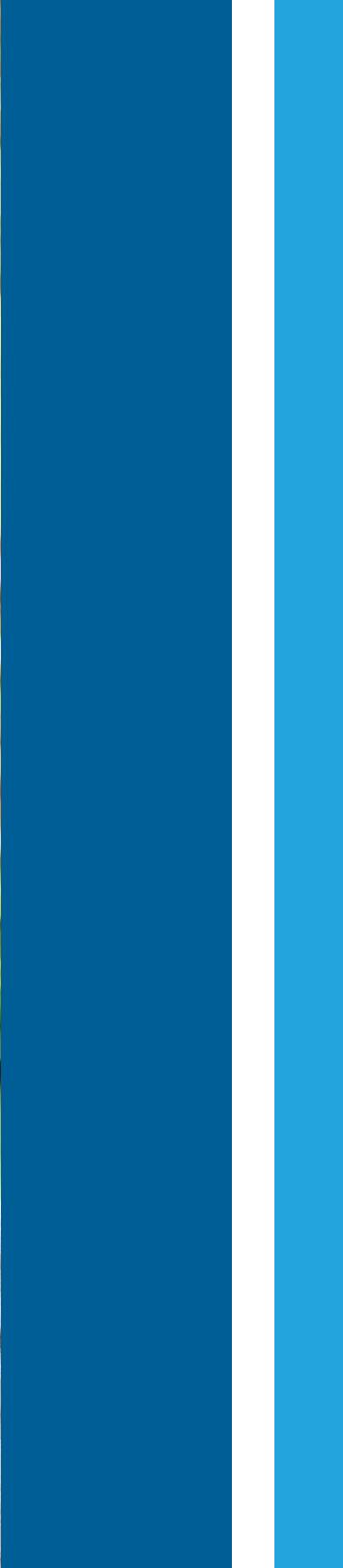




modivcare

# We're There.

2024 Sustainability Report





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# Letter from Our CEO

At Modivcare, we believe doing the right thing—for our members, our clients, our teammates, and our communities—should never be optional.



That belief is at the heart of our 2024 Sustainability Report. This year's report reflects our ongoing efforts to align our business strategy with our mission to support the social determinants of health and support the healthcare system in improving quality, expanding access, and reducing costs.

We serve some of the most vulnerable populations in the country. That's not a small responsibility, and it's something we hold in high regard. In 2024, we continued to show up for our members with unwavering commitment, focused innovation, and responsible practices that advance long-term, sustainable impact.

## Leading with Integrity

We hold ourselves accountable for operating with integrity and transparency across every level of our organization. Through strong governance, effective risk management and continued board oversight, we're staying aligned with the values that matter most to our stakeholders.

## Elevating Member Impact

Everything we do is driven by our mission: providing access to the care that matters for those who need it most. In 2024, our teams delivered meaningful support for our members—from more reliable transportation, to trusted in-home care, to digital tools that meet members where they are. These efforts reduce costs and drive better health outcomes while demonstrating what mission-driven business looks like in action.

## Reflecting the Communities We Serve

Our workforce is one of our greatest strengths. We're proud that our teammates reflect the communities we support. This year, we continued building a culture of belonging, where everyone feels seen, valued, and part of the team. Through community resource groups, mentorship programs, and leadership development efforts, we're creating space for every teammate to grow and thrive.

## Caring for Our Environment

Sustainability means thinking beyond today. That's why we've taken steps to reduce our carbon footprint, minimize waste, and promote smarter energy use across our business. We also continued to improve our environmental disclosures—because progress starts with transparency.

This report reflects our steadfast belief that people, performance, and purpose go hand in hand. We remain focused on creating long-term value—not only for our shareholders, but for every person and community we're privileged to serve.

I invite you to explore the full 2024 Sustainability Report and see how we're working together to build a healthier, more equitable, and more sustainable future for all.

**L. Heath Sampson**

President and Chief Executive Officer





## Driven by Our Purpose

Modivcare is driven by bringing equity, hope, and healing to those who need it most.

We believe social and economic factors, such as where people live, work, or learn, should never be a barrier to care. These factors, known as the social determinants of health, lead to inequities in our healthcare system. It is our mission to close that gap by making connections to care. To make a world of difference, one patient at a time—that’s what drives us.



## Our Mission

To provide access to the care that matters for those who need it most.



## Our Values

### CARING

We care about what we do and who we do it for. We care for our teammates, our clients, and the members they serve, who are often overlooked.

### PURPOSEFUL

We know our work has meaning. We are proud of what we can do each day and know that our work has a real impact on those we serve.

### COLLABORATIVE

We value the perspective and experience of all. We value every teammate, partner, and member and bring our best selves to work.

### DEDICATED

We are committed to making real-world impact. We approach each day with a drive to make measurable change.

# Our Sustainability Approach

At Modivcare, our commitments to operate responsibly, care for our members, support our team and communities, and manage our environmental footprint all help guide our sustainability strategy.

We are a purpose-driven company, and our teammates strive to advance these sustainability initiatives in their daily routines as we work to drive positive health outcomes by transforming how we connect people to care. We focus on the sustainability risks and opportunities that we believe are most relevant to our business and important to our key stakeholders. These factors are embedded throughout our business practices, company culture, and operational processes and in the way we fulfill our purpose—making connections to care—every day. Our corporate sustainability framework encompasses the core elements that are fundamental to our ability to execute our business strategy and create long-term shareholder value: our responsible business practices, member support, team, and environmental management.



## Responsible Business Practices

We are committed to upholding ethical business practices, operating with high standards of compliance and corporate governance, and managing the business in a manner consistent with our values and purpose.



## Member Support

We are committed to providing vulnerable populations supportive services in a safe and ethical way, enabling greater access to care, reducing costs, and improving outcomes.



## Our Team

We foster a welcoming and supportive workplace where every teammate feels valued, empowered to grow, and encouraged to contribute. We're committed to creating an environment where our teammates thrive, feel safe, and know they belong.



## Environmental Management

We are monitoring the environmental impact from our operational footprint, vendors, and partners, in alignment with our intentions of responsible environmental stewardship.

## Sustainability Oversight

The Modivcare board of directors, as a whole and through its standing committees, works closely with the Executive Leadership Team to oversee our sustainability initiatives and hold our Management Team accountable to provide alignment with our core values and mission. The Nominating and Governance Committee (NGC), in coordination with the Audit Committee, has primary governance and oversight of our corporate sustainability program and related strategies, initiatives, risks, opportunities, reporting obligations, and other material sustainability matters. The NGC supports Modivcare's commitment to fostering an equitable and inclusive culture and provides biannual updates to the board on the progress of our sustainability program.

The board also extends its oversight of certain material sustainability areas to other board committees. The Compensation Committee provides guidance on our people and culture strategies and initiatives related to seeking, developing, and retaining teammates. The Audit Committee oversees our corporate accounting and financial reporting processes and, in coordination with the NGC, reviews compliance with legal, regulatory, and ethical matters that could have a material impact on our operations or financial statements, which includes sustainability matters. The Audit Committee also oversees corporate programs, policies, and procedures, as well as quarterly management discussions related to information technology, cybersecurity, data protection, and data privacy.

The board has delegated management responsibilities for sustainability work to our management-level Sustainability Committee, a team of cross-functional leaders who champion sustainability initiatives internally, execute on our sustainability strategy, and lead our disclosure process.



# Governance of Corporate Sustainability and Ethics

## Board of Directors

Oversight of all enterprise risk management, including sustainability areas, and the alignment with business strategy

## Committees

### Nominating and Governance

Primary oversight of corporate governance, compliance matters, the corporate responsibility program, and material sustainability matters

### Audit

Oversight of corporate accounting and financial reporting processes, guidelines, and policies with respect to risk assessment and risk management, information technology, data privacy, and cybersecurity risk management and, in coordination with the NGC, material sustainability matters

### Compensation

Strategic review of people and culture strategies and initiatives related to attracting, developing, and retaining teammates

### Strategic Alternatives

Oversight of strategic business decisions, including the evaluation of cost savings and optimization initiatives

## Management Responsibilities

### Executive Leadership Team

Execution of the corporate sustainability strategy and implementation of sustainability initiatives

### Sustainability Committee

Champion of corporate sustainability initiatives internally, execution of overall sustainability strategy, and oversight of disclosure process



# Stakeholder Engagement

We believe that engaging with our stakeholders is important for our long-term business success. We learn from their perspectives and apply the insights to inform our sustainability priorities and to accelerate progress on our initiatives. We proactively engage with both our internal and external stakeholders regarding our business and sustainability efforts through a mix of open dialogue, collaboration, and transparent disclosure, as outlined below.

Our Stakeholders	Ways We Engage	Key Sustainability Topics Addressed
<b>Members</b>	<ul style="list-style-type: none"> <li>Transportation services, personal care, and monitoring solutions</li> <li>Enhanced digital reservation capabilities</li> <li>Newsletters, surveys, and telephone and electronic check-ins</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare access, quality care, and safety</li> <li>Data security and patient privacy</li> </ul>
<b>Teammates</b>	<ul style="list-style-type: none"> <li>Community resource groups</li> <li>Site-specific teammate-centered events</li> <li>All-company town halls, team meetings, and engagement surveys</li> <li>Newsletters</li> <li>Volunteerism and community support</li> <li>Professional development and training</li> </ul>	<ul style="list-style-type: none"> <li>Compensation, benefits, and financial well-being</li> <li>Teammate engagement and retention</li> <li>Leadership training and development</li> <li>Inclusive culture</li> <li>Mental health and well-being</li> </ul>
<b>Investors</b>	<ul style="list-style-type: none"> <li>Quarterly earnings calls</li> <li>Emails, calls, and in-person meetings</li> <li>Investor conferences and industry forums</li> <li>Annual shareholders' meeting</li> </ul>	<ul style="list-style-type: none"> <li>Financial sustainability and transparency</li> <li>Board composition and governance</li> <li>Sustainability strategy and initiatives</li> </ul>
<b>Communities</b>	<ul style="list-style-type: none"> <li>Community partnerships and volunteerism</li> <li>Philanthropic donations and teammate nonprofit contribution match</li> <li>Collaboration with local Chambers of Commerce and nonprofits focused on underserved communities</li> <li>Modivcare Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Charitable giving and volunteerism to support local community needs and nonprofits</li> <li>Economic opportunity</li> </ul>



# 2024 Highlights

Modivcare's sustainability strategy guides how we serve our members, focus on our team, operate with ethical business practices, and manage our environmental footprint. These highlights reflect our progress in 2024.

## Responsible Business Practices

Established a management-level, cross-functional Enterprise Risk Committee to strengthen our risk management program and support the embedding of a risk-aware culture

Updated our policy and guiding principles for employee use of artificial intelligence technologies, including data privacy and security considerations

## Member Support

Invested in a new learning management system to provide our caregivers with professionally curated content for personalized in-home assistance

Earned excellent-rated Net Promoter Scores in 2024 for our Monitoring business line for the sixth consecutive year

Maintained our Utilization Review Accreditation Commission accreditation for healthcare management, as the first NEMT broker recipient in the industry

## Our Team

Reported a strong increase in teammate participation, to 82%, in the 2024 Annual Experience Survey, with a teammate satisfaction score of 74, consistent with the global benchmark

Launched an in-house Professional Development Program aimed at fostering a culture of continuous learning, collaboration, and leadership development

Donated over \$60,000 to various charitable organizations through the Modivcare Foundation

## Environmental Management

Successfully implemented our fleet management system, empowering data-driven decisions to optimize vehicle operations efficiency

Completed our fifth annual greenhouse gas emissions inventory, demonstrating a 13% reduction in Scope 1 and 2 market-based emissions since our inaugural assessment in 2020

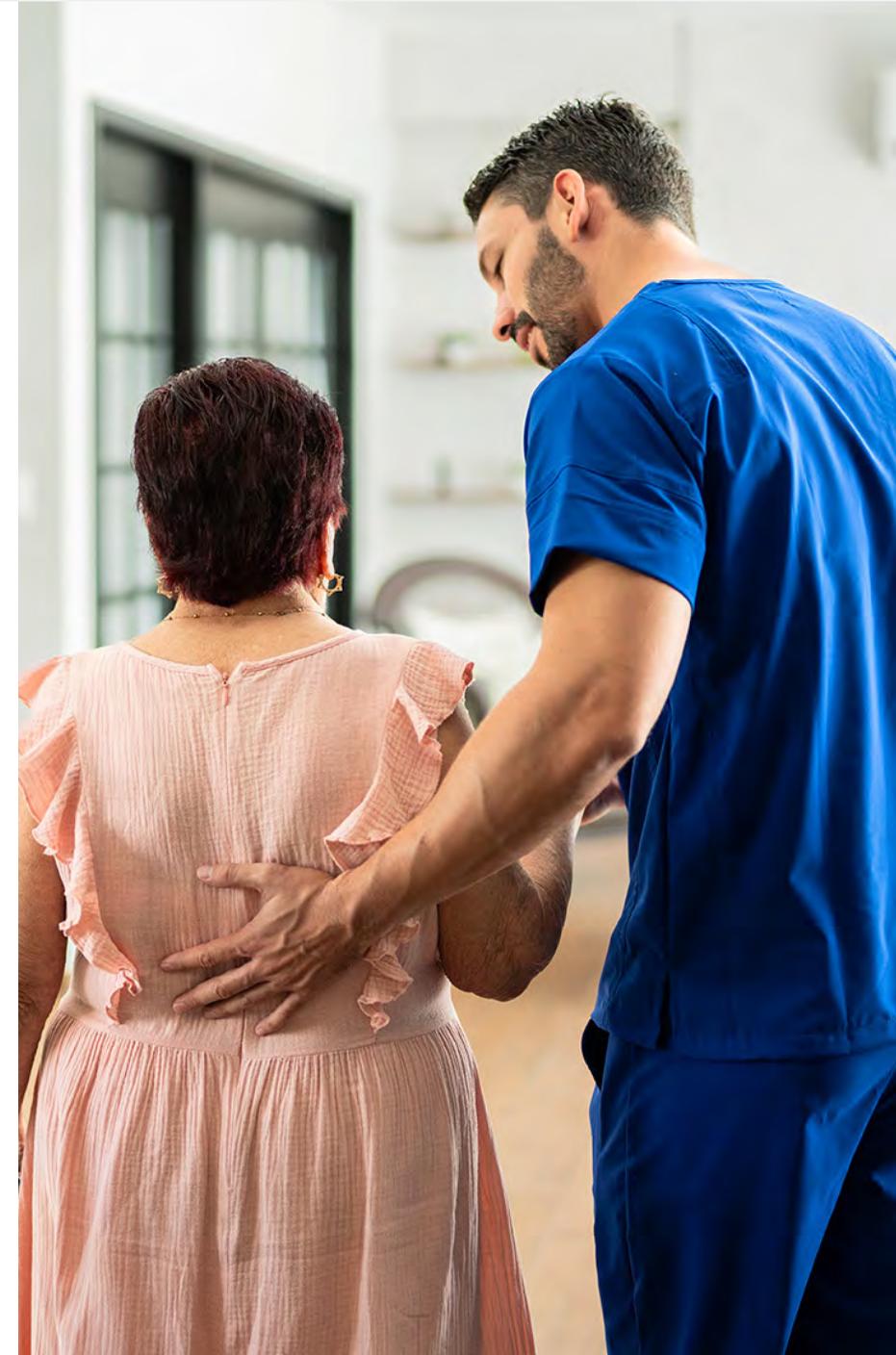
# About This Report

Modivcare's 2024 Sustainability Report reflects our commitment to giving investors and other stakeholders a transparent and holistic view of our corporate sustainability approach and how we manage the sustainability risks and opportunities most relevant to our business.

