



EMA Annual Retention & Viral Suppression:

by Service Category and Demographics

Q1 2024 – Q4 2024



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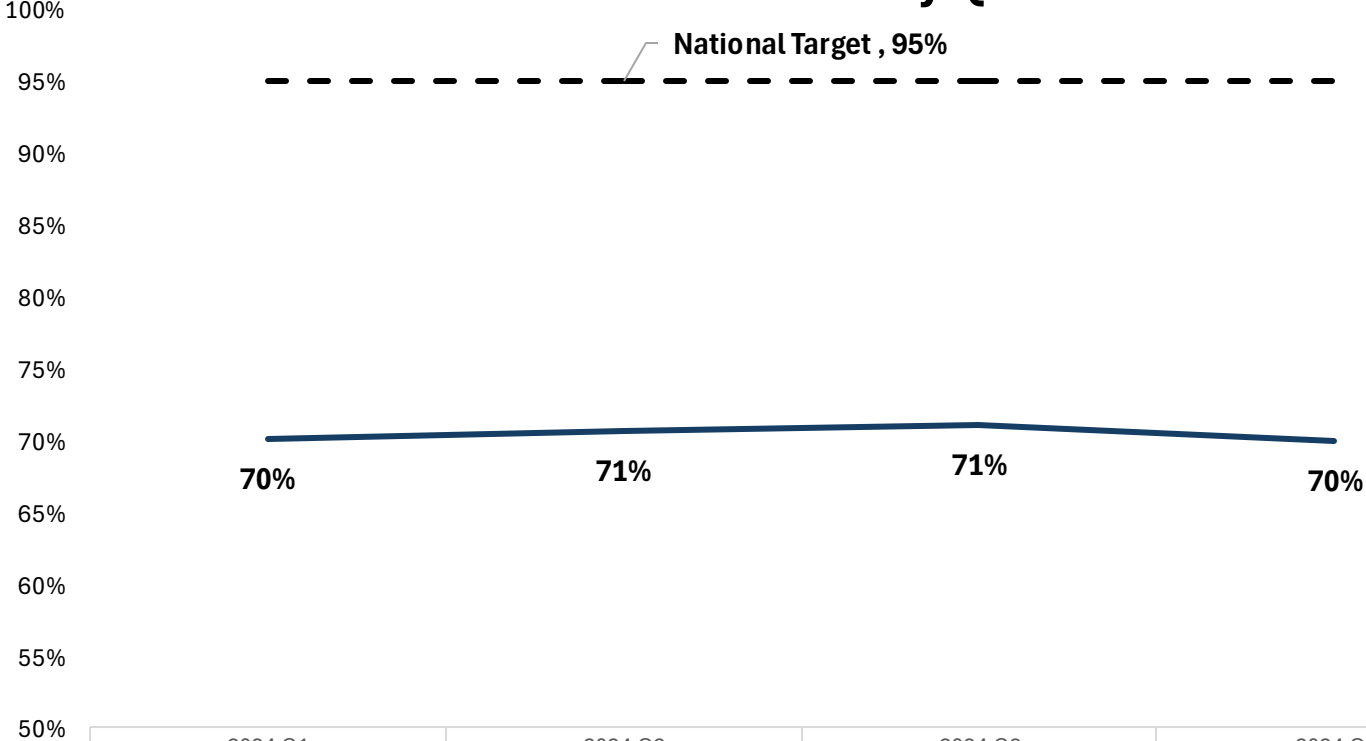
Annual Retention



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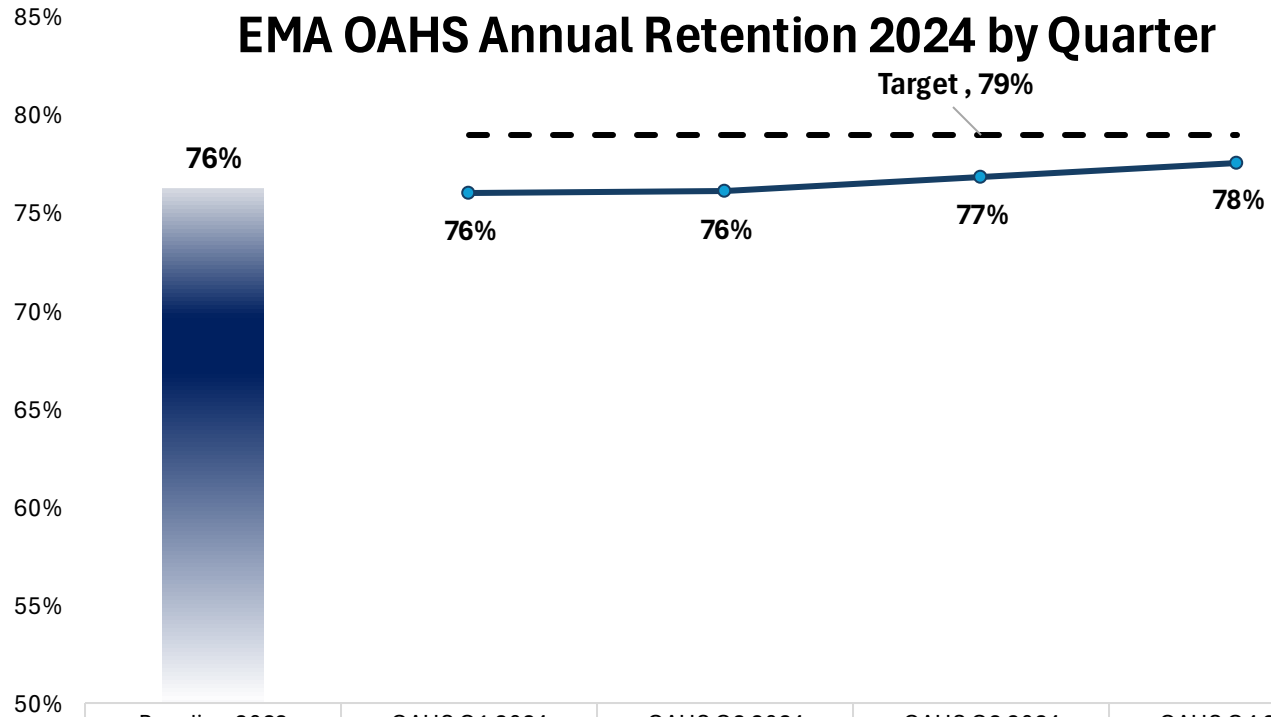
EMA Annual Retention

