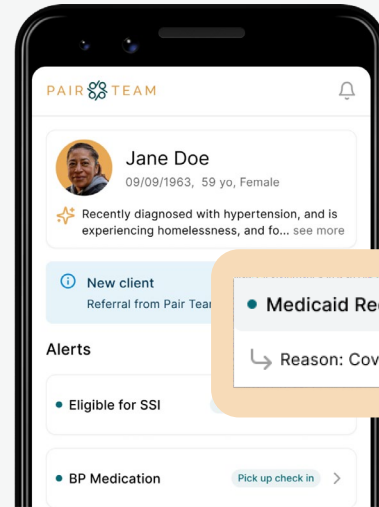
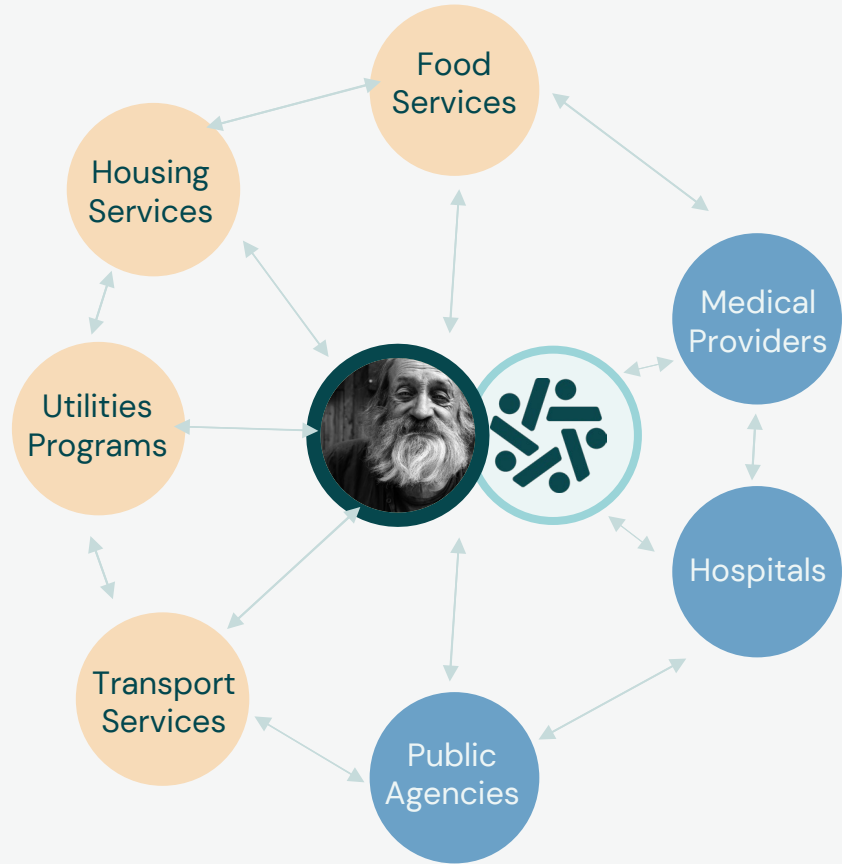
- ✓ Technology helping care teams stay connected
- ✓ Clinicians and community partners remain in control
- ✓ Patients supported by real people and better coordination

Replacing People

- ✗ Automation replacing human relationships
- ✗ Decisions made without clinical oversight
- ✗ Patients navigating systems alone

The Pair Impact Network

Building Infrastructure for Community Care



Built to Support Community-Based Organizations

AI

AI-powered 700+
Care Team

CHW

Social and Clinical
Care Navigation,
Benefits MGMT,
and More

RN

Chronic Disease
Management,
Triage and
Transitions of Care

LCSW

Behavioral
Health Management

NP

Virtual Urgent &
Primary Care

Partnered with Over
100 Leading Health
Plans and Community-
Based Organizations



Partnerships in Practice

Community Partners

- ✓ Identify Individuals Who Need Support
- ✓ Connect Individuals to Pair Team
- ✓ Share Insights About Patient Needs

Pair Team

- ✓ Coordinates medical care
- ✓ Manages chronic conditions
- ✓ Addresses social needs
- ✓ Supports ongoing patient engagement



Meet Marigold.

A dual-eligible member managing CHF, depression, and housing instability.



Measurable Impact on Patient Outcomes

52%

Improvement in
Diabetes Control

63% Pre → 30% Post
% of diabetic patients
with Hemoglobin
A1c > 9% or missing

29% Pre → 59% Post
% of diabetic patients
with Hemoglobin
A1c < 8%

34%

Improvement in
Blood Pressure
Management

50% Pre → 67% Post
% of hypertensive
patients with BP
<140/90

57%

Depression
Remission Rate

79% Reduction
in PHQ-9
% of patients with
depression at
onboarding

95%

Transitions of
Care Visit
Completion in <7
days

Across FUA, FUM,
and FUH

Responsible AI in the Safety-Net

- Pair Team builds AI systems designed specifically for vulnerable populations.
- Our approach prioritizes:
 - Clinical oversight for every patient
 - Transparency in how recommendations are generated
 - Privacy protection for sensitive health data
 - Continuous monitoring for bias or errors
- Technology should make the safety-net *more accountable, not less.*

Meet Flora, AI Care Advocate