This report covers the progress of our corporate sustainability program during fiscal year 2024, with data and metrics reflecting the period from January 1, 2024, through December 31, 2024, unless otherwise noted. In some instances, we include information on initiatives that have continued into 2025, which is noted accordingly. Throughout the report, we also guide readers to additional sources of information that can be found on our corporate website and other website references for convenience.

We align our disclosures with the Sustainability Accounting Standards Board (SASB) Standards, now part of the International Financial Reporting Standards (IFRS) Foundation, for the Health Care Delivery industry, and select metrics from the Software and Information Technology and Health Care Distributors industries so that we address the sustainability-related factors most relevant to our business. We have further aligned our report with the Task Force on Climate-Related Financial Disclosures (TCFD) framework for corporate reporting on climate-related risks and opportunities.

A summary of our key SASB and TCFD/IFRS S2 disclosures is included in the [Appendix](#) of this report, together with our disclosure on [forward-looking statements](#).



# Responsible Business Practices

We are committed to upholding ethical business practices, operating with high standards of corporate governance, and managing the business in a manner consistent with our values and purpose.

<b>Corporate Governance and Ethics</b>	<b>12</b>
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# Corporate Governance and Ethics

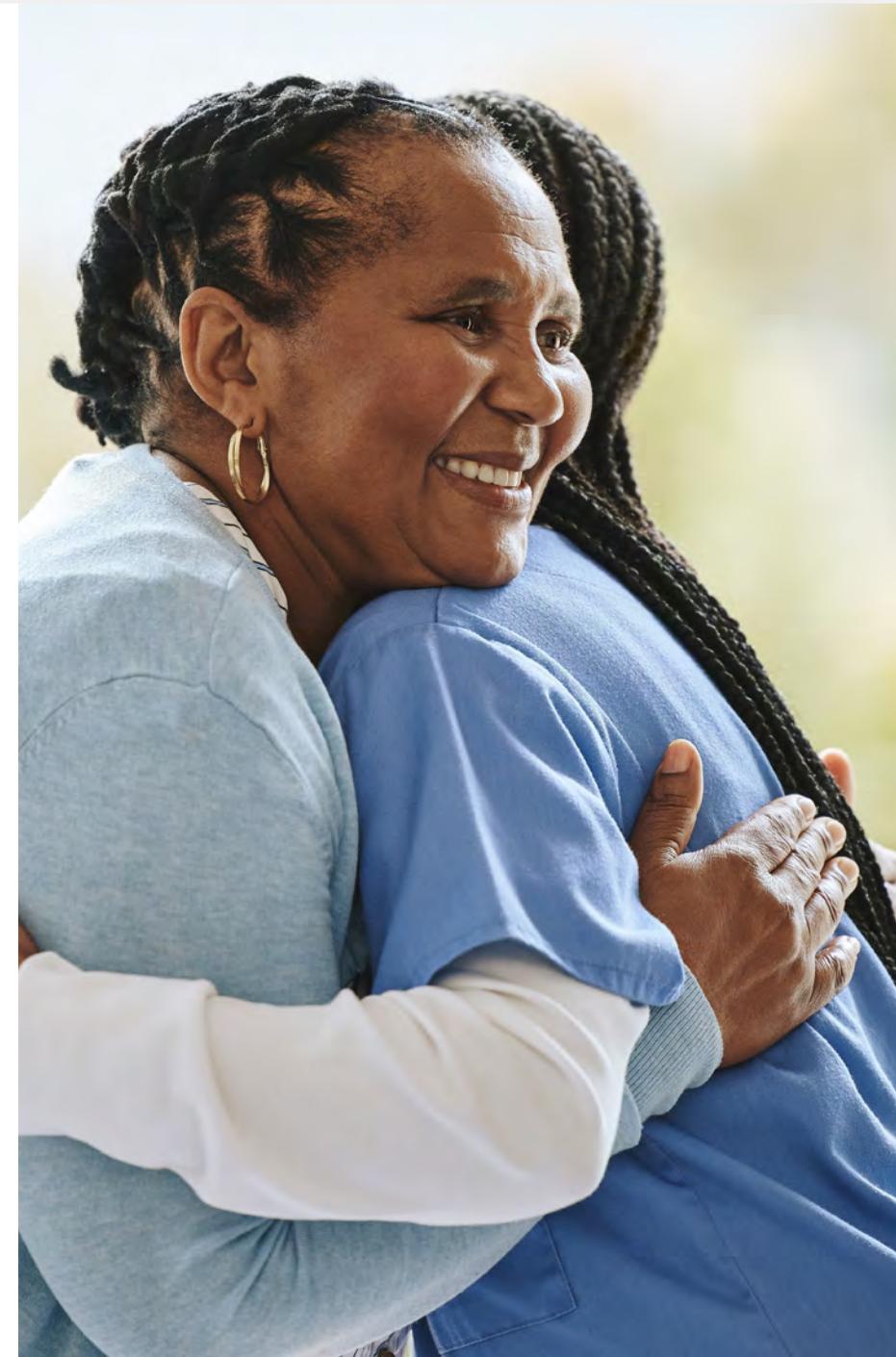
Embodying our core values drives our purpose of making connections to care. By using our values as our guide, together we create our culture, a culmination of our collective efforts to stand for what is right and ethical, no matter the situation.

We strive for each ethical decision made and action point taken to have a positive ripple effect within our community of members, colleagues, caregivers, transportation providers, and fellow teammates. As we continue to evolve as an organization, our commitment to integrity and transparency is unwavering.

## Board Governance and Oversight

Our board, in full and through its NGC, and the Executive Leadership Team (ELT) are charged with governing our vision to drive positive health outcomes by transforming the way we connect people to care. The NGC monitors legal and regulatory compliance and develops and recommends to the full board appropriate policies and guidelines that address key governance practices.

We believe that the effectiveness of our governance framework is largely a function of the highly qualified, experienced board and ELT, who are focused on driving Modivcare's long-term success. The board is composed of qualified individuals who provide a mix of characteristics and relevant experiences, perspectives, and skills pertinent to creating sustainable value for our shareholders and other stakeholders. Please see our [proxy statement](#) to learn more about our board.



# Ethics and Compliance

We view good governance as essential to managing our business successfully and creating sustainable shareholder value. We are committed to upholding ethical business practices, routinely conducting teammate training, and implementing safeguards to identify and manage potential risks.

The board has assigned the NGC to oversee our legal and regulatory compliance programs. Modivcare operates a companywide compliance program led by the Enterprise Compliance Officer, who reports to the General Counsel and meets regularly with the NGC. In addition, the multidisciplinary, management-level Corporate Compliance Committee provides oversight of the enterprise compliance function, including risk areas, work plan monitoring and auditing, policy approvals, compliance effectiveness, government inquiries, and investigations.

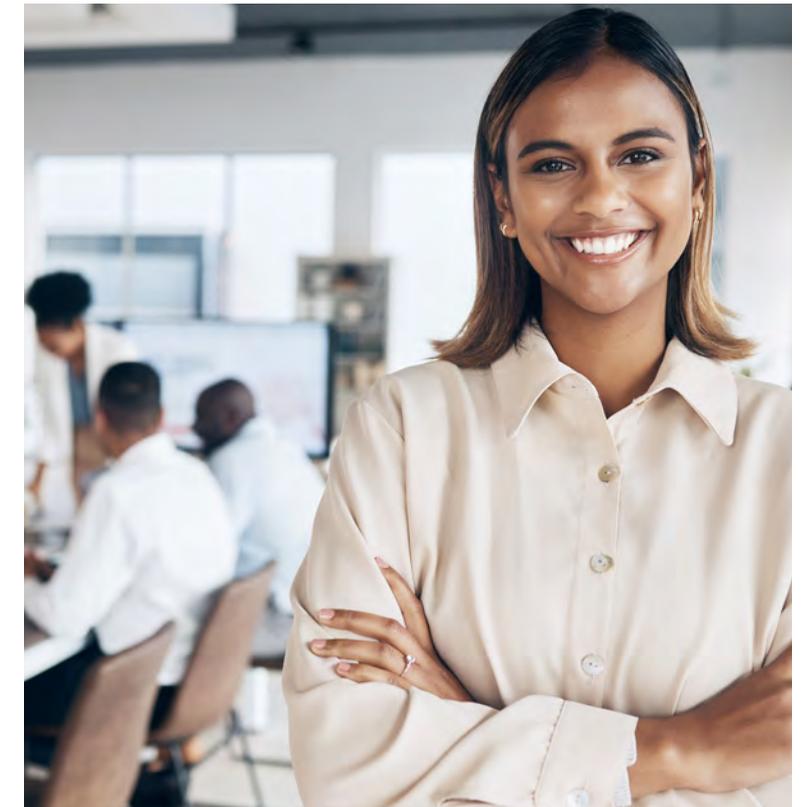
**Modivcare has also implemented an Enterprise Risk Management program and fraud detection parameters for further oversight.**

## Code of Conduct

We remain committed to acting in alignment with the principles outlined in our Teammate Handbook and [Code of Conduct \(COC\)](#) to uphold and protect our brand and reputation. The COC serves as a foundation for governance-related policies, standards, and procedures to promote honest, ethical, and legal conduct in all areas of our business. Modivcare has a number of [governance policies](#) in place related to business ethics, including:

Anti-bribery and anti-corruption	Non-retaliation
Anti-harassment	Political activities and contributions
Anti-trust and fair competition	Protection and proper use of intellectual property
Compensation clawback	Related-party inquiries
Conflicts of interest	Workplace health and safety
Insider training	

Modivcare maintains alignment with legal standards and best practices through annual internal reviews of the COC and governance-related policies and with external reviews every three years. Policies are updated following these reviews and throughout the year as required. Teammates are notified of the review and any corresponding changes.





## Ethics and Compliance Training

The COC applies to all teammates, whether full time, part time, or temporary, as well as Modivcare board members, vendors, contractors, and subcontractors. Teammates and board members are required to take ethics and compliance training during onboarding and annually thereafter, including providing their written acknowledgment upon completion.

## Whistleblower Process and Protections

Our Ethics Hotline is available for anyone to report issues or complaints to our Enterprise Compliance Officer, including the option to report concerns anonymously. We maintain a [non-retaliation policy](#) and comply with applicable whistleblower laws to promote fair treatment of teammates who make good-faith reports of potential violations and to provide protection from actual or threatened retaliation, discharge, or other negative treatment.

Teammates can report suspected retaliation or COC infractions to various individuals, including a member of the Compliance Department or through the hotline. The remediation process involves coordination between the People and Culture Department and the Compliance Department to determine resolutions, escalations, or further investigations as warranted. At the Compliance Committee and board meetings, the Enterprise Compliance Officer reports on hotline events and their associated durations to closure and reviews industry benchmark reports regarding hotline management.

## Anti-Corruption Policy

Modivcare is committed to complying with all anti-corruption, anti-kickback, and similar program integrity laws. Our anti-corruption policy is integrated within the ethical standards outlined in the COC with specific guidelines that strictly prohibit bribes, kickbacks, illegal payments, or similar favors. Select individuals in senior leadership roles are required to undergo additional training on Modivcare's anti-corruption policies and compliance requirements within the business operations and decision-making processes.

## Human Trafficking Policy

Modivcare is committed to preventing, identifying, and addressing instances of human trafficking within our sphere of influence. Our Human Trafficking Policy outlines our dedication to protecting human rights, supporting the safety and well-being of individuals, and complying with all applicable laws and regulations pertaining to human trafficking. This policy applies to all Modivcare teammates, including temporary and contract employees, board members, and others acting on behalf of Modivcare.

## Political Activities and Contributions

Modivcare is committed to complying with all federal, state, and local laws with respect to political contributions and activities and has established guidelines within the COC. Modivcare does not reimburse teammates for any political contributions. The CEO must authorize all political contributions or the commitment of Modivcare's name or resources to any event or organization. In 2024, Modivcare did not make any federal political contributions and made contributions to state lawmakers in two states where we do business. To the extent the contribution would constitute a related-party transaction, prior approval of the board's Audit Committee is required.

## Government Affairs and Advocacy

Modivcare adheres strictly to all federal, state, and local requirements regarding lobbying, including registration and reporting requirements. Our Government Affairs Team advocates for our member care services when policies or regulations are being considered. In 2024, the team adopted a new tiered approach for assessing the unique situation in each state and deployed different tactics to build relationships and influence the legislative and regulatory process.

For example, Modivcare advocated for increasing Medicaid reimbursement rates for personal care services to help attract and retain qualified direct caregivers, thereby improving the quality of care for vulnerable populations and ultimately enhancing health outcomes. We also engaged with state policymakers to promote maternal health monitoring programs, particularly in response to rising issues such as hypertension and gestational diabetes among pregnant individuals.



### Advocating for the Needs of Aging and Disabled Populations

During 2024, Modivcare's Government Affairs Team initiated conversations and established connections with lawmakers as a trusted advocate for aging and disabled populations who are mostly dependent upon Medicaid and Medicare. Through our experience and analytical insights, Modivcare is uniquely positioned to see evolving trends across caregiving needs to provide counsel and informed guidance on policy decisions to support the health and well-being of these underserved populations.

# Enterprise Risk Management

Modivcare's Enterprise Risk Management (ERM) program establishes the core framework for monitoring and reporting our key business risks. The ERM program provides increased risk awareness and management accountability, identification of governance gaps, decision support for capital allocation and expenditure priorities, and a framework for board oversight.

In 2024, our ELT strengthened the ERM program with the appointment of a management-level, cross-functional Enterprise Risk Committee (ERC) to support the embedding of a risk-aware culture within Modivcare by providing governance over risks and risk mitigation. As defined in its charter, the ERC supports the ERM function by facilitating periodic reporting to the ELT and Audit Committee of the board and serves as a structured forum for managing Modivcare's risk profile.

The ERM function also developed a roadmap for implementing a sustainable, structured ERM framework to identify and assess enterprise risks. Modivcare's key risks have been prioritized across multiple principal risks, including technology, compliance, and operational risks.

The ERM function conducts periodic reviews of both top risks and emerging risks to confirm ongoing relevance and responsiveness to changing conditions. Our ERM framework also includes a structured, comprehensive approach for identifying and assessing risks on an annual basis. The results from these risk assessments are presented to the ERC, ELT, and the Audit Committee. The process promotes

transparency and accountability by keeping stakeholders informed of changes in risk status and the effectiveness of mitigation efforts.

## Fraud Risk Assessment

Our ERM program incorporates an annual fraud risk assessment, which includes identification of top fraud risks, evaluation of existing anti-fraud controls, and assessment of additional mitigation measures that may be required.

## Climate Risk

The ERM processes include an annual risk update relative to our emissions footprint, communicating metrics surrounding route optimization, transport statistics by transport type, and change in greenhouse gas inventory year over year, framed within the context of the urban and rural markets served. Emerging risks related to climate change are monitored to identify immediate threats and potential long-term impacts on operations and financial performance, as well as compliance with regulatory requirements. The assessment process within the ERM framework has not revealed any significant changes in the business environment that would elevate climate risks.

## Business Continuity

Modivcare takes disruptions to our business seriously, as these risks could negatively impact our members, teammates, collaborative partners, and investors. We conduct an annual

business impact assessment (BIA) to evaluate the potential effects of disruptions on business operations, which involves identifying critical business functions, assessing the impact of disruptions, and determining recovery priorities. Critical systems identified through the BIA are disaster recovery-tested annually to provide assurance for IT outages.

Each location must establish an Emergency Action Plan (EAP) that includes how to respond in the event of an emergency, such as a fire or medical event. We conduct periodic reviews of each EAP to support our compliance with safety regulations and identify areas for improvement. EAPs are updated based upon findings from these audits, changes in facility operations, or new safety protocols.