EMA Annual Retention 2024 by Quarter



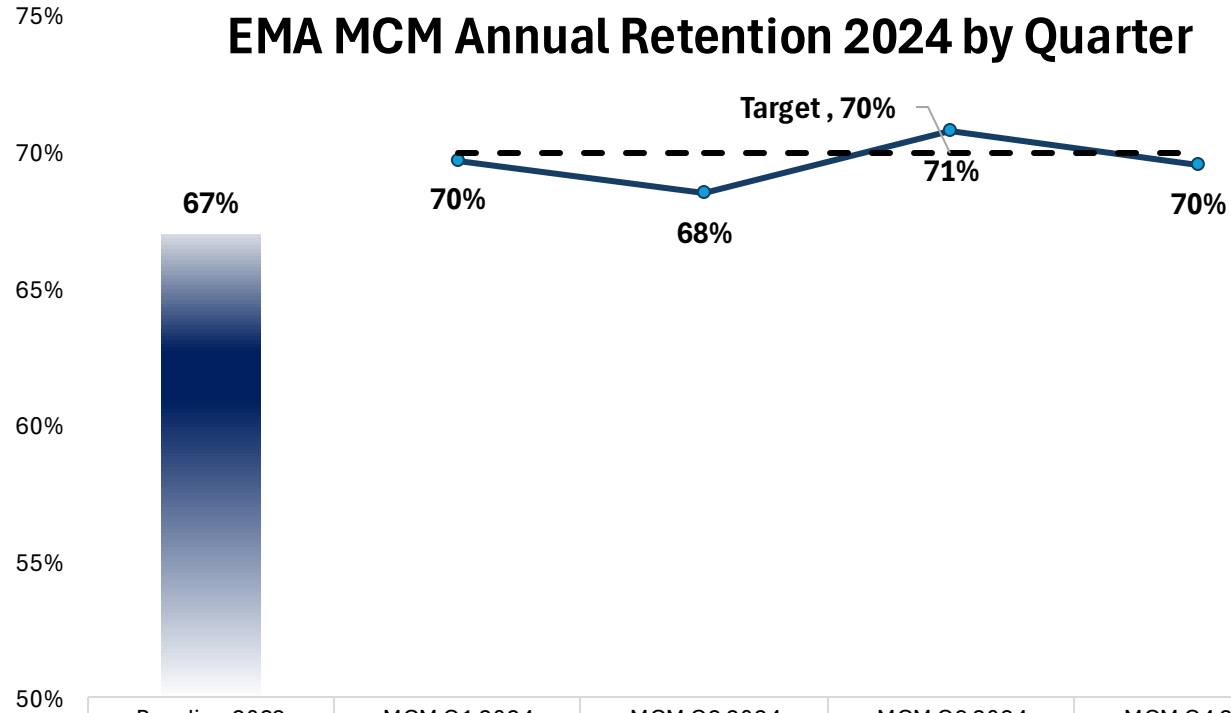
	2024 Q1	2024 Q2	2024 Q3	2024 Q4
— %	70%	71%	71%	70%
- - National Target	95%	95%	95%	95%
Retained	3,826	3,895	3,983	3,899
Not Retained	1,631	1,621	1,620	1,673
Total	5,457	5,516	5,603	5,572

EMA OAHS Annual Retention



	Baseline 2023	OAHS Q1 2024	OAHS Q2 2024	OAHS Q3 2024	OAHS Q4 2024
Baseline 2023	76%				
%		76%	76%	77%	78%
Target		79%	79%	79%	79%
Retained	3,026	3,052	3,046	3,103	3,114
Not Retained	943	964	958	935	900
Total	3,969	4,016	4,004	4,038	4,014

