EMA Annual Retention & Viral Suppression:

by Service Category and Demographics

Q1 2024 - Q4 2024



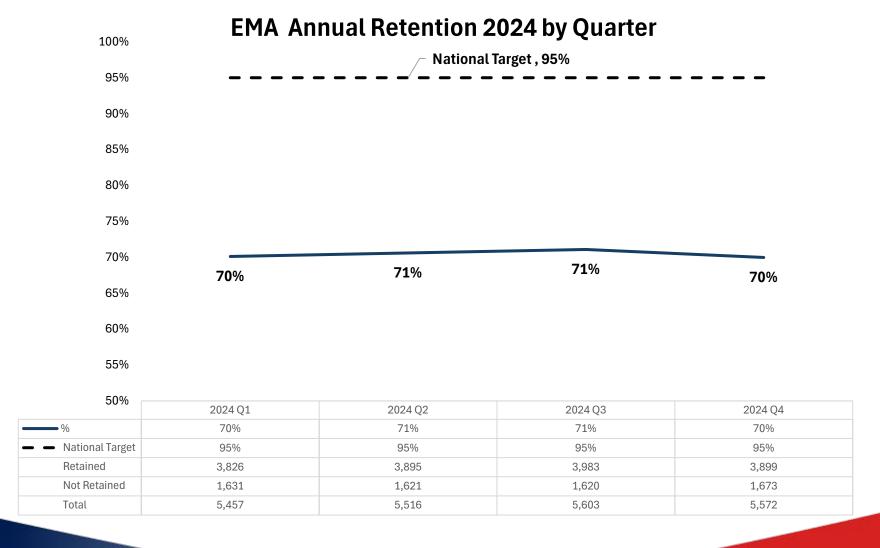


Annual Retention



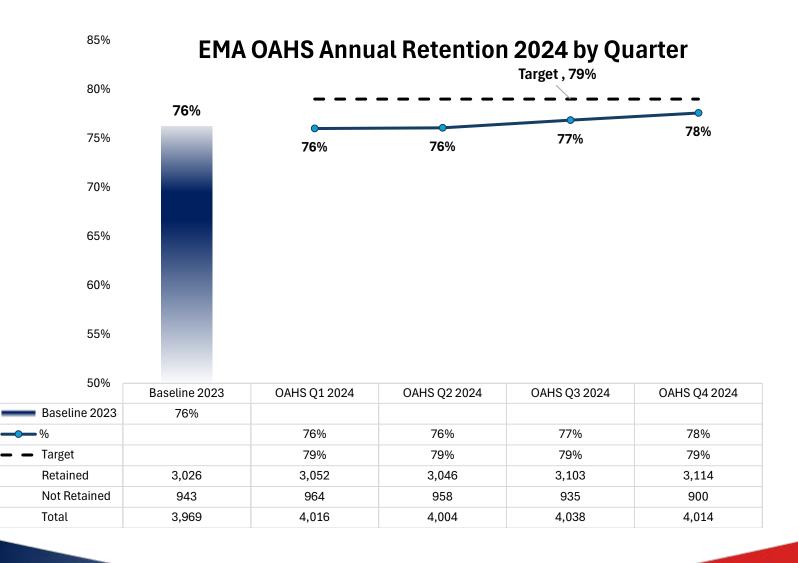


EMA Annual Retention



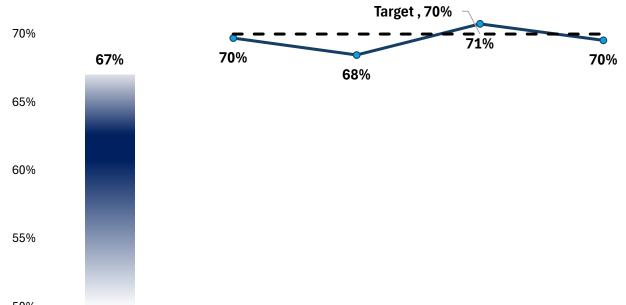


EMA OAHS Annual Retention



EMA MCM Annual Retention

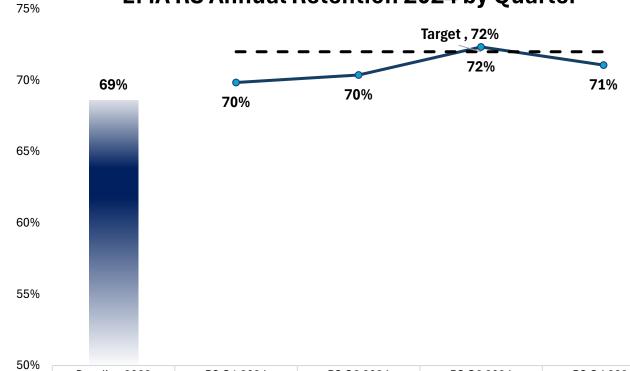




50%							
	Baseline 2023	MCM Q1 2024	MCM Q2 2024	MCM Q3 2024	MCM Q4 2024		
Baseline 2023	67%						
~~ %		70%	68%	71%	70%		
— Target		70%	70%	70%	70%		