Training is provided at least annually to familiarize company-appointed fire wardens with their roles and responsibilities, along with regular drills and simulations to practice evacuation procedures. Training is tailored to the unique layout and emergency procedures of each building to equip an effective response during emergencies. Remote teammates adhere to the plan for the office to which they are assigned.

In addition, each Personal Care Services market has a set protocol for emergencies. For example, emergency management and disaster preparedness plans are activated when there is a potential threat of service interruption for members due to an emergency or natural disaster, such as hurricanes, tornadoes, and bomb cyclones.

# Data Security and Member Privacy

Protecting the privacy and security of our members' data is crucial for delivering on our mission, and we have a robust program of safeguards, audits, and training in place.

Our practices are rooted in globally recognized standards and third-party audits to reinforce that our customers' information is secure with us.

## Governance of Data Privacy and Security

Modivcare strives to continually improve our security posture by evaluating and improving our security practices to mitigate corporate risks, including data security and privacy risks. The Cybersecurity Team, as well as the Governance, Risk and Compliance (GRC) Team, works to manage our information security program. Our Chief Information Officer or Chief Information Security Officer reports progress and issues to the Audit Committee of the board on a quarterly basis.

**LEARN MORE**

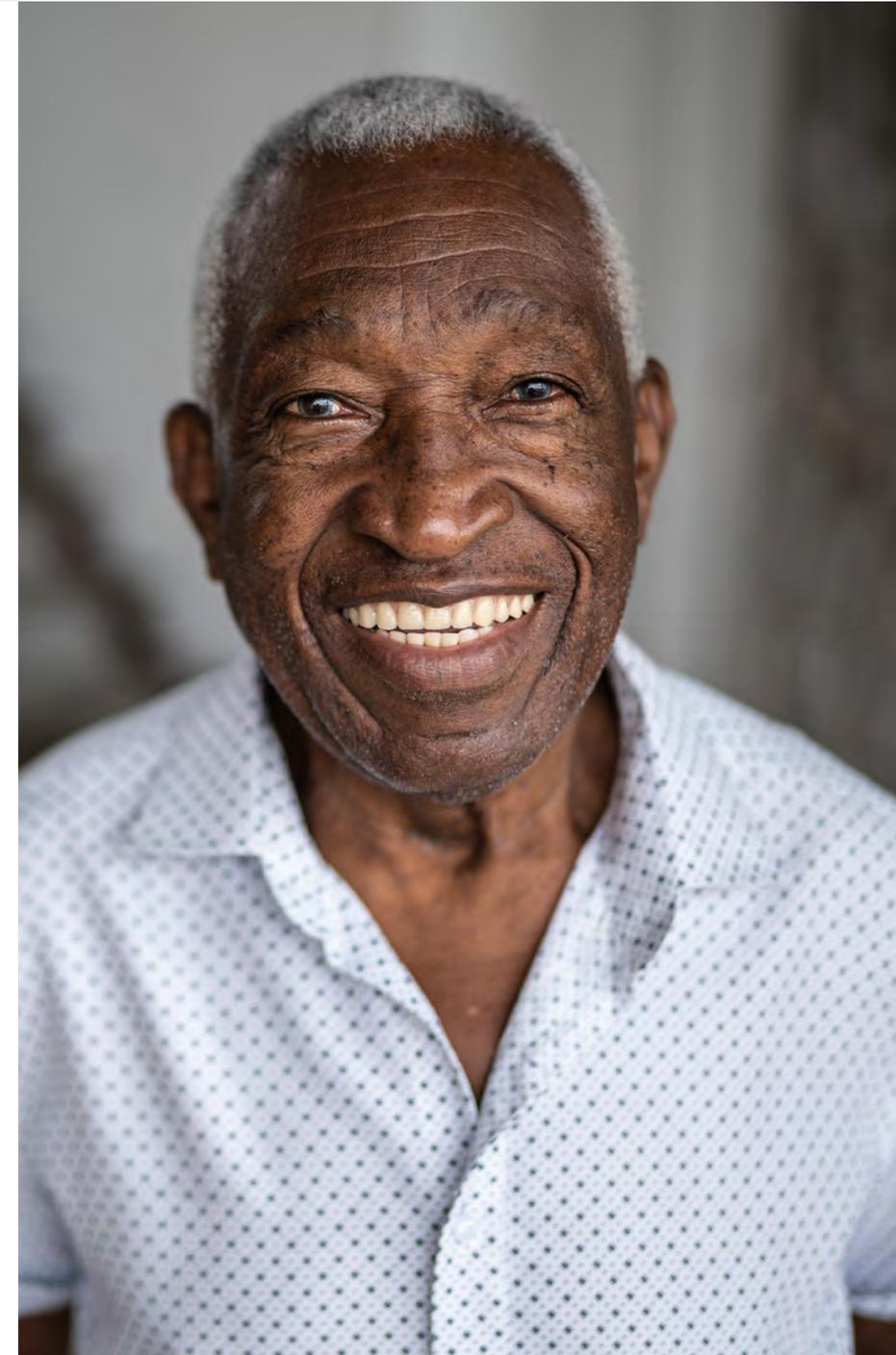
[Privacy Notice](#)

## Governance Platform

To facilitate ongoing review and approval processes, Modivcare utilizes a standardized governance platform for all policies related to information technology (IT) and compliance. This platform provides teammates with searchable access to Modivcare's policies, procedures, and standards. The platform provides automated oversight features for the ongoing maintenance and governance of policy documentation, generates a workflow for policy reviews and approvals, and links to authoritative sources for controls. Policies are mapped back to control objectives within authoritative security frameworks, including ISO 27000, NIST 800-53, and the Health Insurance Portability and Accountability Act (HIPAA), to monitor compliance on an ongoing basis.

## Artificial Intelligence Policy

During 2024, Modivcare updated our artificial intelligence (AI) policy to further strengthen the guiding principles for teammate use of AI technologies, including data privacy and security considerations. The policy is designed to guide all teammates on how to best align their AI-related activities with our core values, compliance and legal standards, and commitment to excellence in member care. The AI policy has been integrated into our formal teammate training programs to support compliance and understanding of AI usage protocols. Regular updates and discussions are held with the board on AI emerging trends, risk management, and compliance requirements.



## Standards and Certifications

The IT GRC Team confirms that the guidance, rules, risk assessments, and controls are in place and are monitored to demonstrate compliance with best practices and with regulatory agency requirements. As a healthcare services company, we comply with HIPAA and the Health Information Technology for Economic and Clinical Health Act (HITECH), which protect the privacy and security of protected health information (PHI). We affirm the confidentiality and integrity of electronic health records and protect against any reasonably anticipated threats and uses or disclosures of information that are not permitted or required by HIPAA and HITECH. We conduct annual risk assessments in support of our ISO 27001 Information Security and ISO 27701 User Privacy certifications, HITRUST r2 certifications, SOC 2 Type 2 report, and HIPAA and IT compliance.

During 2024, we expanded our risk management framework to include annual operational data security audits to further strengthen our comprehensive ERM approach. These audits help to identify risks, guide regulatory compliance, and improve overall governance and risk management practices.

## Incident Response Plan

Modivcare has established a Cyber Incident Committee, with representation from the Information Security, Legal, Finance, Internal Audit and Enterprise Risk, Accounting, Investor Relations, and IT teams, to develop and maintain our Incident Response Plan (IRP) for detecting and addressing cybersecurity events that may occur. The IRP also includes the risks and responses related to AI.

## Training and Awareness

Modivcare conducts mandatory annual teammate training sessions on data security and privacy and partners with an external firm that specializes in security training to develop fresh, accurate, and high-quality training materials. The training materials are reviewed annually to confirm that the course content remains relevant to current regulations, industry guidance, and job roles and is adaptable to the current risk areas of the business. Training topics include cybersecurity, sensitive information, internal/external threats, AI usage protocols, PHI, personally identifiable information, regulations, phishing, effective passwords, internet hoaxes, encryption, HIPAA, removable media, data destruction, and physical workplace security.

Modivcare also conducts ongoing phishing campaigns utilizing an AI-enabled platform to target specific job functions with phishing simulations. This platform engages teammates with adaptive, high-quality phishing email tests and tracks ongoing performance, which has increased user awareness of how to identify phishing messages and to report suspicious messages to Information Security for review.

As part of our security awareness campaign, teammates are provided with a monthly newsletter with content from our security training partner. It reinforces our annual training and highlights new security events and trends that are relevant to our teammates and customers.



### Regulatory and Security Compliance

- Sarbanes-Oxley
- HIPAA
- ISO 27001
- ISO 27701
- SOC 2
- HITRUST



### Advanced Cybersecurity

- Zero Trust
- Adaptive Authentication
- Endpoint Detection and Response
- Deception and Decoys



### Security Education

- Phishing Testing
- Escape Rooms
- Monthly Security Newsletters
- Annual Security Awareness Training



### Data Protection

- ISO-Based Controls
- Sensitivity Labeling
- Data Retention
- Data Destruction

# Vendor Management

Modivcare has published terms and conditions regarding vendor guidelines and stipulations. These terms reflect the ethical business practices of our business partners and align with our corporate values.

## Vendor Risk Management and Compliance

Modivcare has a formalized risk management process to assess the risks related to third-party providers and solutions. Third parties in our vendor portfolio are reassessed annually to consider any changes to their risk postures or in our third-party security protocols. Modivcare's IT GRC Team oversees and reviews information related to third-party risk through multiple public and private sources.

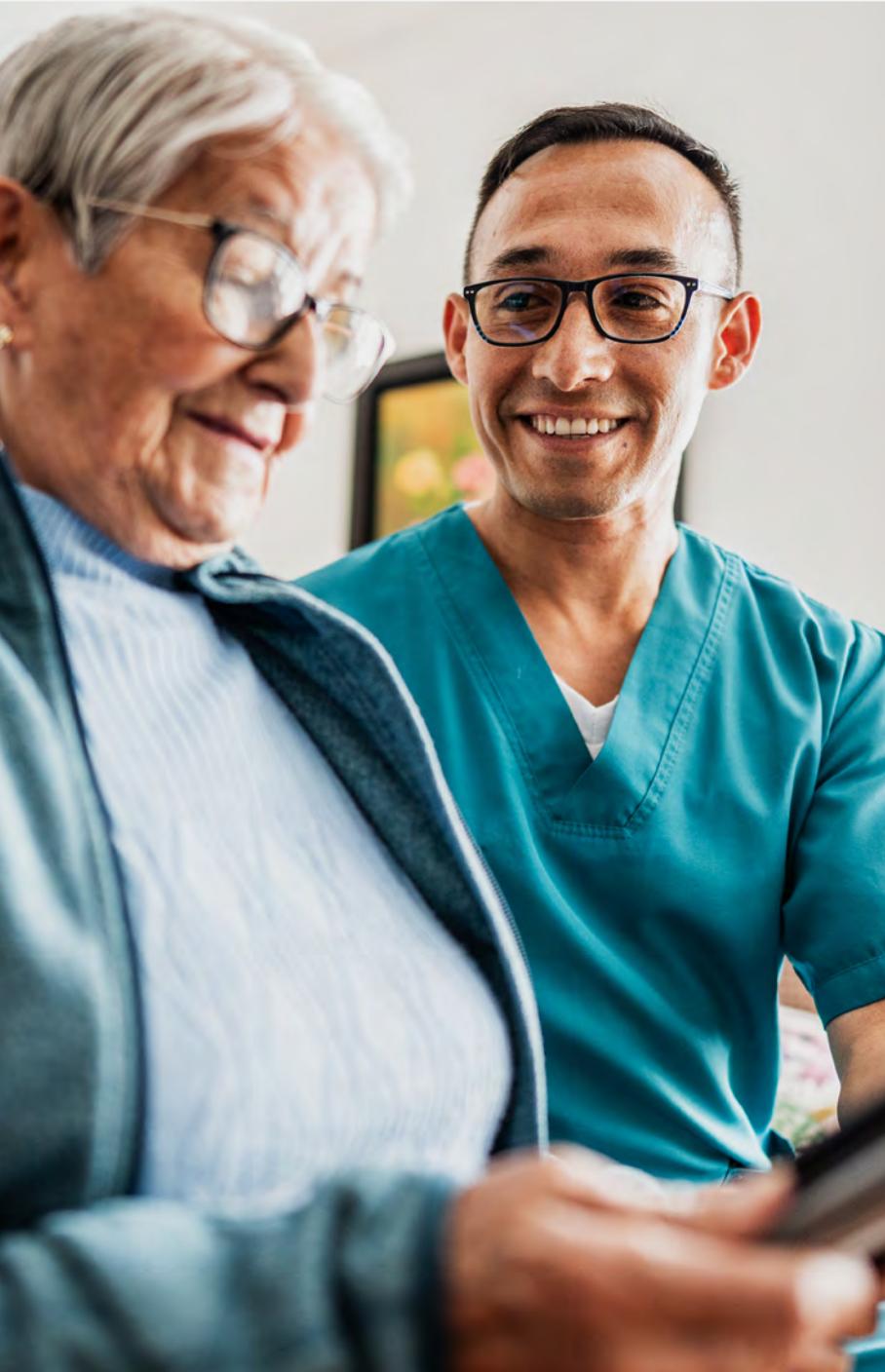
Risk assessments are conducted for any applications that utilize our financial systems, as part of our Sarbanes-Oxley Act compliance program, to validate that the controls are designed effectively and implemented appropriately. Modivcare utilizes a software-as-a-service risk management platform to perform ongoing annual security assessments of key financial solutions, as well as annual reviews of SOC 1 and SOC 2 reports, for our third-party service and solution providers.

## Third-Party Data Security Governance

Vendors are required to comply with our data security protocols and standards. We perform a standard intake assessment for potential vendors, aiding Modivcare in assessing and assigning risk levels based on the vendor's privacy considerations and data access requirements. We maintain a written agreement with third-party vendors to acknowledge their responsibility for the security of the private information that they may encounter on behalf of our members and to validate that data processors are aware of our security policies.

**We perform a standard intake assessment for potential vendors, aiding Modivcare in assessing and assigning risk levels based on the vendor's privacy considerations and data access requirements.**





## Standards of Conduct for Subcontractors

Modivcare subcontractors are expected to comply with the principles of our Team Member Handbook and COC related to fair and accurate billing; accurate recording and documentation of services rendered; and compliance with all applicable laws, regulations, and government standards, including HIPAA requirements. We include these requirements in contracts, communicate these requirements to subcontractors, and monitor them for compliance. In addition, the Compliance Committee oversees subcontractor compliance activities, including collecting annual attestations of program integrity and HIPAA compliance and conducting ad hoc and regular audits. Modivcare screens subcontractors to confirm compliance during the initial engagement or contracting and then monthly thereafter.

## Human Rights

Modivcare is committed to the protection of human rights, as outlined in our Human Trafficking Policy. Modivcare strictly prohibits all forms of human trafficking, including but not limited to forced labor, sexual exploitation, unlawful child labor, and modern-day slavery. This prohibition applies to all individuals associated with the company, including teammates, contractors, suppliers, and business partners.

## NEMT Third-Party Transportation

Our non-emergency medical transportation (NEMT) system utilizes relationships with on-demand transportation network companies and county-based emergency medical service providers. To promote safety, quality, and compliance, these third-party transportation providers complete an in-depth credentialing and educational process and ongoing safety monitoring. For more information, please see [Non-Emergency Medical Transportation](#) within the Member Support section.

## Operational Resilience

We regularly assess our vendor resilience and business continuity to examine the foundational elements of operational reliability, financial stability, service quality, diverse sourcing, and risk management. Assessments are made via ongoing vendor engagement and surveys to gather valuable data from our 600+ third-party vendors. We view independently owned businesses as a way to increase vendor diversity, deepen community engagement, and decrease service disruption, and we actively target small-business transportation partners that want to grow and scale through our NEMT business.