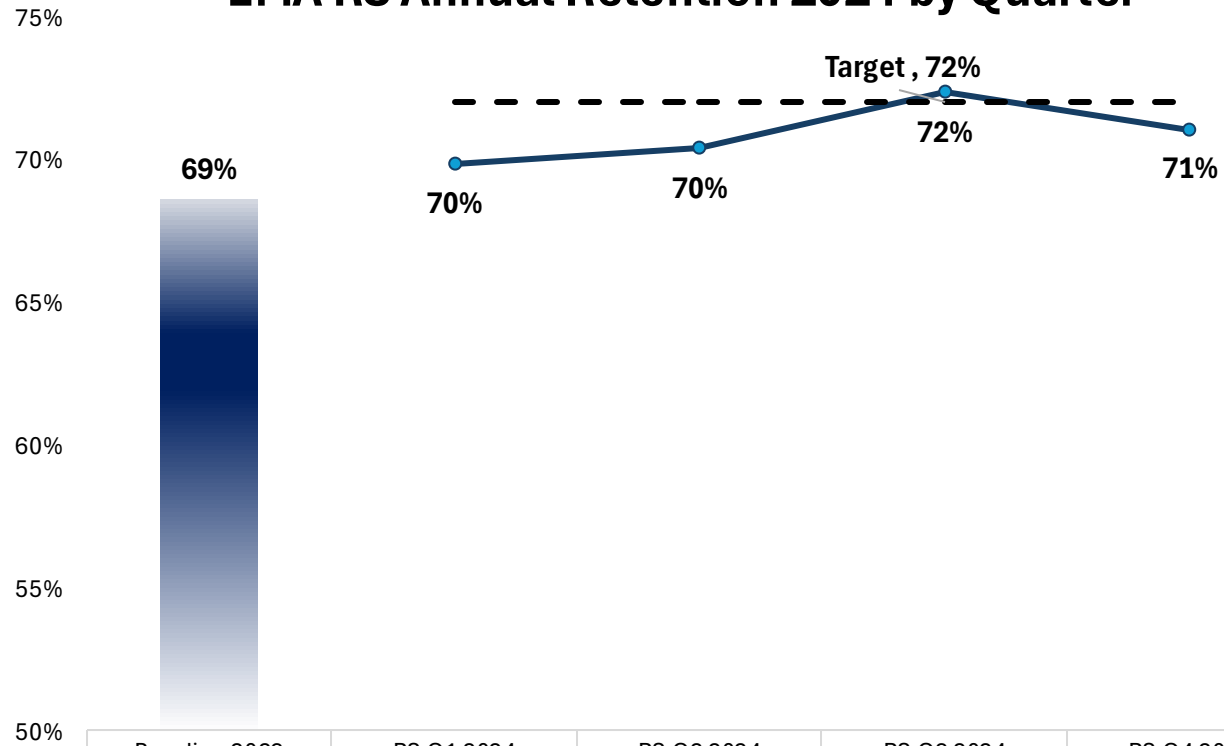
EMA MCM Annual Retention



	Baseline 2023	MCM Q1 2024	MCM Q2 2024	MCM Q3 2024	MCM Q4 2024
Baseline 2023	67%				
%		70%	68%	71%	70%
Target		70%	70%	70%	70%
Retained	2,132	2,232	2,180	2,278	2,205
Not Retained	1,050	970	1,004	942	966
Total	3,182	3,202	3,184	3,220	3,171

EMA RS Annual Retention

EMA RS Annual Retention 2024 by Quarter



	Baseline 2023	RS Q1 2024	RS Q2 2024	RS Q3 2024	RS Q4 2024
Baseline 2023	69%				
%		70%	70%	72%	71%
Target		72%	72%	72%	72%
Retained	3,450	3,518	3,553	3,731	3,653
Not Retained	1,579	1,519	1,496	1,427	1,487
Total	5,029	5,037	5,049	5,158	5,140