Retained	2,132	2,232	2,180	2,278	2,205		
Not Retained	1,050	970	1,004	942	966		
Total	3,182	3,202	3,184	3,220	3,171		

EMA RS Annual Retention

EMA RS Annual Retention 2024 by Quarter

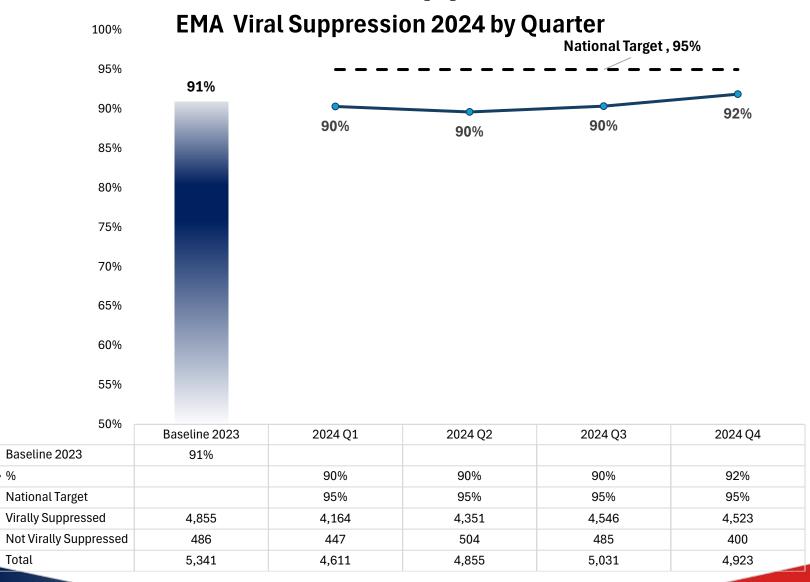


50%							
	Baseline 2023	RS Q1 2024	RS Q2 2024	RS Q3 2024	RS Q4 2024		
Baseline 2023	69%						
~ %		70%	70%	72%	71%		
— Target		72%	72%	72%	72%		
Retained	3,450	3,518	3,553	3,731	3,653		
Not Retained	1,579	1,519	1,496	1,427	1,487		
Total	5,029	5,037	5,049	5,158	5,140		