**Our transportation network engages thousands of locally owned and operated transportation providers that in 2024 provided approximately 37 million trips to the communities we serve.**

# Member Support

We are committed to providing vulnerable populations care services in a safe and ethical way, enabling greater access to support, reduced costs, and improved outcomes.

<b>Our Commitment to Member Care</b>	<b>22</b>
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# Our Commitment to Member Care

The healthcare landscape is evolving rapidly, extending beyond traditional clinical settings.

People are seeking more convenient, accessible healthcare solutions that lead to better health outcomes. Modivcare's advanced supportive care platform combines human connection and cutting-edge technology to deliver a seamless, personalized experience. We help our clients' members live longer, healthier lives by removing barriers that should not hinder care, such as social determinants of health, including socioeconomic status or geographic location. Modivcare is dedicated to providing access to the essential care for those who need it most.

**As a leading provider of holistic supportive care, Modivcare features integrated supportive solutions that connect our members to care.**

## Our Supportive Care Solutions



**Personal Care Services**

Personalized in-home assistance with daily living activities



**Non-Emergency Medical Transportation**

Multimodal transportation tailored to the individualized transportation needs of our members



**Monitoring**

Personal emergency response systems, vitals monitoring, medication management, and data-driven member engagement



## Accessible Care for All

We are committed to providing vulnerable populations access to care and services in a safe and ethical way.

Modivcare provides the highest-need populations with the highest-quality care. We offer seamless member experiences for holistic member support to identify needs, educate members, close gaps in care, provide care in the home, and furnish transportation to appointments.

We work with underrepresented minorities and low-income families and individuals at greatest risk of experiencing complications caused by a lack of access to healthcare services. Our goal is to make healthcare accessible for all by making connections to care, especially within underserved communities throughout the U.S.



## Dedication to Quality Care

Our investment in a human-centric approach to monitoring helps clients enhance the care experience, improve health outcomes, and reduce costs.

We value our member relationships, and we want to hear from our members if service issues arise. We have dedicated and specialized quality assurance (QA) departments across our business units that are responsible for the intake and investigation of potential member safety incidents and member complaints. The QA Teams regularly hold performance improvement reviews, during which member incident and safety data is analyzed, trends are identified, and initiatives are developed to address risks. The teams then report those trends and initiatives to the appropriate leadership teams. In the event of a health and safety incident, we have a detailed plan to report, investigate, and mitigate the situation as well as to document ways to prevent such risks in the future.

**We aim to serve our members with compassion and respect to give them the best experience possible. As such, we conduct extensive training for our customer service representatives. In 2024, we responded to 21 million calls from members through our NEMT contact centers around the country.**

## Connecting Vulnerable Populations to Care

We provide low-income, vulnerable populations with access to care and services. The majority of our members are Medicaid or Medicare eligible with limited mobility or financial resources, which hinders their ability to access necessary healthcare and social services. For example, each year, millions of Medicaid members are estimated to miss medical care due to their inability to get to medical appointments as a result of their lack of transportation. Modivcare's suite of integrated supportive care solutions not only improves the quality of life and health of these members but also enables many of these individuals to pursue independent living in their homes rather than in more expensive institutional care settings.

# Member Safety, Welfare, and Quality Experience

Modivcare is committed to making healthcare accessible and equitable for all by making connections to care in a safe and ethical way.

## Member Support Framework

Safety

Welfare

Quality Experience

Our long-term success is founded on the effective execution of our Member Support Framework, which focuses on three key care outcomes: member safety, welfare, and quality experience.

We deliver upon this commitment to our members day in and day out through each of our care solutions:

- Personal Care Services
- Non-Emergency Medical Transportation
- Monitoring



## Personal Care Services

Our Personal Care Services (PCS) provide placements of nonmedical personal care assistants, home health aides, and nurses primarily to Medicaid members in need of care monitoring and assistance with performing activities of daily living in the home setting. As a market share leader, Modivcare enables members to age with dignity or manage complex health conditions at home by offering exceptional in-home personalized care. Our PCS programs support many demographics, including older adults, the majority of whom prefer aging in place, by assisting them with activities of daily living and promoting independence.

During 2024, we had:

**18,000** caregivers trained throughout all of our branch locations

**20,700** members served

**28 million** hours of care provided

## Member Safety

The QA Team for PCS continues to be led by experienced registered nurses in both the manager and director roles, who report to the VP of Clinical and Quality, who reports to the EVP of Operations. In 2024, the QA Team focused on enhancements and process standardization to attain process fidelity, training consistency, and incorporation of best practices. This standardization across state regulatory differences set the foundation to build deeper reporting insights related to member safety, health, and welfare. Specific safety events are reported to operational leaders and investigated by a dedicated team, in partnership with local operators. Additionally, PCS safety data is aggregated into monthly operating reviews by each state/entity and for PCS as a whole.

## Teammate Training

In 2024, PCS invested in a new learning management system (LMS) for caregivers, with seamless integration into our core Home Care Platform. The LMS provides professionally curated content that can be assigned to groups of caregivers based on defined criteria or to individual caregivers based upon a specific need (e.g., re-education following a complaint or safety event). Modivcare is also able to develop and integrate custom content into the PCS curriculum, such as compliance training. Our customized learning modules have further enhanced the quality and delivery of training content and streamlined rapid retraining of caregivers in response to identified care trends.

PCS training content is available in a variety of languages to better support our diverse caregiver population and optimize their learning experience. Training is also accessible via smartphone, tablet, or computer, providing caregivers with the flexibility to complete training at a time and location that best meets their needs.

## Welfare

The PCS Team supporting performance and quality improvement (PQI) has been highly engaged in proactive audits to confirm that PCS is providing consistent, safe, and reliable service delivery for the members who count on our in-home assistance. Standardized PQI processes were defined and deployed based on regulatory requirements and programmatic needs. We conduct regular care audits to identify risks and problem areas so that they can be promptly addressed and resolved.

The team is also integral in responding to ongoing and expected payor and regulator audits as part of providing care to vulnerable members in a highly regulated industry. Our typical personal care in-home services include bathing, personal hygiene, grooming, oral care, dressing, medication reminders, meal planning, food preparation and feeding, housekeeping, transportation services, prescription reminders, and assistance with dressing and ambulation. Modivcare caregivers provide in-home care at the frequency and duration needed by each individual member and approved by the service plan. Some members receive care for five to ten hours per week; some require 24/7 support and supervision; and some benefit from live-in caregiver support.

## Quality Experience

The PCS bilingual Member Experience Team is highly engaged in conducting proactive member satisfaction calls via Net Promoter Score (NPS) surveys and resolving member complaints. The work of that team during 2024 helped to identify opportunities to improve the call-in experience for members, caregivers, and referral sources, launching a PCS-wide initiative around the technology and processes surrounding our phone system. Any members who indicate dissatisfaction are included in a closed-loop service recovery process through which complaints are addressed, categorized, and analyzed for trends for inclusion in monthly reporting.

**NPS surveys were implemented during the first quarter of 2023 and have increased year over year following our dedicated efforts to improve the member experience. Our 2024 NPS was 56 on a scale of -100 to 100, with scores over 30 being “great.”**



## Non-Emergency Medical Transportation

As a leader in the non-emergency medical transportation (NEMT) industry, Modivcare provides access to care with safe and convenient transportation in communities across the nation. Our robust transportation network supports millions of members annually, serving some of the most vulnerable populations in hard-to-reach (e.g., rural and underserved) communities by meeting members where they are through innovative technology and partnerships with experienced, caring transportation providers.



During 2024, we had:

# 30 million

average monthly members who were eligible to receive transportation services

# 37 million

paid trips

## Member Safety

Modivcare monitors monthly performance metrics related to transportation health and safety, including quality, complaints, and incidents. Our Legal Team monitors, logs, and reviews all national incidents daily; low metric scores will lead to a performance improvement plan, during which a transportation provider's (TP's) performance could be monitored on a weekly basis. If improvement is not achieved, then the TP is placed on a corrective action plan, and the TP's trip volume is reduced. Safety metrics are reported to the board's Nominating and Governance Committee at least quarterly.

We hold monthly safety sessions during which NEMT state leaders engage in comprehensive discussions addressing the remediation efforts undertaken in response to any occurrences that deviate from acceptable external benchmarks. This proactive approach underscores our commitment to supporting the well-being and safety of our members, aligning our practices with industry standards while continuously striving for improvement in our safety protocols.

As members of the Community Transportation Association of America, we exchange health and safety best practices and stay informed of best-in-class measures in our industry. NEMT's QA forms are regularly reviewed and updated to align with those methods and procedures and are integrated into our monthly TP training requirements.

## Accreditation for Quality and Safety

During 2024, we achieved the renewal of Modivcare's Utilization Review Accreditation Commission (URAC) accreditation for healthcare management. We earned Modivcare's first URAC certification in 2011, becoming the first URAC-accredited NEMT broker in the industry. URAC is a leader in promoting healthcare quality and patient safety through renowned accreditation programs. Through this extensive certification process, URAC reviews company operations on performance and the ability to meet national quality standards, including risk management, operations and infrastructure, performance monitoring and improvement, and consumer protection and empowerment.

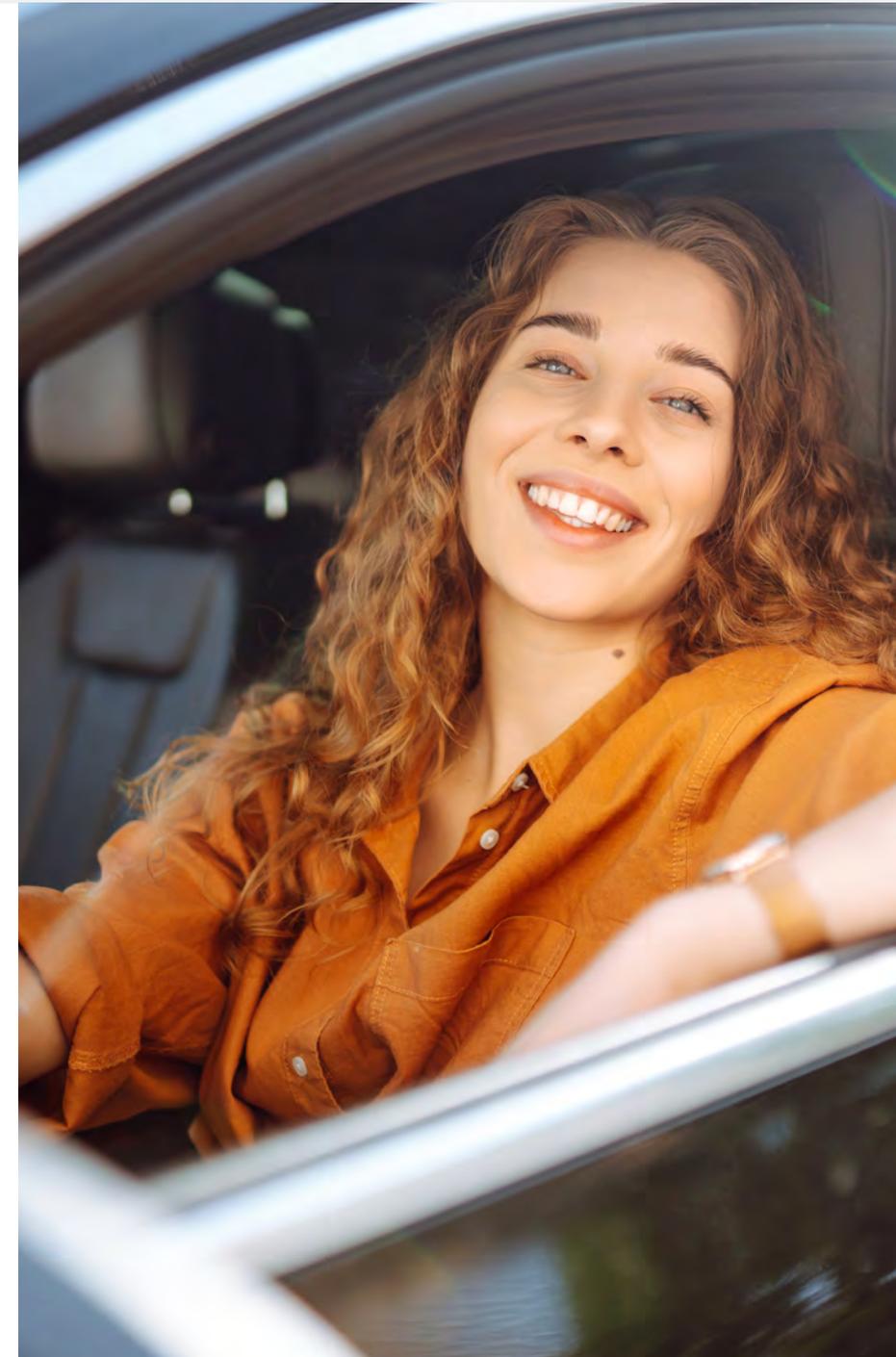
## Driver Training

Modivcare has recurrent motor vehicle record checks in place, as well as annual compliance training, for drivers. Beyond having clean driving records, each driver must complete a drug screening and background check by the Office of Inspector General, and other relevant background screening, and must maintain an active insurance policy. Providers must acknowledge and certify that their drivers are receiving all required training and credentials.

Drivers must complete several training programs, including on first aid, cardiopulmonary resuscitation, automated external defibrillator use, and defensive driving. We partner with accredited third-party programs, such as the National Safety Council and the Community Transportation Association of America, for our training. Modivcare relies upon ongoing support, feedback, and training to uphold its high standards of safety and service excellence.

To provide transportation for members in a safe, respectful, and careful manner, we align our driver training with the specialized training program Passenger Assistance, Safety and Sensitivity, designed by the Community Transportation Association of America. The program is a recognized industry standard and includes comprehensive training on passenger awareness, sensitivity, and wheelchair securement techniques. Additionally, we have internally certified "train-the-trainer" leaders who monitor safety trends across our national footprint and provide targeted, in-person safety training to address any areas of concern.

**We have served for nine consecutive years on the National Safety Council, by whom we have been recognized with awards for our endorsement of safe driver training.**





## Welfare

Driven by innovative technologies; a vast, local business network in 48 states; and the cultivation of strategic partnerships, Modivcare's mobility services deliver a cohesive, member-centric experience, broadening access to care by getting members to the appointments they need. Across the U.S., hospitals and managed care organizations partner with Modivcare to improve access to care, which is pivotal in driving better health outcomes and the overall welfare of members.

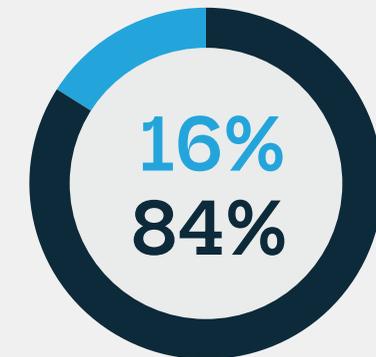
When individuals have timely access to healthcare services, they can receive preventive care, early diagnosis, and effective treatment for various medical conditions. This proactive approach not only helps in managing chronic illnesses and preventing complications but also contributes to better health outcomes and quality of life. Moreover, increased access to medical care reduces disparities in healthcare access and outcomes among different socioeconomic groups, promoting equity, welfare, and social justice.

## Quality Experience

Our modular Mobility Access Platform is powered to provide real-time insight into every ride and a positive experience for our members. We increased training during 2024 to help Medicare member care agents consistently achieve five-star ratings. These efforts resulted in improvements in on-time performance metrics, leading to a decrease in missed appointments and member complaints.