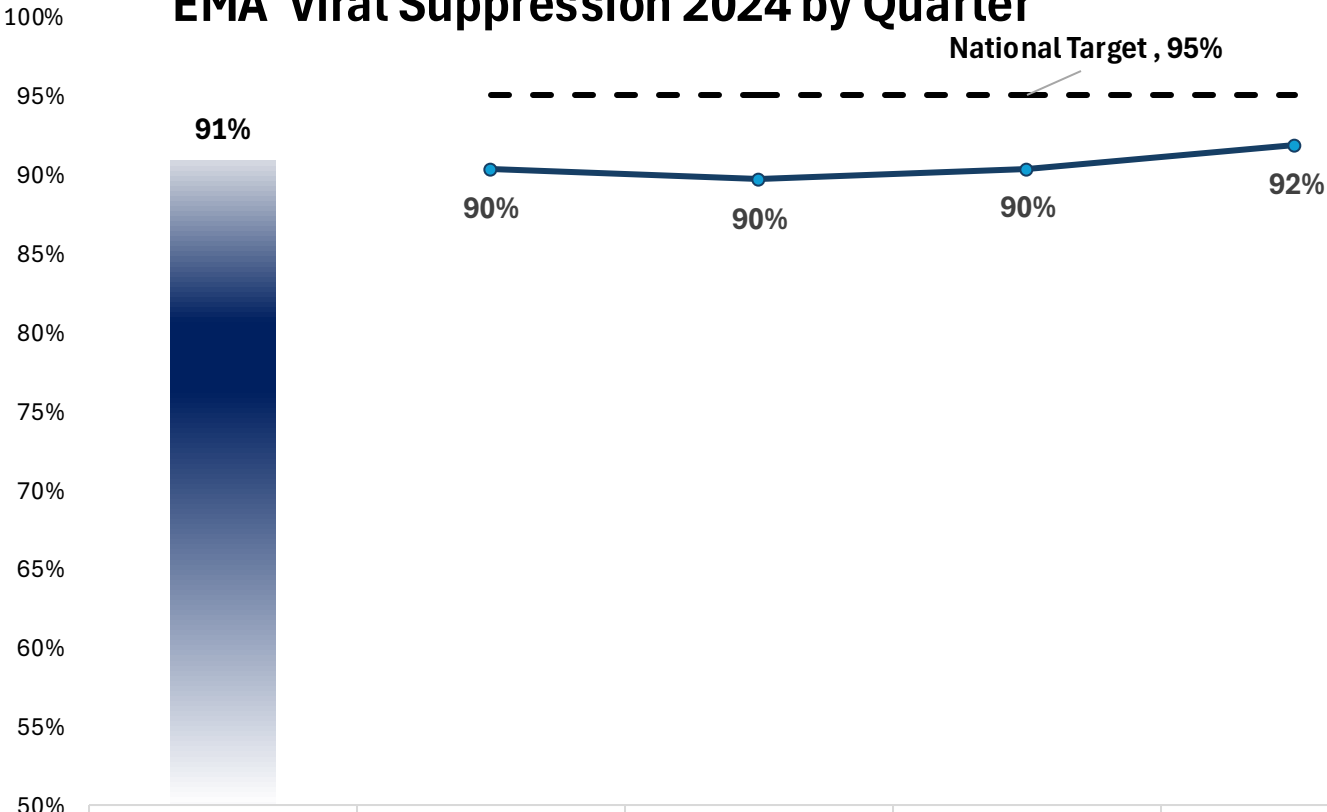
Viral Suppression



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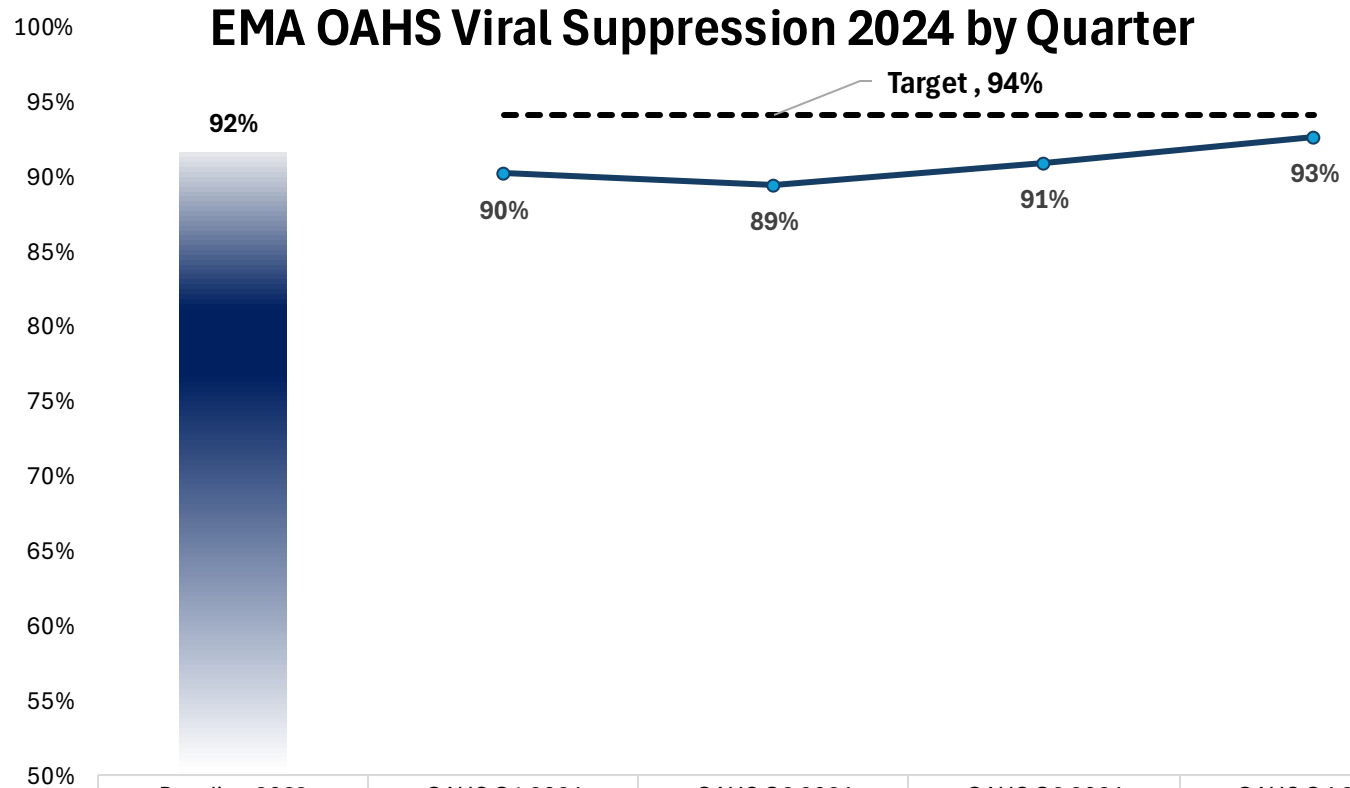
EMA Viral Suppression