Viral Suppression



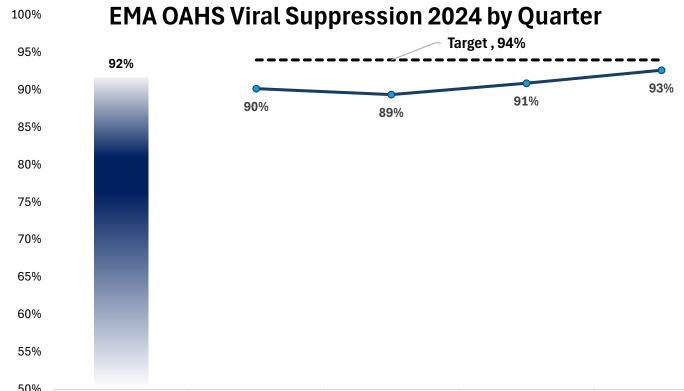
EMA Viral Suppression





Total

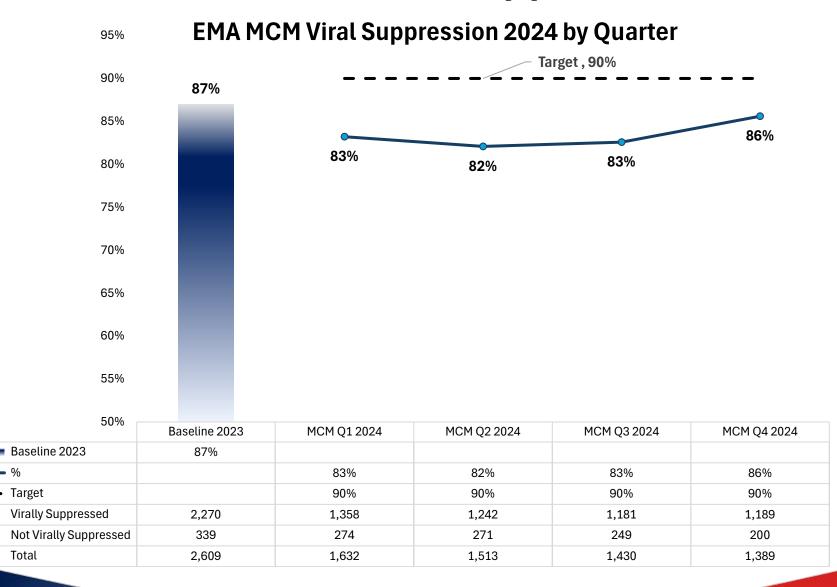
EMA OAHS Viral Suppression



50%	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

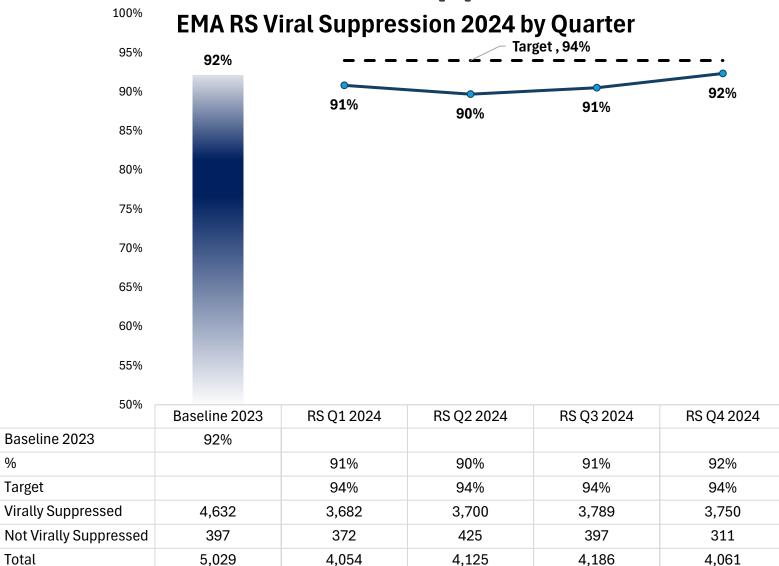




Target

Total

EMA RS Viral Suppression





