

# Solace

Empowering Individuals & Families  
to Improve Health Outcomes

Covered by  Medicare

## OUR STORY

# Our cofounder lost his mom to pancreatic cancer.

It doesn't matter who you are or what advantages you have.  
The system lets down millions of people, year after year.



**JEREMY GUREWITZ**  
CEO / COFOUNDER

**Healthcare in the U.S. is broken.**

**People become statistics, and the gap between doctors and patients is so vast that, when they get sick, many simply fall through the cracks.**

OUR MISSION IS TO

Empower patients,  
Improve outcomes



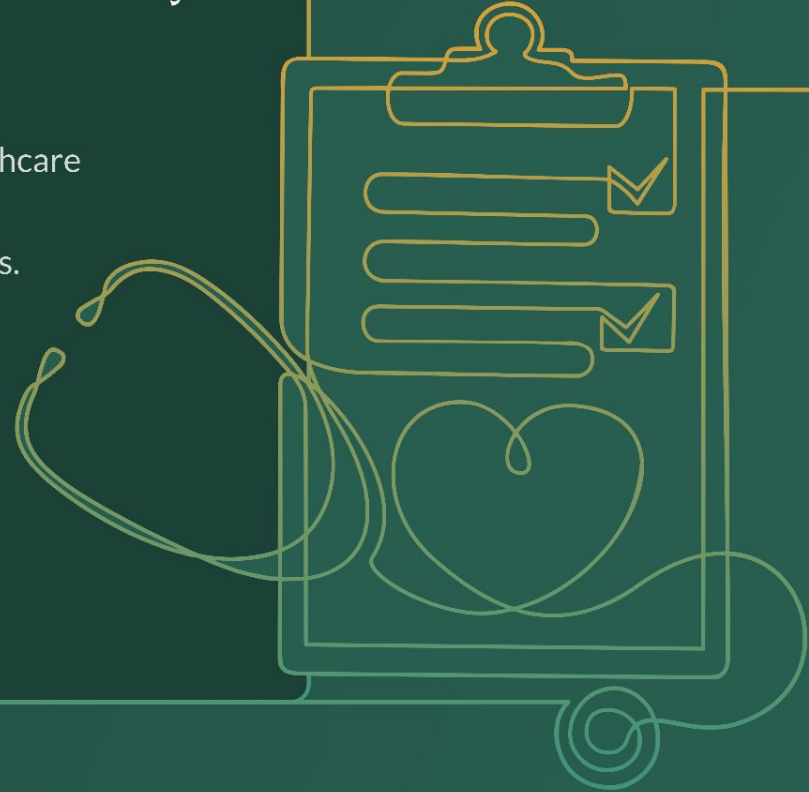
Restore the promise of the  
U.S. healthcare system.

Solace Advocates drive healthcare  
outcomes by navigating patients  
through the most  
confusing and difficult parts of their  
healthcare journeys...

OVER 10,000 ADVOCATES AND COUNTING

## The Solace network has a broad variety of backgrounds and experience.

- Advocates are qualified MDs, RNs, PharmDs, CHWs, and healthcare administrators with over 2,000 hours of in-field experience— all deeply vetted via background, credential & reference checks.
- Advocates and members are paired for the duration of the journey, regardless of the patient's location or needs.
- Over 15 different languages are represented in the Solace network, including Spanish, Vietnamese, Tagalog, Russian, Mandarin, Cantonese and more.





# Terry W.



## Specialties

End-of-Life Care

Case Management

*Terry brings 15 years of experience, focusing on helping patients and families navigate the most challenging times with compassion and precision.*



# Melanie G.



## Specialties

Cancer

Family & Caregiver Support

*Melanie has been working in the healthcare space for more than 30 years. As a cancer survivor herself, she fully understands the emotional depths the journey takes on everyone - not just the patient.*





Kristy S.



### Specialties

Cancer

Elder Care

COPD

*With over 25 years in critical care, Kristy understands how overwhelming managing healthcare can be. She's dedicated to making sure her patients feel supported every step of the way.*



Ellen P.



