

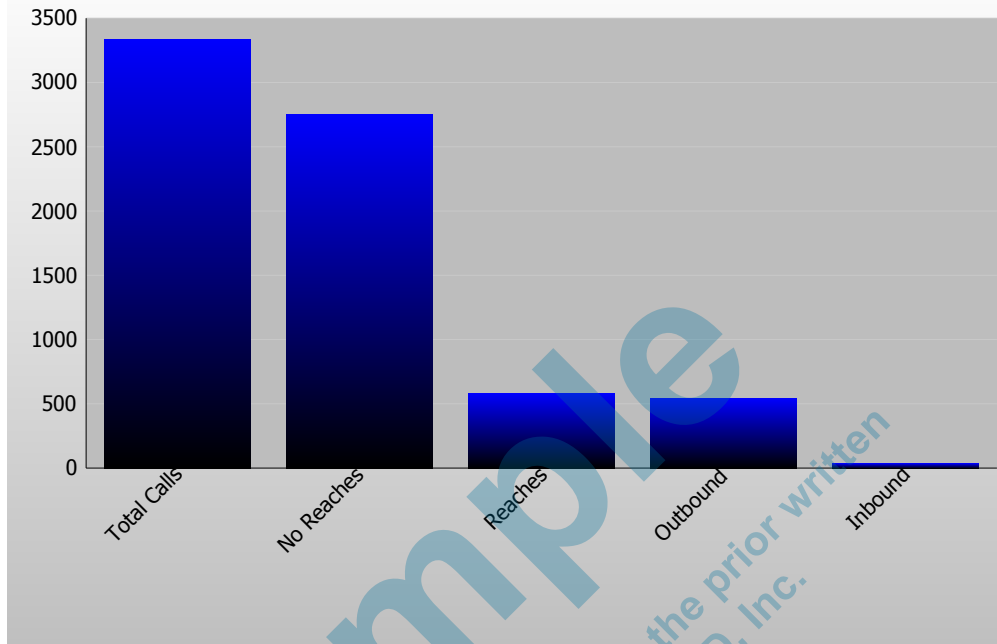
Health Coach Telephonic Activity Report

For: ACME Company



High Risk Telephonic Activity
From: Jun 1, 2007 To: Oct 1, 2007

Calling Activity



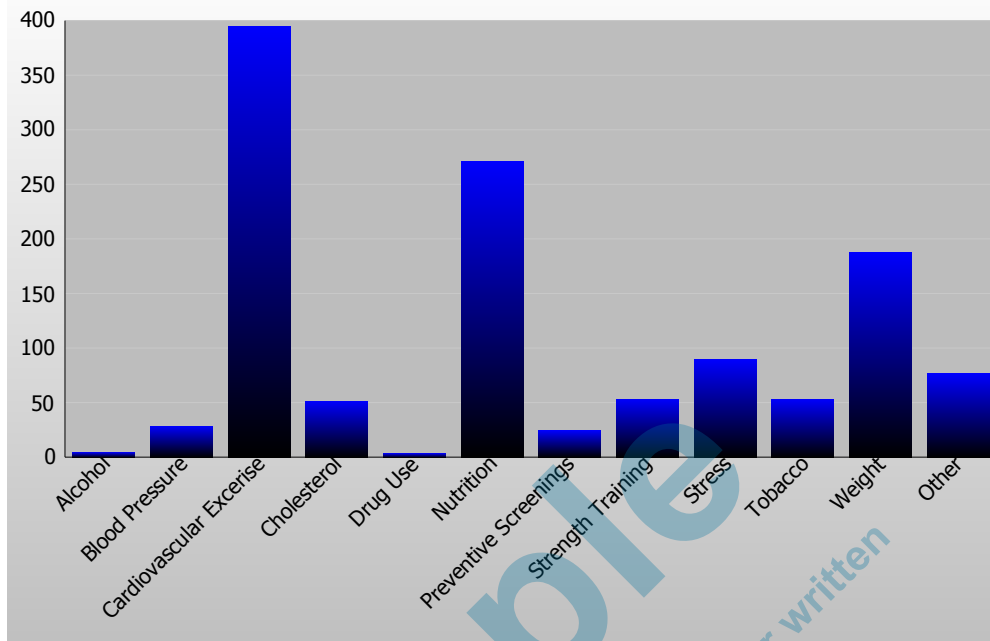
Total Calls	3,337
No Reaches	2,753
Reaches	584
Outbound	544
Inbound	40
No Reach Letters Sent	254
Reach Rate	17.5%
Participants Attempted	953
Participants Reached	518

Health Coach Telephonic Activity Report

For: ACME Company



Call Topics



Call Topics	
Alcohol	5
Blood Pressure	29
Cardiovascular Exercise	395
Cholesterol	52
Drug Use	4
Nutrition	271
Preventive Screenings	25
Strength Training	54
Stress	90
Tobacco	54
Weight	188
Other	77

Data as of 12/27/2007
Version Number: 9.6.00

Parameters:

Organizational Unit	ACME Company
Time Period	Jun 1, 2007 to Oct 1, 2007
Coaching Protocol	High Risk

Health Coach Telephonic Activity Report

For: ACME Company



Totaling	Rollup
Gender	ALL
Age Group	ALL
Employment Status	ALL
Risk Level	ALL
State	ALL
Has Risks	ALL
Has Conditions	ALL
Dependent Status	ALL
Registration Type	ALL
Employment Status	ALL
Readiness to Change Question	ALL
Readiness to Change Answer	ALL
User's Health Plan	ALL
SBU	ALL
Unit Code	ALL
User Status	ALL
StructureLevel4	ALL
StructureLevel5	ALL

Notes:

"Total Calls" reflects the number of calls made to enrollees in the specified protocol during the specified date range.

"No Reaches" reflects the number of calls made to enrollees in the specified protocol during the specified date range that did not result in a coaching session.

"Reaches" reflects the number of calls made to enrollees in the specified protocol during the specified date range that resulted in a coaching session.

"Outbound" reflects the number of outbound coaching sessions made in the specified protocol during the specified date range.

"Inbound" reflects the number of inbound coaching sessions made in the specified protocol during the specified date range.

"No reach letters sent" reflects the number of no-reach letters sent to enrollees in the specified protocol during the specified date range.

"Reach rate" reflects the % of total calls made during the specified date range that resulted in a coaching sessions (i.e. Reaches/Total Calls * 100).

"Participants Attempted" reflects the count of unique participants in the specified protocol to whom at least one call attempt was made during the specified date range.

"Participants Reached" reflects the count of unique participants in the specified protocol who participated in at least one coaching session during the specified date range.

"Call Topics" data points represent the number of times that a specified health topic was discussed in a coaching session during the specified date range.