EMA Viral Suppression 2024 by Quarter



	Baseline 2023	2024 Q1	2024 Q2	2024 Q3	2024 Q4
Baseline 2023	91%				
%		90%	90%	90%	92%
National Target		95%	95%	95%	95%
Virally Suppressed	4,855	4,164	4,351	4,546	4,523
Not Virally Suppressed	486	447	504	485	400
Total	5,341	4,611	4,855	5,031	4,923

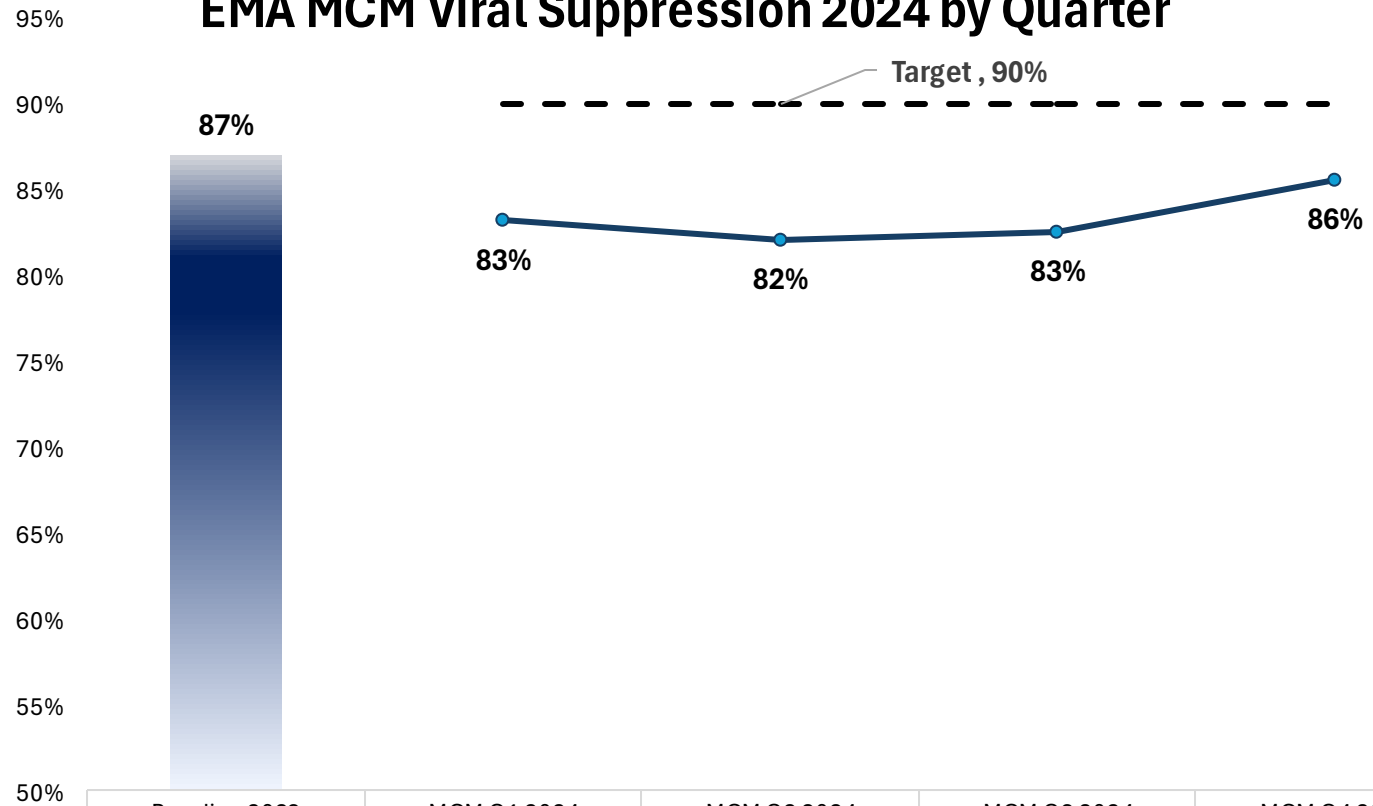
EMA OAHS Viral Suppression



	Baseline 2023	OAHS Q1 2024	OAHS Q2 2024	OAHS Q3 2024	OAHS Q4 2024
Baseline 2023	92%				
%		90%	89%	91%	93%
Target		94%	94%	94%	94%
Virally Suppressed	4,744	2,895	2,900	3,253	3,054
Not Virally Suppressed	435	316	345	326	243
Total	5,179	3,211	3,245	3,579	3,297