During 2024, we were able to optimize an automated, omnichannel cloud solution that was newly implemented in our call centers nationwide in 2023. The platform provides seamless communication across channels, such as phone, email, chat, and SMS, thus allowing members to engage with NEMT via their preferred methods without barriers. Predictive routing and access to real-time member data drove operational efficiencies and enhanced the member experience, evidenced by a year-over-year increase in the post-interaction member survey score.

### 2024 | Modivcare NEMT-Eligible Members



Managed Medicare

State Medicaid and  
Managed Medicaid



## Monitoring

Modivcare's Monitoring business line operates a 24/7 service designed to support the safety, health, and independence of our members. Our Care Center representatives provide timely assistance and proactive care to support member self-management, including in-home clinical monitoring and quality improvement services that leverage personal emergency response systems, vitals monitoring devices, and relationship-based, care-driven patient engagement solutions for over 247,000 members in 48 nationally licensed states.



With high-touch engagement, we had:

**4.5M** Monitoring segment interactions in 2024

**247,000** average monthly members in 2024

## Member Safety

Monitoring has a dedicated QA Team that is responsible for receiving, tracking, and investigating member safety incidents and assisting with quality improvement and corrective action plans. This team reports to the VP of Business Operations, who is a member of the Monitoring Senior Management Team. The QA statistics are reported monthly to the Compliance Committee.

The QA Team, led by an experienced Director of QA, holds regular meetings and check-ins with the relevant operational teams to identify and proactively address potential operational,

compliance, and safety issues. The QA Team also performs monthly audits of external member calls and of adherence to our policies and procedures. These audits help to identify potential member safety concerns and provide valuable opportunities to improve the quality of operations, services, and teammates' performance, leading to improvements that drive better member outcomes and satisfaction.

In 2024, the QA Team advanced our incident reporting system for member safety to further enhance insights and corrective and preventive actions in the areas of equipment issues, fall detection, representative error, and member error.

The QA Team further strengthened our incident review process by adopting a just-culture model that emphasizes accountability, timely resolutions, and open communication about safety incidents. The model promotes operational excellence by regularly analyzing incidents and internal QA scores to continuously apply informed improvement plans, such as supplemental training, targeted coaching, improved tone of calls, or disciplinary actions.

During 2024, the Director of QA improved the oversight and analysis of Monitoring's QA with the launch of internal monthly meetings with directors and managers to review QA results. These meetings focus on identifying challenges and creating strategies to enhance quality performance for our members.

**As a result of our collective quality improvements during 2024, we identified a reduction of 40-60% in emergency room utilization among our members.**

## Teammate Training

Our Care Center representatives are trained in how to communicate effectively with our members through a comprehensive three-week onboarding program and then annually thereafter. Procedures for addressing and reporting member safety risks and incidents are built into teammate onboarding and refresher trainings, with a focus on providing the skills needed to effectively guide members through an emergency. The training also includes an understanding of the social determinants of health and their impacts on members in this aging population, promoting empathy-driven interactions.

In 2024, Monitoring developed and released additional trainings for our member-facing teammates. We developed a module-based learning program to foster improved member engagement through positivity, empathy, and a friendly tone of voice.

## Welfare

We provide Monitoring services to support member self-management and care management operations that enable seniors, the chronically ill, and persons with disabilities to maintain their independence and avoid long-term care facilities, preventable emergency room use, hospitalization, and hospital readmission. Services include personal emergency response systems, vitals monitoring, medication adherence solutions, and integrated data reporting and analytics.

During 2024, we introduced a 3E Program to promote proactive health advice to members by leveraging Care Team touchpoints with members to educate, engage, and empower (3E), such as encouraging regular wellness checks and preventive care during member calls with teammates. By integrating health advice with existing services, the program aims to improve overall member health outcomes and satisfaction.

## Quality Experience

Our member calls are continually monitored by our QA Team to improve products, services, and overall satisfaction. We also gain feedback from our members through quarterly surveys in the following measured areas:

Responsiveness and support

Feeling of safety and security

User friendliness of the device

Quality of care and communications

During 2024, we established various policies and procedures with updated requirements for tracking, investigating, and addressing substantiated incidents. This standardized process facilitates accountability, timely resolution, and prevention of recurring issues through actionable steps.



### Engage

Member-initiated conversation via device



### Educate

Dynamic messaging delivered



### Empower

Active listening to collect data and escalate to plan

**Net Promoter Scores received through our biannual member surveys within Monitoring continued to yield favorable results and trended in the mid-to-high 80s range consistently throughout 2024, which is in the “excellent” range. Monitoring has maintained excellent Net Promoter Scores over the past six years.**

# Our Team

We create a safe and supportive workplace where teammates are respected, empowered to grow, and inspired to contribute and thrive.

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# Benefits and Wellness

Our knowledgeable and dedicated teammates are our greatest asset, playing a vital role in advancing Modivcare's mission and driving our success every day.

We honor our commitment to our approximately 23,000 teammates by offering competitive benefits; supporting their growth through learning and professional development opportunities; fostering connection through ongoing engagement programs; and promoting an inclusive and equitable workplace through our policies and practices.

Our benefits are designed to help teammates and their families stay healthy, meet their financial goals, and promote work-life balance. We offer a comprehensive benefits package that includes health insurance, supplemental accident/hospital indemnity insurance, life insurance, disability benefits, retirement and savings plans, paid time off, tuition assistance, commuter benefits, a health savings account offering with front-loaded company contributions, and various other offerings and discounts. In 2024, we developed additional healthcare support for our teammates, leading to the launch in 2025 of second-opinion support for chronic conditions and potential surgeries, personalized diabetes and weight loss support, and access to health advocates who provide holistic health support through designated nurses, wellness coaches, and digital programs.

Our benefits also include paid parental leave for up to 12 weeks for the primary caregiver. This policy reflects Modivcare's commitment to supporting our teammates during important life events and underscores our dedication to creating a family-friendly workplace and promoting work-life balance. In 2024, we developed expanded benefits that launched in 2025, including access to child and family behavioral coaching programs and women's health support programs for pregnancy, postpartum, and menopause.

We offer an Employee Assistance Program that provides teammates with access to licensed counselors and registered nurses at no cost, available 24 hours a day, seven days a week. This program creates an inclusive environment for participants by offering bilingual support and accommodation for those with hearing impairments.

To support the financial wellness of our teammates, we continue to offer a 401(k) plan with a 6% employer match, financial education and wellness support, and an Employee Stock Purchase Program. Teammates may also obtain discounts through our Perk Program for things like gym memberships, mental health and wellness programs, food, technology, and entertainment.

## Fair Wages and Contractor Rights

Modivcare provides fair compensation for contractors across its services, offering competitive wages that match industry standards and reflect the scope of their work. Our commitment to prioritizing health and safety means providing a secure working environment for all contractors.

In addition, the company acknowledges the importance of contractor rights, providing fair treatment and ethical practices throughout the engagement.

**Modivcare strives to create a working relationship that not only is mutually beneficial but also respects the rights and well-being of contractors. This commitment aligns with the company's values of fairness, transparency, and ethical business practices in all aspects of its operations.**

# Talent Management

At Modivcare, we believe that our talent strategy is integral to our business strategy. Attracting, developing, and retaining talented people who embrace our culture, execute our strategy, and enable us to compete effectively in our industry is critical to our success.

**We invest significant resources to develop teammates with the right skills and to build the organizational capabilities to deliver the growth and innovation needed to support our strategy.**

Our talent management approach empowers leaders to maximize team performance by fostering clarity on success metrics, establishing mutual accountability among teams and individuals, and guiding the development of teammates to ensure the right people are in the right roles. The core components of our talent management strategy span the entire teammate life cycle, from attracting top talent to enhancing the employee experience, driving performance management, and supporting career development.

## Attracting Talent

We believe that Modivcare's success is highly dependent upon our ability to successfully attract, evaluate, hire, and retain the highly qualified teammates that we need to grow. We take a holistic view of talent management that encompasses identifying our business needs and strengthening outreach channels to potential candidates. We also recognize internal mobility options for filling open roles with strong internal candidates seeking various internal opportunities. This approach not only fosters a culture that attracts the right candidates but also cultivates Modivcare's long-term success and sustainability.

We align our recruitment approach with the key objectives of our business strategy. We recruit talent with the skill sets needed to successfully execute our business model and the demographics of the member populations in the communities we serve. We hire, promote, and retain teammates based on their abilities, achievements, experience, and performance.

During 2024, we enhanced our recruitment model to proactively reach a broader pool and strong pipeline of qualified candidates. We developed partnerships with various organizations to help broaden our candidate pools, aligned with our business strategy and talent needs. Our grassroots efforts involve community-based initiatives, such as hosting open houses and partnering with local organizations, to build



relationships and raise awareness about job opportunities. For example, we partner with local schools and home care associations to recruit certified caregivers for our PCS division, thereby reducing the need for training and increasing the immediate effectiveness of member care. We expanded our job posting reach to veterans by partnering with the Wounded Warriors Project in our local communities.

We also utilized targeted campaigns focused on reaching specific demographics or groups to create a broader, qualified talent pool, utilizing data-driven strategies to identify and engage with these audiences. Also, we engaged with programs for English as a Second Language training to help candidates needing to improve their fluency in English so that they could qualify for hiring opportunities within Modivcare.



## Teammate Experience

We believe the foundation of our success is our team. Our senior leaders are committed to creating a positive teammate experience and a culture aligned with our strategic priorities. We give our teammates a voice in shaping the Modivcare culture by promoting an environment that fosters honest, good-faith communication about matters related to our business strategy.

### Teammate Engagement

We obtain ongoing teammate feedback from a variety of sources, such as our onboarding surveys, exit interviews, and our Annual Experience Survey, to shape a holistic understanding of the team experience and foster continuous improvement. We also facilitate culture-building opportunities among teammates through our internal engagement platform, Viva Engage, which connects teammates to form communities around common interests, regardless of their work locations.

### Annual Experience Survey

Each year, we issue an internal, confidential Annual Experience Survey to teammates companywide. This survey plays a pivotal role in providing leaders with an understanding of teammate perspectives. Responses are closely reviewed by leadership to help inform strategic initiatives and actionable improvements. We also conduct an abridged midyear Pulse Survey that serves as a targeted check-in to monitor the teammate experience and feedback on company initiatives related to Modivcare's business and culture.

Our 2024 Annual Experience Survey had a strong increase in the teammate participation rate from 71% in the prior year to 82%, exceeding the global benchmark of 75%. Teammate satisfaction was 74 for the second consecutive year, which was consistent with the global benchmark of 74. Our highest-scoring items among our non-caregiver teammates were the following:

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"I would recommend my manager to others." (86)

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"I clearly understand what is expected of me in my role." (85)

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"I understand how the work I do contributes to achieving Modivcare's goals." (85)

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"My manager provides me with feedback that helps me improve my performance." (85)

The 2024 survey results were shared with people managers at all levels companywide to help guide team discussions, listen further, and action plan together. Our ELT also reviews company trends to guide actions for improving the teammate experience. For example, teammate feedback was instrumental in our development and launch of a new corporate intranet portal, "Modiverse," during 2024. Approximately 90% of our teammates have accessed the portal at least once, and we have had a steady average weekly usage rate of 50%.

## Performance Management

Our performance management program encourages collaboration between managers and their direct reports and emphasizes alignment of individual objectives with Modivcare's business strategy. The program includes strategic goal-setting using an objectives and key results (OKR) framework, quarterly check-ins on accomplishments and challenges, an annual performance review, learning accountability, ongoing feedback, and continuous improvement throughout the year. We also offer a Leadership 360 Program to provide leaders with insight into strengths and opportunities from multiple viewpoints (e.g., direct reports, supervisors, colleagues, etc.) to support their ongoing development.

## Career Pathway Framework

We offer teammates the opportunity and flexibility to create a career path that aligns with their backgrounds, skills, and passions. Modivcare's high-level framework encompasses any career stage and supports internal mobility, either upward, laterally, or into new career pathways.

Our talent management approach incorporates a continual assessment of critical roles and succession plans identified by function. We proactively design professional development plans with internal high-potential future leaders to strengthen business continuity and to align the best talent with the best opportunities.



## Guiding Pathways for Career Journeys

Beginning with our welcome and onboarding, we encourage a growth mindset among our team. We offer a Customer Service Representatives (CSR) Career Guide during onboarding that helps to empower CSRs on our Mobility Team to grow their skills and advance their careers within Modivcare. The Career Guide helps CSRs identify career paths of interest and understand the skills necessary for various roles across our business. The guide includes a career lattice outlining multiple pathways for vertical, horizontal, and diagonal professional growth.

**Our focus on internal mobility opportunities also results in decreased time-to-fill for critical roles and reduced top-talent attrition.**





## Career Development

Our career development approach is aimed at supporting teammates in identifying development objectives that help them achieve personal goals and grow their careers.

We provide teammates and their managers with the tools, resources, and support needed to succeed, enhance their effectiveness as leaders, and optimize team performance. We provide support for their personal and professional development, including an education assistance program, career development plans, mentoring programs, a comprehensive LinkedIn Learning curriculum, and in-house learning opportunities.

### Professional Development Program

Modivcare is dedicated to investing in our workforce and the ongoing development opportunities for the skills, knowledge, and leadership capabilities to drive long-term success. During 2024, we created an in-house Professional Development Program aimed at fostering a culture of continuous learning, collaboration, and leadership development. The program is composed of various academies geared toward leaders at four experience levels: emerging, transitional, experienced, and executive.

We created the Professional Development Program's leadership academies during 2024, with an initial launch of two in early 2025, as described below:

**The PRM Academy** is designed to equip Provider Relations Managers (PRMs) within our NEMT business line with both the fundamental and role-specific skills needed to drive impactful results. This academy provides PRMs with targeted training aimed at enhancing collaboration with transportation providers, leveraging data analytics for informed decision-making, and improving operational efficiencies.

**The PCS Leadership Academy** supports our high-potential teammates within our Personal Care Services business line who aspire to grow and lead. This six-month program provides participants with leadership development opportunities, hands-on learning experiences, and mentorship to prepare them for future leadership roles. By fostering strategic growth and cultivating emerging leaders, the PCS Leadership Academy plays a critical role in shaping the future of our organization.