Baseline 2023

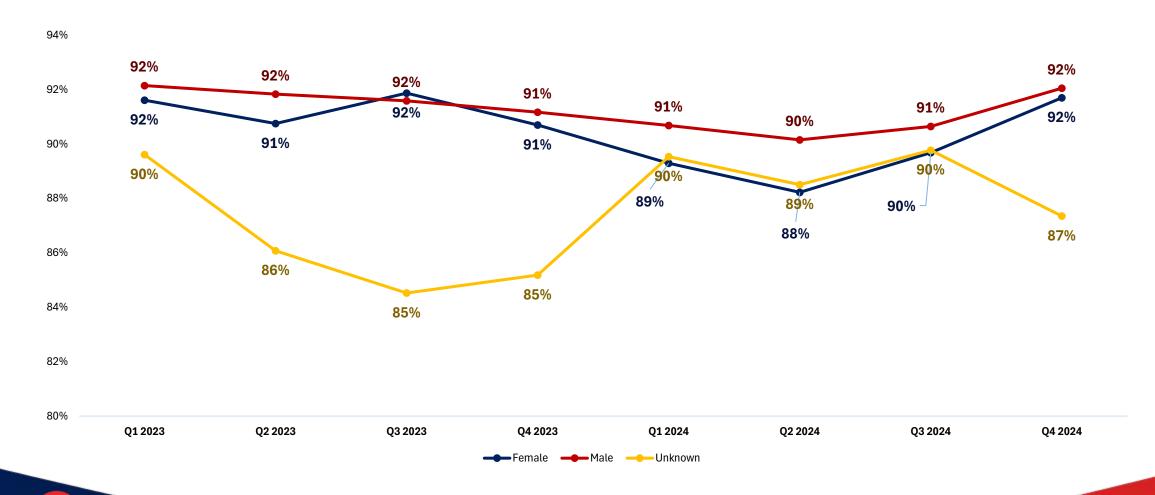
Target

Total

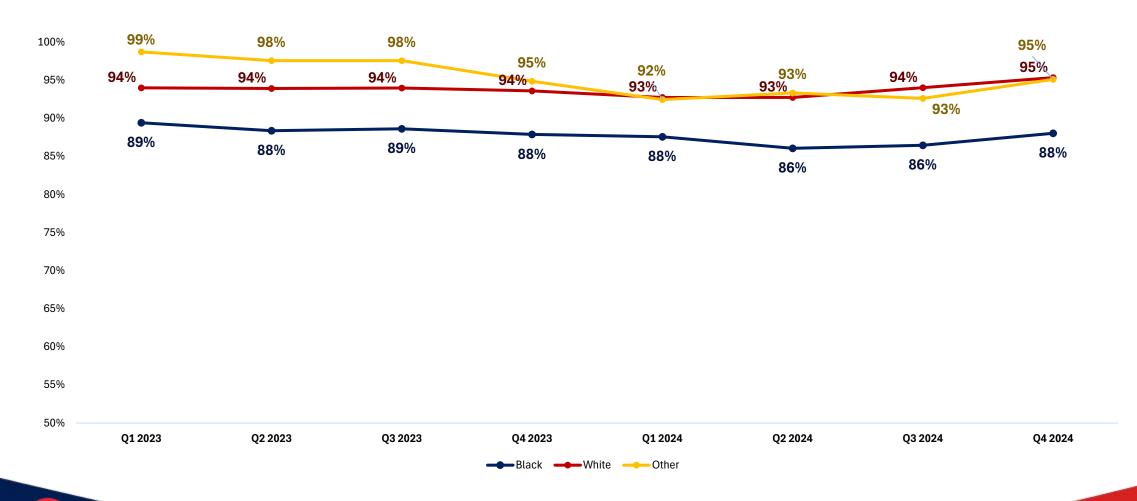
Viral Suppression by Demographics



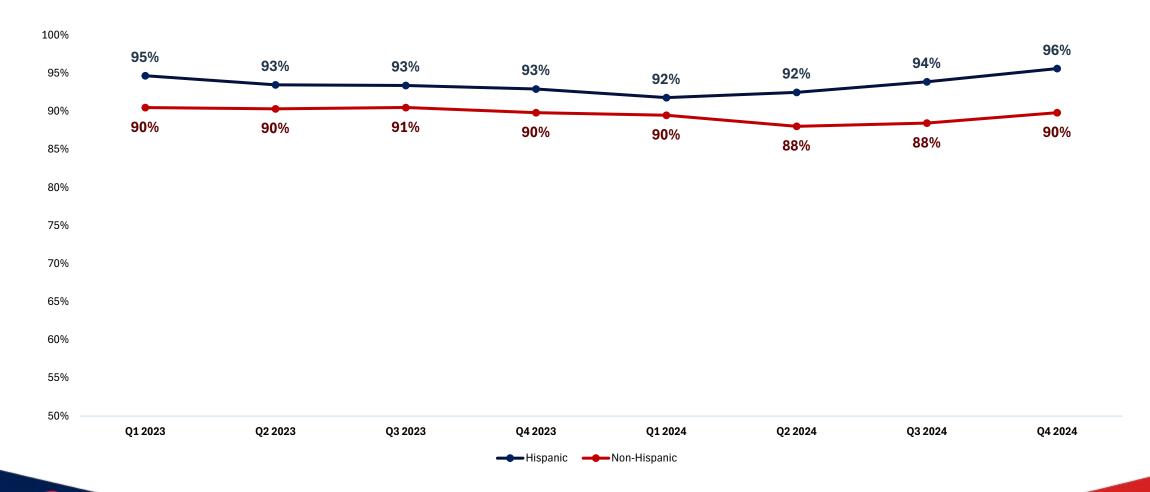
EMA Viral Suppression by Sex



EMA Viral Suppression by Race



EMA Viral Suppression by Ethnicity



EMA Viral Suppression by Age Group