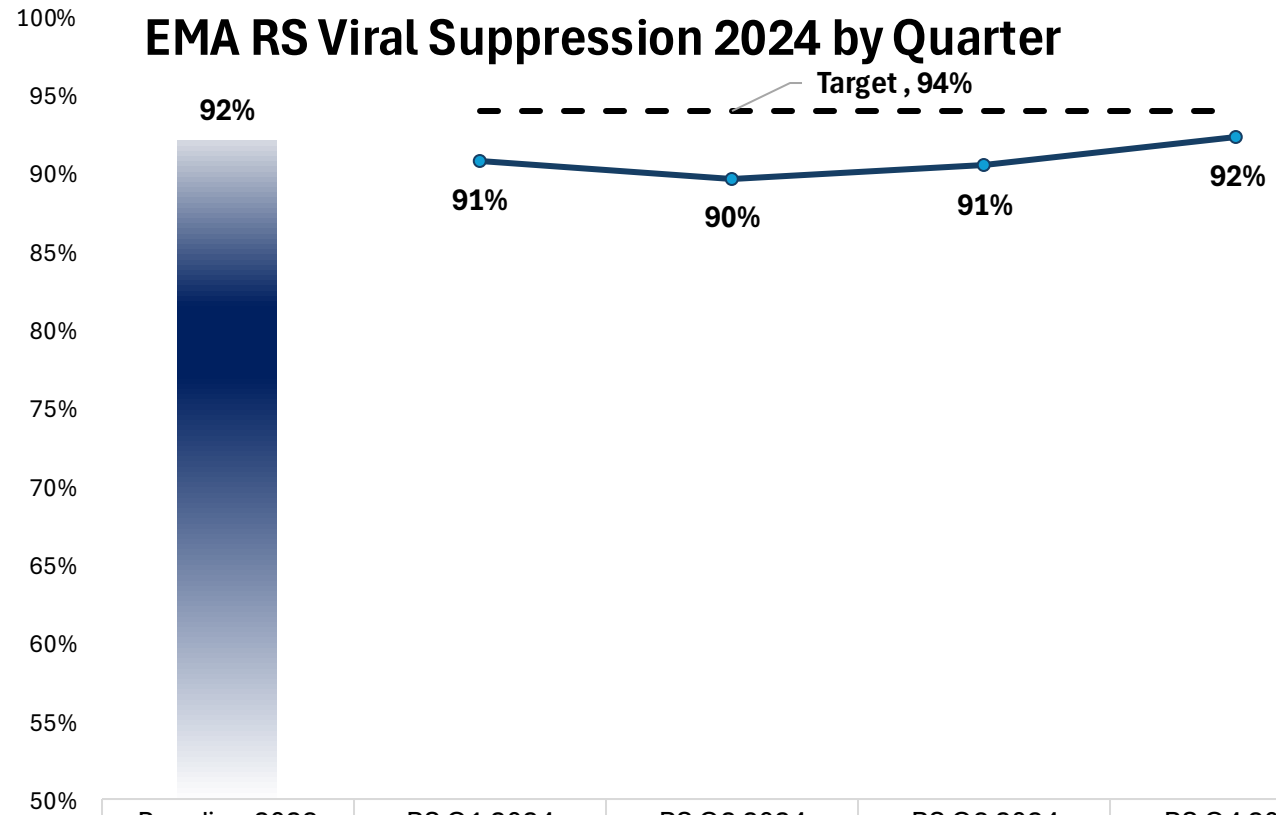
EMA MCM Viral Suppression

EMA MCM Viral Suppression 2024 by Quarter



	Baseline 2023	MCM Q1 2024	MCM Q2 2024	MCM Q3 2024	MCM Q4 2024
Baseline 2023	87%				
%		83%	82%	83%	86%
Target		90%	90%	90%	90%
Virally Suppressed	2,270	1,358	1,242	1,181	1,189
Not Virally Suppressed	339	274	271	249	200
Total	2,609	1,632	1,513	1,430	1,389