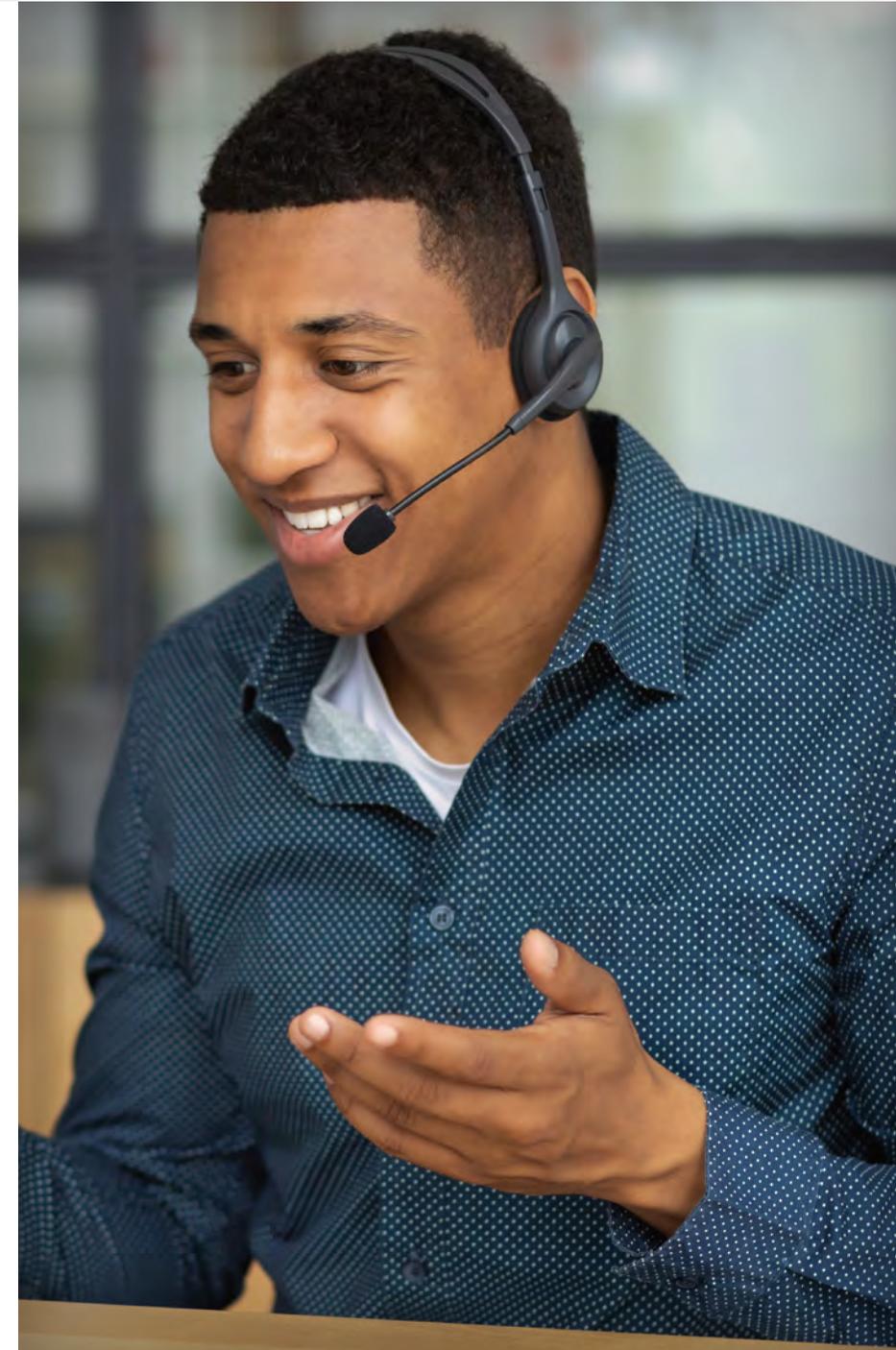
## Leadership Support Guide

Nurturing talent and fostering growth is crucial to reinforcing Modivcare's sustainable business model and value proposition for our members. We give leaders a Leadership Support Guide that provides a clear roadmap for supporting teammates in mastering core competencies essential for their roles. This guide equips leaders with tools and strategies to help teammates master core competencies, drive performance, and achieve organizational objectives. By becoming effective coaches and mentors, leaders can cultivate a culture of learning, development, excellence, and innovation.

**Regardless of teammates' level of leadership experience, this Leadership Support Guide empowers leaders to drive team success and foster talent development.**

## CMS Five-Star Champion Course

During 2024, we launched a training program designed to educate participants on the Five-Star Quality Rating System used by the Centers for Medicare and Medicaid Services (CMS) and its importance in maintaining high standards of care and service. This CMS Five-Star Champion Course covers the criteria used by CMS to rate healthcare providers, the significance of these ratings, and how they impact Modivcare.



# Building Our Culture of Inclusivity

Working at Modivcare means working to support people—people across America who need access to healthcare so that they can sustain healthier and happier lives. Our team members serve our clients and patients with compassion and care and work hard to deliver positive outcomes.

We believe that a key component of our growth and success is our dedication to embedding a culture of inclusion and belonging throughout our company and in our decision-making to cultivate a workplace that reflects the unique qualities of our members, clients, and teammates.

At Modivcare, we know what it takes to put passion into action every day, providing quality access to human and healthcare services in the communities we serve.

**We create and foster an inclusive, rewarding work environment that is fueled by our talented people who are united in providing quality care, innovative approaches, and community support.**



## Building a Community of Belonging for All

We support our community resource groups (CRGs) as an important part of our culture and employee experience. Acting as teammate “focus groups” and the “voice of the community,” Modivcare’s CRGs reflect a broader initiative to create a more inclusive, collaborative, and people-first culture within Modivcare and to develop connections of support to the local diverse communities we serve. Our CRGs and their events are open to all teammates to join.

### Ability Awareness

Dedicated to promoting awareness and understanding of diverse abilities within our workplace.

### Black & African Affinity

Promotes the African ancestry experience at Modivcare and facilitates growth for all members.

### F.I.E.S.T.A.

Stands for “Fostering Inclusivity, Engagement, Support Through Action” and celebrates Hispanic heritage while promoting a culture of inclusivity in our workplace.

### One Asian American and Pacific Islanders (OneAAPI)

Celebrates and supports the diverse cultures, experiences, and contributions of the Asian American and Pacific Islander community within our workplace.

### PRIDE

Celebrates and supports the LGBTQ+ community within our workplace, fostering an inclusive environment in which everyone can be their authentic self.

### Veterans

Supports and honors the contributions of our veterans within the workplace, creating a strong network that fosters camaraderie and collaboration.

### Women’s Empowerment Network (W.E.N.)

Encourages a more inclusive work environment and offers women opportunities to grow.

*During 2024, Modivcare Foundation allocated \$2,500 to each CRG to direct to a charity of its choice that aligned with its, as well as Modivcare’s, mission and values.*

## 2024 Heritage Month Celebrations

### 2024| Modivcare CRGs in Action

**~2,200** Teammates participated in CRGs in 2024

Our CRGs hosted 12 events open to all teammates during 2024 that celebrated Memorial Day in honor of veterans and various heritage months, such as Black History Month, Women's History Month, AAPI Heritage Month, Pride Month, Disability Awareness Month, and Hispanic Heritage Month.

Attendance at our CRG events averaged approximately 300 teammates each.

### Black History Month

The Black and African Affinity CRG sponsored a lunch-and-learn session that explored unconscious bias and how microaggressions affect individuals and workplace culture, with learning strategies for addressing them constructively.

### LGBTQIA+ Pride Month

In addition to several LGBTQIA+ Pride Month events in June, the PRIDE CRG hosted fireside chats throughout the year as well as events around coming out, transgender awareness and education, and mental health. One such event included partnership with Envision: You, a Colorado-based nonprofit organization focused on supporting, educating, and empowering LGBTQIA+ individuals who are living with mental health and/or substance use disorders. Modivcare became an officially recognized supporter of Envision: You.

### Women's History Month

The Women's Empowerment Network CRG hosted the 2024 W.E.N. Panel Discussion covering career insights, leadership culture, and the value of partnerships and teamwork.



# Workforce Health and Safety

We could not do the work we do without supporting and keeping our teammates and members healthy and safe. We comply with applicable health and safety laws in the regions where we operate, adhere to Occupational Safety and Health Administration (OSHA) guidelines for safety, and maintain OSHA regulatory compliance across our operations.

## Oversight and Compliance

In our corporate structure, Regional VPs oversee health and safety programs, driving initiatives to prioritize provider and member safety. Notably, a dedicated committee scrutinizes safety protocols for both members and providers, examining risk factors and addressing concerns to strategically reduce safety issues. Operational-level remediation of safety issues is managed separately, with day-to-day oversight handled by the respective business units. Safety performance metrics, trends, and significant incidents are presented to the Nominating and Governance Committee of the board on a quarterly basis.

An Ombudsman Services Team supports site-specific health and safety strategies, assisting with coordination of training in safety standards and protocols, such as CPR. Periodic external audits conducted by our payors are closely monitored by our Quality Team, taking swift action to address deficiencies or create plans for correction. Modivcare continually evaluates improvement opportunities in labor practices by evaluating metrics and assessing established programs.

Modivcare has several health and safety control plans in place. We prioritize teammate health and safety with a comprehensive workers' compensation program that covers work-related injuries and illnesses.

Please see the [Business Continuity](#) section for more information on our corporate safety protocols and procedures.

## Training

We are enhancing incident reporting and tracking strategies to empower QA auditors in identifying safety issues more effectively. Furthermore, all existing policies are reviewed annually to confirm that we comply with regulations and meet high standards of care. Modivcare tracks member injury rates within NEMT, systematically monitoring and calculating injury occurrences.

Our workforce health and safety oversight covers multiple employment categories. The training we provide aims to improve health and safety not only for all categories of teammates but also for all of our members and the communities in which we operate.

Upon hire, every teammate undergoes compliance training, which includes health and safety (also completed annually thereafter), anti-discrimination and anti-harassment topics, and our Team Member Handbook and Code of Conduct.

Additional topics by service line may include Medicare and Medicaid general compliance (which details several healthcare compliance laws); fraud, waste, and abuse; HIPAA; privacy; the Utilization Review Accreditation Commission; the Team Member Handbook; the Americans with Disabilities Act of 1990; cultural competency; member health, safety, and welfare; and more.

For more information about mandatory teammate training, please see the [Ethics and Compliance](#) and the [Data Security and Member Privacy](#) sections.

**We encourage immediate reporting to supervisors and offer support, including leaves of absence and a streamlined return-to-work process, with healthcare provider certification.**

# Culture of Giving

Our community engagement initiatives are focused on the social determinants of health and alleviating the economic and social barriers to healthcare.

We understand that our community is larger than our customer base, and we focus our philanthropic and volunteering efforts on providing resources to schools, food banks, and other local community organizations, in addition to our healthcare services.

**Beyond financial contributions, we also encourage our teammates to invest in their communities in other ways, such as through volunteer efforts, local partnerships, and other relief efforts.**

## Modivcare Foundation

The Modivcare Foundation champions our overall company mission by supporting our teammates in volunteering and other philanthropic endeavors for nonprofits within the communities where they live and Modivcare serves. The foundation focuses on providing grants for community programs that address food insecurity, homelessness, mental health, foster care, and elderly care, in addition to supporting humanitarian issues. In 2024, the Modivcare Foundation donated approximately \$60,000 to various charitable organizations.

## Community Engagement

We aim to make a positive impact in the communities where we live and serve others. Examples of our 2024 initiatives include the following:

Supported those in need of food and shelter through donations to the Colorado Coalition for the Homeless

Donated to various relief funds to support the victims of Hurricane Helene and Milton

Hosted several supply and community drives for multiple nonprofit organizations through #TeamModivcare, a teammate engagement and volunteer initiative



# Partnerships

We also partner with other health-affiliated organizations to provide education on the social determinants of health. Some 2024 highlights are provided below.



## Food Bank of the Rockies

#TeamModivcare volunteered at the Food Bank of the Rockies to inspect, clean, sort, and repack food items for distribution to Hunger Relief Partners.



## Compass to Care

Modivcare made a donation to support Compass to Care, a nonprofit that provides a free NEMT solution to access lifesaving cancer treatment and clinical trials for children fighting cancer and facing poverty or cancer-related financial toxicity.



## Feed My Starving Children

Arizona team members helped turn hunger into hope by volunteering at Feed My Starving Children, where they helped pack nutritious meals for hungry children around the world. With each box full of 36 meals, the team was able to pack 50 boxes during their volunteer hours, which provided approximately 1,800 meals to those in need.



## Supply Drive Partnerships

We partnered with the Colorado Coalition for the Homeless to host two drives to collect school supplies and games. Additionally, the Modivcare Foundation presented a grant to support the nonprofit, marking the third grant in a three-year program with the nonprofit.

# Environmental Management

We work to reduce the environmental impact from our operational footprint, vendors, and partners, in alignment with our intentions of responsible environmental stewardship.

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# Building Climate Resilience

Modivcare is committed to managing our operations responsibly and continuously seeks opportunities to minimize our environmental impact.

This includes enhancing our management of greenhouse gas (GHG) emissions, optimizing energy consumption, and improving the reduction and diversion of waste and hazardous materials.

We recognize that climate change will have significant effects on our business. As health conditions evolve and intensify due to climate change, we understand that our role as a care provider must adapt to meet the changing public health needs of the populations we serve. Through our enterprise risk management (ERM) process, we have identified that climate-related factors could influence our business strategy, continuity, organizational resilience, regulatory compliance, and reputation. We acknowledge that elements of climate change, such as natural disasters and fluctuations in energy and gas prices, may also impact our business over time.

We have identified climate-related opportunities that focus on industry trends, third-party relationships, and technological innovation. Our continuous efforts to improve route efficiency through digital engagement help reduce costs and enhance operational efficiency. Additionally, our multimodal strategy aims to increase the use of rideshare and public transit options in our NEMT business, reducing GHG emissions and better serving our members. We are also exploring the transition to hybrid and electric vehicles within our fleet, recognizing the potential for fuel-related savings and reduced direct costs over time.

## LEARN MORE

For more details about our management of climate risks, please see the [TCFD/IFRS S2 Disclosure](#) in the Appendix.



# Greenhouse Gas Emissions

We are proud of our commitment to providing the responsible management of our operations and continually seek opportunities to reduce our environmental footprint.

To measure our impact, we have for the past five years calculated our Scope 1 and Scope 2 GHG emissions, considered “direct” and “indirect” emissions, respectively.

**This assessment includes mobile source fuel consumption (vehicle fleet) within our operational control, natural gas and electricity usage in leased offices and data centers, and fugitive emissions associated with HVAC systems.**

## Methodology

For Scope 1 and 2 emissions, we leveraged the GHG Protocol’s calculation methodology and publicly available U.S. Environmental Protection Agency (EPA) emissions factors to account for GHG emissions from our offices, data centers, and vehicle fleet. We also used the EPA’s eGRID2023 factors released in early 2025 to calculate electricity-generated emissions.

We leveraged actual and historical data to calculate 44% of emissions. We used 2018 Commercial Buildings Energy Consumption Survey data to estimate electricity, steam, and natural gas consumption when actual data was not available.

For Modivcare’s vehicle fleet, the accuracy of the calculation methodology has continued to improve over the past two years. Leveraging actual mileage data again this year to estimate full-year usage more closely reflects Modivcare’s operational behavior.

We leveraged several methods to calculate emissions for four Scope 3 categories:

**Category 3 – Fuel- and energy-related activities:** We leveraged total fuel consumption (by fuel type) and total purchased electricity from Modivcare’s Scope 1 and 2 assessment to calculate these emissions.

**Category 6 – Business travel:** Emissions from this category include airfare, hotel stays, taxi/rideshare services, rental vehicles, and teammate travel in personal vehicles that is reimbursed by Modivcare. We used a combination of distance- and spend-based methods to calculate emissions associated with business travel.

**Category 11 – Use of sold products:** Emissions from this category include the transportation-related emissions from our third-party NEMT providers. We used a distance-based method to account for these emissions by collecting the total number of miles traveled via passenger vehicle, air, rail, or ferry and multiplying this by emissions factors from the EPA GHG Emission Factors Hub.

**Category 15 – Investments:** Emissions from this category include the emissions from Modivcare’s 43.6% minority interest in CCHN Group Holdings, Inc., and its subsidiaries, which operate under the Matrix Medical Network brand. To calculate emissions in this category, we used a spend-based method, leveraging US Environmentally-Extended Input-Output life cycle analysis emissions factors.

## Summary of Results

Modivcare's 2024 Scope 1, 2, and 3 GHG inventory results are organized in the table to the right. Modivcare's emissions associated with stationary combustion decreased by 15% compared to 2023 numbers, largely due to facility changes, while vehicle emissions remained relatively consistent. Scope 2 (location-based) emissions decreased by 12% due to facility changes and changes in grid emissions factors.

Scope 3 emissions associated with category 3 remained relatively consistent, with some variation due to changes in our facilities, while business travel-related emissions continued to decrease. Variations in category 11 and 15 emissions resulted from changes in the data quality and detail of Modivcare's third-party transportation and in revenue associated with our holdings, respectively.

We work to continuously improve the quality and completeness of our data to provide assessment results that can be compared over time and to build a more robust foundation for our efforts to reduce our GHG emissions.