### Specialties

Care Planning

Medical Navigation

*Ellen has 35 years of experience, is a certified rehabilitation counselor and aging life care manager specializing in care management.*

## THE DIFFERENCE

# How can Advocates Help?



### NAVIGATE A DIAGNOSIS

To navigate your healthcare, you need a reliable map. **Your advocate can help you understand your next steps** and remove any obstacles in the way of reaching your best outcome.



### MANAGE CHRONIC ILLNESS

We understand chronic conditions. **Your advocate will act as your voice** and be with you for every step of your care journey—no matter what you need or when you need it.



## THE DIFFERENCE

# How can Advocates Help?



### LOWER HEALTHCARE COSTS

Your advocate will negotiate medical bills, handle insurance claims, and **help you find the financial resources you need** to get the care you deserve.



### SUPPORT FOR CAREGIVERS

Your loved ones need support, too. An advocate can **provide the practical and emotional guidance** your caregiver needs to care for themselves as well.

# How Solace Works

Solace serves as an integral navigation & support layer to provide whole-patient care.

## THE PERFECT MATCH

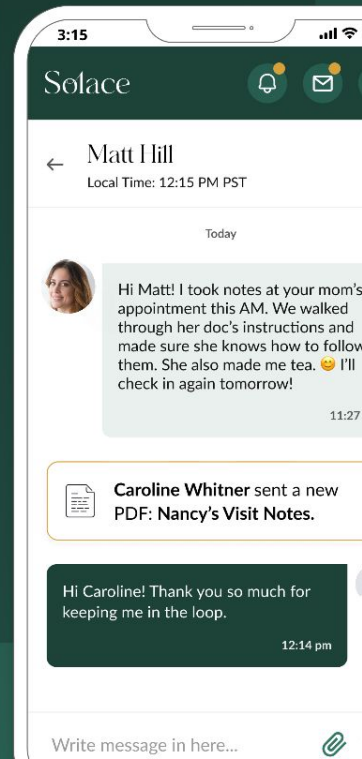
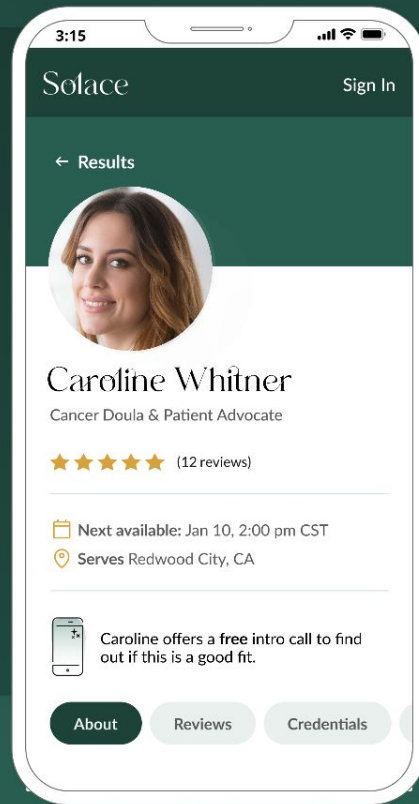
Our personalized intake process helps us match every client with the right advocate to provide the right support. Clients work with the same person over their entire care journey.

## 1:1 HUMAN EXPERTISE

This isn't just another call center. Solace Advocates are doctors, nurses, pharmacists and clinical administrators—and have at least 2,000 hours of advocacy experience.

## BETTER OUTCOMES

Whether it's better care continuity, decreased hospital readmissions, or increased patient satisfaction, Solace will help you impact your most important metrics.



WHY NOW?

# Solace is now covered by Medicare.

As of Jan 1, 2024, health advocacy is explicitly covered at \$0 out-of-pocket for Medicare patients with zero frequency limitations on these services.

**This will be a game changer for the U.S. healthcare system, and Solace is uniquely positioned to own this opportunity.**

“ Navigators lead to better outcomes for patients. ”

FIRST LADY JILL BIDEN

NOV 15, 2023

THE SOLACE DIFFERENCE

# Advocacy Improves Lives

94%  
of patients

experience better healthcare while working with an advocate.

98%  
of doctors

say that working with an advocate improved their patients' care.

97%  
of advocates

say their patients feel more confident tackling complex health issues.

83%  
of providers

report that advocates greatly reduce the burden on their staff.

BRING FORTH THE

Light





# Dylan Bondy

HEAD OF  
OUTREACH



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