EMA RS Viral Suppression



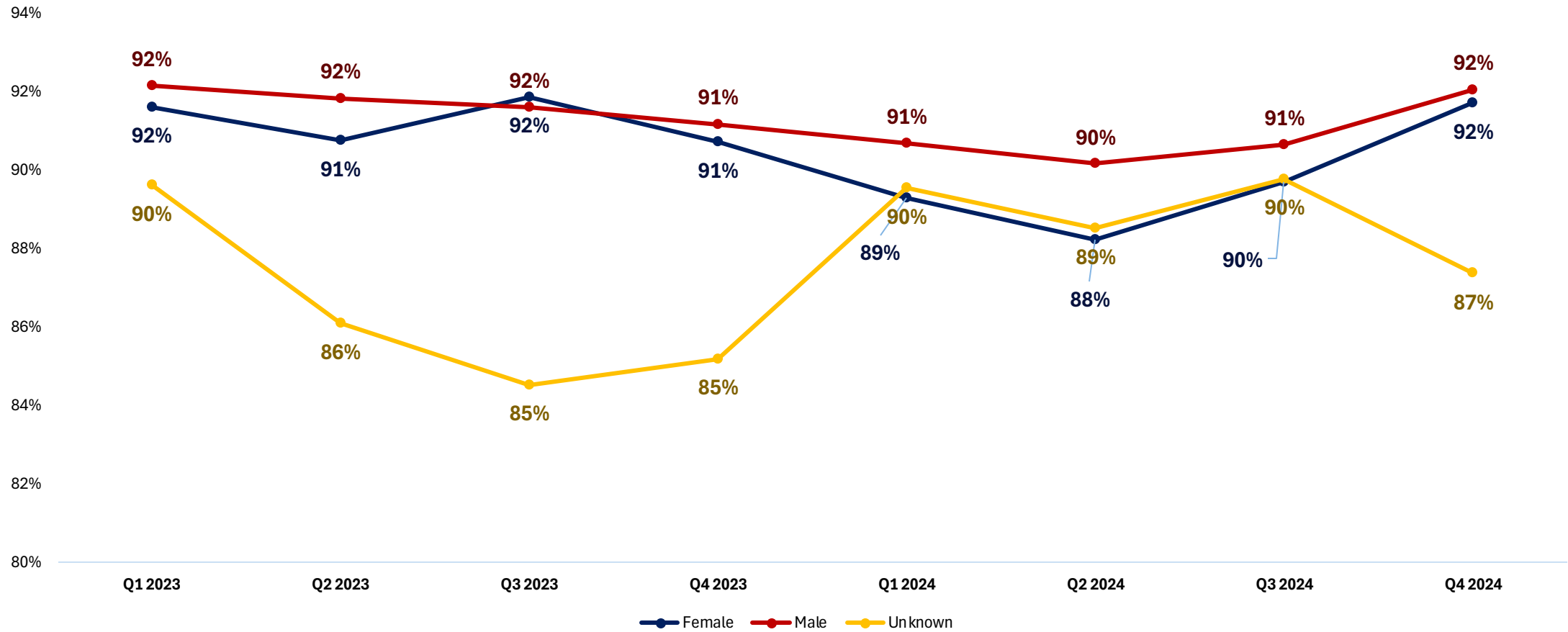
	Baseline 2023	RS Q1 2024	RS Q2 2024	RS Q3 2024	RS Q4 2024
Baseline 2023	92%				
%		91%	90%	91%	92%
Target		94%	94%	94%	94%
Virally Suppressed	4,632	3,682	3,700	3,789	3,750
Not Virally Suppressed	397	372	425	397	311
Total	5,029	4,054	4,125	4,186	4,061