Scope	Category	Emissions in MTCO <sub>2</sub> e				
		2020	2021	2022	2023	2024
Scope 1	Stationary combustion	402	476	705	530	448 <sup>2</sup>
	Vehicle fleet	1,067	1,092	627	1,176	1,154
	Fugitive sources	-	-	-	300	314
	Total Scope 1	1,468	1,568	1,333	2,006	1,916
Scope 2	Location-based electricity	3,961	4,285	4,321	2,929	2,585
	Market-based electricity	3,981	4,302	4,366	3,060	2,782
	District heating	-	-	-	25	25
Scope 1 and 2 Total	Total Scope 1 and Scope 2 location-based	5,429	5,853	5,654	4,960	4,526
	Total Scope 1 and Scope 2 market-based	5,450	5,870	5,698	5,091	4,724
Scope 3	Category 3: Fuel- and energy-related activities (not included in Scope 1 or 2)	-	-	1,199	1,094	1,019
	Category 6: Business travel	-	-	1,977	1,923	916
	Category 11: Use of sold products	-	-	259,105	139,313	182,446
	Category 15: Investments	-	-	10,972	14,433	12,737

2. Decreased emissions from stationary combustion in 2024 can be attributed to a net decrease in total building square footage.

# Facilities and Transportation Management

Modivcare's headquarters building is LEED Gold certified, with many features embedded in the design to reduce energy use. The majority of our equipment purchased in the U.S. is energy efficient and ENERGY STAR certified.

Motion sensors are installed and utilized when required by the energy code, and occupancy sensors and new build-outs are used to reduce energy consumption. We monitor and manage the energy impact of our two data centers as part of our effort to grow our cloud-based operations and reduce our energy use and carbon footprint over time.

## Waste and Hazardous Materials Management

We have taken measures to reduce and divert our operational waste from landfills by reducing paper use and improving recycling across our corporate, NEMT, and PCS facilities. For our PCS offices that perform on-site testing, we contract with Sharps container pickup. We partner with third parties for paper shredding and recycling, and we also responsibly recycle our electronic waste once it reaches the end of its life.

## Transportation Operations

With millions of trips each year, we understand that a large part of our energy use stems from our transportation operations. Modivcare is dedicated to lowering our transportation impact over time by leveraging the following:

**Route Efficiency:** Modivcare recognizes a continued opportunity to work within our own operations and with our transportation providers to improve route efficiency. We began digitizing our network of 5,500 transportation providers in 2020 and further improved route optimization technology in 2021 through our acquisition of WellRyde. As of 2024, approximately 89% of rides provided by our NEMT segment were arranged digitally. Modivcare's digital engagement and AI algorithms are driving out waste and improving efficiencies in routing, enabling us to lower our purchased services unit cost year over year as well as payroll

and other expenses per trip. We anticipate additional financial and GHG efficiencies as we continue to optimize our routes.

**Multimodal Strategy:** We are focused on increasing the utilization of the rideshare and public transit options in our NEMT business through the deployment of our multimodal strategy. Through this strategy, Modivcare has expanded NEMT options for members to include a variety of transportation modalities, such as public transit multi-passenger rides and ridesharing options. This strategy has the potential to both reduce our GHG emissions and better accommodate the needs of our members. Modivcare's multimodal initiative has shifted more trips to lower-cost, higher-margin modalities, including rideshare, mileage reimbursement, and public transit, which combined to account for 45% of trips as of June 2024.

**Hybrid/Electric Vehicles:** Modivcare recognizes an opportunity to work within our direct operations and with our transportation providers to explore transitioning our fleets to hybrid and/or electric vehicles. If Modivcare were to transition its vehicle fleet to hybrid and/or electric vehicles, over time we could expect reduced direct costs associated with fuel purchases as well as a likely decrease in associated GHG emissions. Modivcare is in the beginning stages of exploring this opportunity. In 2024, Modivcare had a small number of hybrid vehicles in its fleet. We evaluate hybrid and electric vehicles on an ongoing basis to weigh potential costs and benefits.

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# SASB Index

We align our disclosures with the Sustainability Accounting Standards Board (SASB) Standards, now part of the International Financial Reporting Standards (IFRS) Foundation, related to the Health Care Delivery industry and supplemental metrics from the Software and IT Services and Health Care Distributor industries so that we address the sustainability factors most relevant to our business. The following tables include the relevant topic metrics when available and/or references to sections within this report where specific topics are discussed.

## SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS: Health Care Delivery

Topic	Accounting Metric	SASB Code	Response	Report Section
<b>Energy Management</b>	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	HC-DY-130a.1	(1) Total energy consumed: 14,730 MWh (Scope 1 and 2) (2) Percentage grid electricity: 49.6% (3) Percentage renewable: 0%	See <a href="#">Greenhouse Gas Emissions</a> for more information.
<b>Waste Management</b>	Total amount of medical waste: percentage (a) incinerated, (b) recycled or treated and (c) landfilled	HC-DY-150a.1	Modivcare currently does not disclose this data.  We are committed to ensuring the responsible management of our operations and continually seek opportunities to reduce our environmental impact.	See <a href="#">Waste and Hazardous Materials Management</a> for more information.
	Total amount of: (1) hazardous and (2) non-hazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated and (c) landfilled	HC-DY-150a.2	We have taken measures to reduce and divert our operational waste from landfills by reducing paper use and improving recycling across our corporate, transportation, and personal care facilities. For our Personal Care Services business, we contract with Sharps container pickup companies for locations that perform on-site testing.	
<b>Patient Privacy &amp; Electronic Health Records</b>	Description of policies and practices to secure customers' personal health data records and other personal data	HC-DY-230a.2	As a healthcare services company, we comply with HIPAA and HITECH, which protect the privacy and security of protected health information. We ensure the confidentiality and integrity of electronic health records and protect against any reasonably anticipated threats and uses or disclosures of information that are not permitted or required by HIPAA and HITECH. We conduct annual risk assessments in support of our ISO 27001 certification, HITRUST certification, SOC 2 Type 2 report, and HIPAA and IT compliance.	See <a href="#">Data Security and Member Privacy</a> and <a href="#">Modivcare's Privacy Notice</a> for more information.
	(1) Number of data breaches, (2) percentage involving (a) personal data only and (b) personal health data, (3) number of customers affected in each category, (a) personal data only and (b) personal health data	HC-DY-230a.3	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	
	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	HC-DY-230a.4	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	

## SASB Index continued

Topic	Accounting Metric	SASB Code	Response	Report Section
<b>Access for Low-Income Patients</b>	Discussion of strategy to manage the mix of patient insurance status	HC-DY-240a.1	The payor mix for our Personal Care Services business largely consists of members covered through Medicaid. Because of the high percentage of members on Medicaid, we have employed an Enrollment Coordinator who is dedicated to assisting members with obtaining coverage for home and community-based services through waiver-based programs.	See <a href="#">Accessible Care for All</a> for more information.
<b>Quality of Care &amp; Patient Satisfaction</b>	Number of serious reportable events	HC-DY-250a.2	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	
	Hospital-acquired condition rates per hospital	HC-DY-250a.3	Not applicable to Modivcare, as we do not have hospital data.	
	Number of (1) unplanned and (2) total readmissions per hospital	HC-DY-250a.6	Not applicable to Modivcare, as we do not admit members to the hospital.	
<b>Management of Controlled Substances</b>	Description of policies and practices to manage the number of prescriptions issued for controlled substances	HC-DY-260a.1	Not applicable to Modivcare, as we do not manage prescriptions on behalf of members.	
<b>Pricing &amp; Billing Transparency</b>	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	HC-DY-270a.1	Members are provided (1) a statement of the services available by the agency and related charges and (2) an advisory before care is initiated of the extent to which payment for agency services may be expected from any third-party payor and the extent to which payment may be required from the member.	See <a href="#">Accessible Care for All</a> for more information.
	Discussion of how pricing information for services is made publicly available	HC-DY-270a.2	Homecare members have the right to be given a statement of services available by the agency and related charges. They must also be advised before care is initiated of the extent to which payment for agency services may be expected from any third-party payor and the extent to which payment may be required by the member. If this information ever changes, members must get a 30-day advance notice.  Our admission materials and agreements contain pricing information.	
	Number of the entity's 25 most common services for which pricing information is publicly available, percentage of total services performed (by volume) that these represent	HC-DY-270a.3	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	
<b>Workforce Health &amp; Safety</b>	Total recordable incident rate (TRIR) for (a) direct employees and (b) contract employees	HC-DY-320a.1	2024 TRIR: 0.99 2024 Days Away, Restricted, Transferred (DART): 0.45	See the <a href="#">Workforce Health and Safety</a> section of this report for more information.

## SASB Index continued

Topic	Accounting Metric	SASB Code	Response	Report Section
<b>Employee Recruitment, Development &amp; Retention</b>	(1) Voluntary and (2) involuntary turnover rate for: (a) physicians, (b) non-physician health care practitioners, and (c) all other employees	HC-DY-330a.1	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	See <a href="#">Our Team</a> for more information.
	Description of talent recruitment and retention efforts for health care practitioners	HC-DY-330a.2	Attracting, developing, and retaining talented people who embrace our culture, execute our strategy, and enable us to compete effectively in our industry is critical to our success. We invest significant resources to develop team members with the right skills and to build the organizational capabilities to deliver the growth and innovation needed to support our strategy.	
<b>Climate Change Impacts on Human Health &amp; Infrastructure</b>	Description of policies and practices to address: (1) the physical risks because of an increased frequency and intensity of extreme weather events, (2) changes in the morbidity and mortality rates of illnesses and diseases associated with climate change and (3) emergency preparedness and response	HC-DY-450a.1	At Modivcare, we understand health conditions will emerge and intensify due to climate change. Our role as a care provider will continue to adapt to the changing public health needs of the populations we serve. Climate change also poses physical risks to our business as extreme weather events become more frequent.  Our emergency management and disaster preparedness plan is activated when there is a threat of interruption of services to members in their homes due to an emergency or natural disaster.	See <a href="#">Building Climate Resilience</a> and <a href="#">Greenhouse Gas Emissions</a> for more information.
<b>Fraud &amp; Unnecessary Procedures</b>	Total amount of monetary losses as a result of legal proceedings associated with medical fraud	HC-DY-510a.1	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	See <a href="#">Corporate Governance and Ethics</a> for more information.

### SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS: Software & IT Services

Topic	Accounting Metric	SASB Code	Response	Report Section
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	TC-SI-130a.1	(1) Total energy consumed: 14,730 MWh (Scope 1 and 2) (2) Percentage grid electricity: 49.6% (3) Percentage renewable: 0%	See <a href="#">Environmental Management</a> for more information.
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Modivcare currently does not disclose this data.  We are committed to ensuring the responsible management of our operations and continually seek opportunities to reduce our environmental impact.	
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	We monitor and manage the energy impact of our two data centers. Our cloud-based operations are continuing to grow, which we hope can reduce our reliance on our data centers and reduce our energy and carbon footprint over time.	

## SASB Index continued

Topic	Accounting Metric	SASB Code	Response	Report Section
<b>Data Privacy &amp; Freedom of Expression</b>	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	As a healthcare services company, we comply with HIPAA and HITECH, which protect the privacy and security of protected health information. We ensure the confidentiality and integrity of electronic health records and protect against any reasonably anticipated threats and uses or disclosures of information that are not permitted or required by HIPAA and HITECH. We conduct annual risk assessments in support of our ISO 27001 certification, HITRUST certification, SOC 2 Type 2 report, and HIPAA and IT compliance.	See <a href="#">Data Security and Member Privacy</a> and <a href="#">Modivcare's Privacy Notice</a> for more information.
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	
	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	
<b>Data Security</b>	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	TC-SI-230a.1	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	See <a href="#">Data Security and Member Privacy</a> for more information.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	As a healthcare services company, we comply with HIPAA and HITECH, which protect the privacy and security of protected health information. We ensure the confidentiality and integrity of electronic health records and protect against any reasonably anticipated threats and uses or disclosures of information that are not permitted or required by HIPAA and HITECH. We conduct annual risk assessments in support of our ISO 27001 certification, HITRUST certification, SOC 2 Type 2 report, and HIPAA and IT compliance.	

## SASB Index continued

Topic	Accounting Metric	SASB Code	Response	Report Section
<b>Recruiting &amp; Managing a Global, Diverse &amp; Skilled Workforce</b>	Percentage of employees that require a work visa	TC-SI-330a.1	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	See <a href="#">Our Team</a> for more information.
	Employee engagement as a percentage	TC-SI-330a.2	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	See the <a href="#">Teammate Engagement</a> section of this report for more information.
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	TC-SI-330a.3	As of December 2024, approximately 84% of all team members at Modivcare identified as female. As of December 2024, approximately 15% of all team members at Modivcare identified as male As of December 2024, approximately 45% of Modivcare's Executive Leadership Team identified as female. As of December 2024, approximately 55% of Modivcare's Executive Leadership Team identified as male.	See the <a href="#">Building Our Culture of Inclusivity</a> section of this report for more information.
<b>Intellectual Property Protection &amp; Competitive Behavior</b>	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	TC-SI-520a.1	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	See <a href="#">Corporate Governance and Ethics</a> for more information.
<b>Managing Systemic Risks from Technology Disruptions</b>	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Modivcare currently does not disclose this data, except as required by applicable securities laws and regulations.	See <a href="#">Data Security and Member Privacy</a> for more information.
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Physical, climate-related risks are handled at a regional level. Disaster Recovery and Business Continuity Plans are in place in case of extreme weather events or other emergencies.	See the <a href="#">Business Continuity</a> section and the <a href="#">TCFD/IFRS S2 Disclosure table</a> in this report for more information.

### SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS: Health Care Distributors

Topic	Accounting Metric	SASB Code	Response	Report Section
<b>Fleet Fuel Management</b>	Description of efforts to reduce the environmental impact of logistics	HC-DI-110a.2	Modivcare is dedicated to lowering our transportation impact over time and leveraging technology and innovation to optimize routes and engage with our independent transportation providers regarding electric vehicle usage. We began digitizing our vast network of transportation providers in 2020 and further improved route optimization technology through our acquisition of WellRyde.  Additionally, Modivcare's multimodal strategy has expanded NEMT options for members to include a variety of transportation modalities, such as public transit multi-passenger rides and ridesharing options. This strategy has the potential to both reduce our GHG emissions and better accommodate the needs of our members.	See <a href="#">Greenhouse Gas Emissions</a> and <a href="#">Transportation Operations</a> for more information

# TCFD/IFRS S2 Disclosure

Recommended Disclosure	Modivcare Response	Report Reference
<b>Governance</b>		
<p>a) Describe the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities</p>	<p>The Nominating and Governance Committee of the board provides oversight assistance in connection with Modivcare's legal and regulatory compliance programs as established by management and the board, including Modivcare's sustainability programs and climate-related issues, and assists the board and its management in furthering and promoting the company's sustainability initiatives. Modivcare's Audit Committee of the board oversees Modivcare's sustainability risk management communication and strategy, which includes climate-related risks and opportunities. They report to the board on progress on a biannual basis.</p>	<p>See more information on our governance structure in the <a href="#">Sustainability Oversight</a> section of this report.</p>
<p>b) Describe management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.</p>	<p>Modivcare's Sustainability Committee carries out and implements our sustainability initiatives, ensures our data is current, assesses and manages select climate-related risks and opportunities, should they arise, and leads our disclosure process. It is a cross-functional group made up of subject-matter experts representing HR, legal, investor relations, corporate risk, communications, compliance, and IT, led by members of Modivcare's Executive Leadership Team (ELT). The Sustainability Committee meets as important matters arise.</p> <p>Modivcare's Enterprise Risk Committee (ERC), a management-level, cross-functional committee, was established in 2024 to assist the Enterprise Risk Management (ERM) program in reporting to the ELT and Audit Committee. The ERC provides additional structure to the management of Modivcare's risk profile, including the management of sustainability and climate-related risks.</p> <p>Modivcare's Chief Audit Officer serves as a valuable member of our Sustainability Committee, contributing expertise in risk assessment and audit oversight. They play a crucial role in evaluating potential risks and opportunities that may affect our business, ensuring that sustainability-related documents are reviewed before public disclosure.</p>	<p>See more information on our governance structure in the <a href="#">Sustainability Oversight</a> and <a href="#">Enterprise Risk Management</a> sections of this report.</p>
<b>Strategy</b>		
<p>a) Climate-related risks and opportunities: Describe the climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects</p>	<p>Modivcare integrates climate-related risks and opportunities into its planning and operations across short-, medium-, and long-term time horizons. Each time horizon is aligned with our strategic and financial planning cycles. These time frames are defined as follows: • <b>Short term: 0-1 years</b> • <b>Medium term: 1-3 years</b> • <b>Long term: 3+ years</b></p> <p><b>Climate-Related Risks:</b> While we did not identify climate change as a material, stand-alone risk during our 2024 ERM assessment, we recognize that risks in the following areas could be exacerbated by climate-related drivers: • <b>Regulatory compliance</b> • <b>Business interruption</b> • <b>Talent management</b> • <b>Market dynamics</b></p> <p>Modivcare is well positioned to manage and mitigate climate-related risks and adapt its operations to maximize opportunities associated with a climate transition. Modivcare plans to integrate climate risk materiality considerations into our risk assessment process so that we can better understand which climate-related risks might substantively impact financial and strategic business considerations.</p> <p><b>Climate-Related Opportunities:</b> Currently, Modivcare is focused on the following climate-related opportunities:</p> <ul style="list-style-type: none"> <li>• <b>Route Efficiency:</b> Modivcare recognizes a continued opportunity to work within our own operations and with our transportation providers to improve route efficiency. Modivcare's digital engagement and AI algorithms are driving out waste and improving efficiencies in routing, enabling us to lower our purchased services unit cost year over year as well as payroll and other expenses per trip. We anticipate additional savings as we continue to optimize route efficiency.</li> <li>• <b>Multimodal Strategy:</b> We are focused on increasing the utilization of the rideshare and public transit options in our NEMT business through the deployment of our multimodal strategy. Through this strategy, Modivcare has expanded non-emergency medical transportation (NEMT) options for members to include a variety of transportation modalities, such as public transit multi-passenger rides and ridesharing options. This strategy has the potential to both reduce our GHG emissions and better accommodate the needs of our members. Modivcare's multimodal initiative has shifted more trips to lower-cost, higher-margin modalities, including rideshare, mileage reimbursement, and public transit, which combined to account for 45% of trips as of June 2024.</li> <li>• <b>Hybrid/Electric Vehicles:</b> Modivcare recognizes an opportunity to work within our direct operations and with our transportation providers to explore transitioning our fleets to hybrid and/or electric vehicles. Current research suggests that hybrid and electric vehicles can have an average payback period within 3-5 years (dependent upon vehicle type and usage) due to fuel-related savings. If Modivcare were to transition its vehicle fleet to hybrid and/or electric vehicles, over time we could expect reduced direct costs associated with fuel purchases. Modivcare is in the beginning stages of exploring this opportunity. Modivcare currently has a small number of hybrid vehicles in its fleet and evaluates hybrid and electric vehicles on an ongoing basis to weigh potential costs and benefits.</li> </ul>	<p>See more information on our ERM process in the <a href="#">Enterprise Risk Management</a> section of this report.</p>

## TCFD/IFRS S2 Disclosure continued

Recommended Disclosure	Modivcare Response	Report Reference
<b>Strategy continued</b>		
b) Business model and value chain: Describe the current and anticipated effects of climate-related risks and opportunities on the entity's business model and value chain	<p>Through Modivcare's multimodal strategy, we have expanded NEMT options for members to include a variety of transportation modalities, such as public transit multi-passenger rides and ridesharing options. This strategy has the potential to both reduce our GHG emissions and better accommodate the needs of our members. Modivcare's multimodal initiative has shifted more trips to lower-cost, higher-margin modalities, including rideshare, mileage reimbursement, and public transit, which combined to account for 45% of trips as of June 2024.</p> <p>Climate change was not identified as a material stand-alone risk during our 2024 ERM assessment. However, we recognize that risks associated with emerging regulations, business interruption, talent management, or market dynamics could be impacted by climate-related drivers. Modivcare is well positioned to manage and mitigate climate-related risks and adapt its operations to maximize opportunities.</p>	See more information on our ERM process in the <a href="#">Enterprise Risk Management</a> section of this report.
c) Strategy and decision-making: Describe the effects of climate-related risks and opportunities on strategy and decision-making.	<p>As health conditions emerge and intensify because of climate change, Modivcare understands that our role as a care provider will continue to adapt to the changing public health needs of the populations we serve. We recognize how both acute and chronic physical climate risks can impact human health and business operations. We also acknowledge the potential business challenges and opportunities associated with a climate transition that is aligned with the Paris Agreement.</p> <p>Modivcare has integrated our multimodal strategy as a part of our NEMT business model to provide members with a variety of transportation modalities, including public transit multi-passenger rides and ridesharing options. We view this as an integral strategy to our NEMT business, as these forms of transportation account for nearly half of member trips.</p>	
d) Financial position, financial performance and cash flows: Describe financial reports	Modivcare recognizes potential climate-related risks and drivers but has yet to develop metrics to determine whether these risks may potentially have a substantive financial or strategic impact on our business.	
e) Climate resilience: Describe the resilience of the company's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Modivcare has not yet completed a climate-related scenario analysis and expects to explore this topic in future reporting.	

## TCFD/IFRS S2 Disclosure continued

Recommended Disclosure	Modivcare Response	Report Reference
<b>Risk Management</b>		
a) Describe the processes and related policies the entity uses to identify, assess, prioritize and monitor climate-related risks	<p>In 2024, we strengthened our ERM program with the appointment of a management-level, cross-functional Enterprise Risk Committee. This committee supports the embedding of a risk-aware culture within Modivcare by providing governance over risks and risk mitigation, including those related to climate.</p> <p>Our process for identifying, assessing, and responding to climate-related risks is integrated into our multidisciplinary, companywide risk management process. Through our ERM process, Modivcare prioritizes identified risks by assessing relevant criteria associated with potential reputational, compliance/regulatory, operational, and financial impacts. We follow a rubric with defined thresholds for each category to determine the potential severity of these risks and assign an associated score. This is cross-referenced with likelihood and preparedness scores to prioritize risk factors. The ERM program establishes the core framework for monitoring and reporting our key business risks. It provides increased risk awareness, management accountability, identification of governance gaps, decision support for capital allocation and expenditure priorities, and a framework for board oversight.</p> <p>We conduct an ERM survey annually to identify and rank organizational risks, including those related to strategy, operations, health and safety, data privacy, and climate change/environmental issues. Results from the risk assessment are presented to the ELT and board and incorporated into our risk management monitoring. Through our ERM process, we assign risk owners to top risks and determine an appropriate management approach based on risk exposure and preparedness. Residual risks are validated with the ELT, and due diligence continues to enhance our risk-informed decision-making across the business.</p> <p>Physical, climate, and environmental-related risks and impacts are managed through our business continuity and emergency preparedness programs, which are linked to our ERM process. The company takes disruptions to our business seriously, as these risks could negatively impact our members, team members, collaborative partners, and investors. Each location must establish an emergency action plan that includes how to respond in the event of an emergency, such as a fire or extreme weather event. Each Personal Care Services market has a set protocol for emergencies. For example, emergency management and disaster preparedness plans are activated when there is a potential threat of service interruption for members due to emergencies or natural disasters, such as hurricanes, tornadoes, and bomb cyclones. Disaster Recovery and Business Continuity Plans are in place in case of extreme weather events or other emergencies. Recently, we updated our Emergency Preparedness Plan and training with weather-related risks and climate change in mind.</p>	See more information on our ERM process in the <a href="#">Enterprise Risk Management</a> section of this report.
b) Describe the processes the entity uses to identify, assess, prioritize and monitor climate-related opportunities	Based on the nature of Modivcare's business, we have identified climate-related opportunities that align with the services we provide. Our multimodal strategy, route efficiency, and hybrid/electric vehicle considerations each provide climate-related benefits to our NEMT services.	See the <a href="#">Transportation Operations</a> section of this report for more information.
c) Describe the extent to which, and how, the processes for identifying, assessing, prioritizing and monitoring climate-related risks and opportunities are integrated into and inform the entity's overall risk management process.	The process for identifying, assessing, and managing climate-related risks is integrated into our ERM and business continuity processes. Modivcare evaluates regulatory, technological, legal, market, and reputational risks through its ERM process on an annual basis. Climate-related considerations are factored into these evaluations if/when they arise.	See the <a href="#">Enterprise Risk Management</a> section of this report for more information.

## TCFD/IFRS S2 Disclosure continued

Recommended Disclosure	Modivcare Response	Report Reference
<b>Metrics and Targets</b>		
a) Disclose the metrics used by the company to assess climate-related risks and opportunities in line with its strategy and risk management process	<p>Scope 1 and 2 2024 GHG Intensity Metrics (MTCO<sub>2</sub>e/million USD)</p> <p>Market-based Scope 1 and 2 / revenue: 1.69</p> <p>Location-based Scope 1 and 2 / revenue: 1.62</p>	See the <a href="#">Greenhouse Gas Emissions</a> section of this report for more information.
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	<p>Since 2022, Modivcare has made strides in setting our baseline emissions and calculating our annual Scope 1 and Scope 2 GHG emissions. In 2024, we calculated additional Scope 3 categories based on data quality and availability.</p> <p>In 2024, our Scope 1 emissions were 1,916 MTCO<sub>2</sub>e; Scope 2 market- and location-based emissions were 2,807 MTCO<sub>2</sub>e and 2,610 MTCO<sub>2</sub>e, respectively; and Scope 3 emissions for categories 3, 6, 11, and 15 totaled 197,118 MTCO<sub>2</sub>e.</p> <p>We will expand our Scope 3 emissions calculations further in future years to include all relevant categories.</p>	See the <a href="#">Greenhouse Gas Emissions</a> section of this report for more information.
c) Describe the quantitative and qualitative climate-related targets set to monitor progress towards achieving its strategic goals, and any targets it is required to meet by law or regulation, including any greenhouse gas emissions targets	Modivcare does not yet have climate-related targets in place. We expect to explore this topic in future reporting.	

# Forward-Looking Statements

Certain statements contained in this press release constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are predictive in nature and are frequently identified by the use of terms such as “may,” “will,” “should,” “expect,” “believe,” “estimate,” “intend,” and similar words indicating possible future expectations, events or actions. The updated guidance discussed herein constitutes forward-looking statements. Such forward-looking statements are based on current expectations, assumptions, estimates and projections about our business and our industry, and are not guarantees of our future performance. These statements are subject to a number of known and unknown risks, uncertainties and other factors, many of which are beyond our ability to control or predict, which may cause actual results to be materially different from those expressed or implied herein, including but not limited to: government or private insurance program funding reductions or limitations; implementation of alternative payment models or the transition of Medicaid and Medicare beneficiaries to Managed Care Organizations; our inability to control reimbursement rates received for our services; cost containment initiatives undertaken by private third-party payors and an inability to maintain or reduce our cost of services below rates set forth by our payors; the effects of a public health emergency; inadequacies in, or security breaches of, our information technology systems; changes in the funding, financial viability or our relationships with our payors; pandemics and other infectious diseases; delays in collection, or non-collection, of our accounts receivable; any impairment of our goodwill and long-lived assets; any failure to maintain or to develop reliable, efficient and secure information technology systems; any inability to attract and retain qualified employees; any disruptions from acquisition or acquisition integration efforts; estimated income taxes being different from income taxes that we ultimately pay; weakening of general economic conditions, including the impact of inflationary pressures, rising interest rates, labor shortages, higher labor costs and supply chain challenges; any failure to successfully implement our business plan, including planned strategic divestitures of certain assets; historical operating losses and negative cash flow and any failure to improve our financial condition; significant turnover of our senior management team and across our organization; ongoing negotiations related to new capital investments may require a substantial portion of time from our management; our contracts not surviving until the end of their stated terms, or not being renewed or

extended; our failure to compete effectively in the marketplace; our not being awarded contracts through the government’s requests for proposals process, or our awarded contracts not being profitable; any failure to satisfy our contractual obligations or to maintain existing pledged performance and payment bonds; any failure to estimate accurately the cost of performing our contracts; the extended collection periods and uncertainty concerning the timing of the collection of outstanding contract receivables; any misclassification of the drivers we engage as independent contractors rather than as employees; significant interruptions in our communication and data services; not successfully executing on our strategies in the face of our competition; any inability to maintain relationships with existing patient referral sources; certificates of need laws or other regulatory and licensure obligations that may adversely affect our personal care integration efforts and expansion into new markets; any failure to obtain the consent of the New York Department of Health to manage the day to day operations of our licensed in-home personal care services agency business; changes in the case-mix of our personal care patients, or changes in payor mix or payment methodologies; our loss of existing favorable managed care contracts; our experiencing labor shortages in qualified employees and management; labor disputes or disruptions, in particular in New York; becoming subject to malpractice, professional negligence or other similar claims; our operating in the competitive in-home patient monitoring industry, and failing to develop and enhance related technology applications; any failure to innovate and provide services that are useful to customers and to achieve and maintain market acceptance; our lack of sole decision-making authority with respect to our minority investment in Matrix and any failure by Matrix to achieve positive financial position and results of operations; any legal challenges to the relationships or arrangements between our virtual clinical care management services and the unaffiliated physician-owned professional corporation through which such services are provided; any failure to comply with applicable data interoperability and information blocking rules; the lapse of temporary telehealth flexibilities currently permitted under the Consolidated Appropriations Act of 2023; the cost of our compliance with laws; changes to the regulatory landscape applicable to our businesses; changes in budgetary priorities of the government entities or private insurance programs that fund our services; regulations relating to privacy and security of patient and service user information; actions for false claims or recoupment of funds; civil

penalties or loss of business for failing to comply with bribery, corruption and other regulations governing business with public organizations; increasing scrutiny and changing expectations with respect to environmental, social and governance matters; changes to, or violations of, licensing regulations; our contracts being subject to audit and modification by the payors with whom we contract; a loss of Medicaid coverage by Medicaid beneficiaries as a result of any state Medicaid eligibility determination processes; our existing debt agreements containing restrictions, financial covenants and cross-default provisions that limit our flexibility in operating our business; our substantial indebtedness and ability to generate sufficient cash to service our indebtedness; the expiration of our existing credit agreement or any loss of available financing alternatives; our ability to incur substantial additional indebtedness or to issue additional equity; our substantial doubt about our ability to meet our obligations as they come due within one year from the date of issuance of the financial statements for fiscal year 2024; any failure to successfully remediate any control deficiency or material weakness in our internal control over financial reporting; our dependence on our subsidiaries to fund our operations and expenses; anti-takeover provisions discouraging a change of control; and any stock price volatility.

The Company has provided additional information about the foregoing and other risks facing our business in our annual report on Form 10-K and subsequent periodic and current reports filed with the Securities and Exchange Commission that could impact future performance. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date the statement was made and are expressly qualified in their entirety by the cautionary statements set forth herein and in our filings with the Securities and Exchange Commission, which you should read in their entirety before making an investment decision with respect to our securities. We undertake no obligation to update or revise any forward-looking statements contained in this release, whether as a result of new information, future events or otherwise, except as required by applicable law.



Thank You.



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