Viral Suppression by Demographics

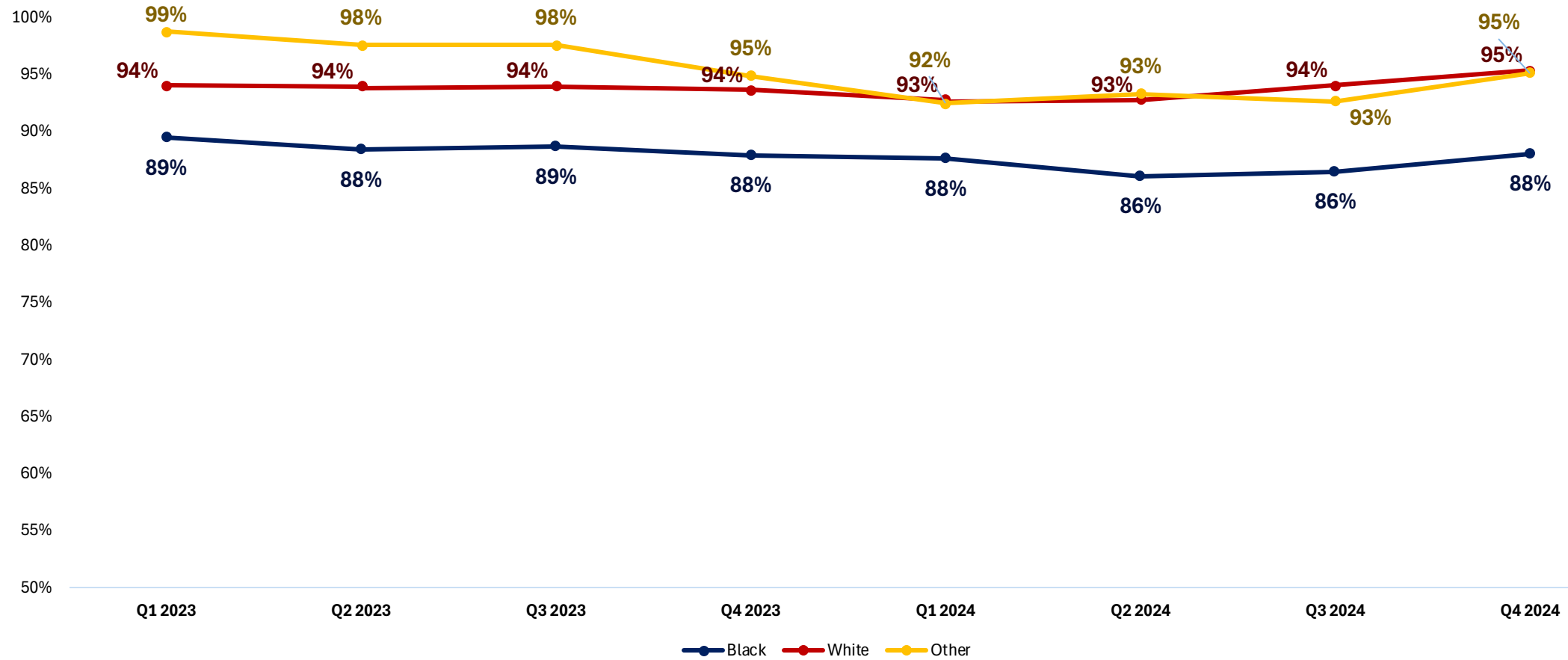


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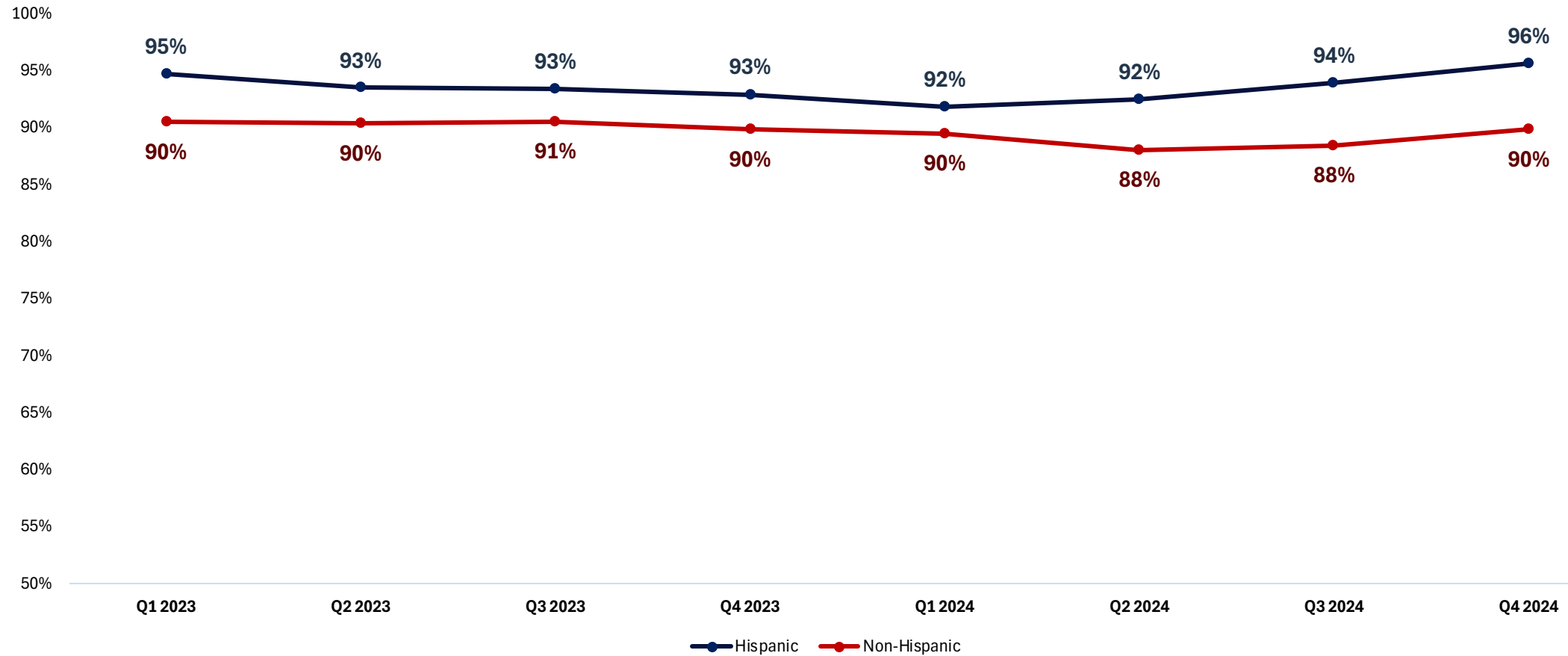
EMA Viral Suppression by Sex



EMA Viral Suppression by Race



EMA Viral Suppression by Ethnicity



EMA Viral Suppression by Age Group

