

Contact Tracing to Prevent the Spread of COVID-19

KEPTO's Centralized Solution to Help States Fight the Coronavirus

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If 1 person spreads the virus to 3 others, that first positive case can turn into more than 59,000 cases in 10 rounds of infections.

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Contact Tracing: Part of a Multipronged Approach for States to Fight the COVID-19 Pandemic

The COVID-19 pandemic is the greatest public health threat that the world has seen in the last 100 years. It is estimated that each infected person can, on average, infect 2 to 3 others. According to Johns Hopkins University Center for Health Security and the Association of State and Territorial Health Officers, the United States must implement a robust and comprehensive system to identify all COVID-19 cases and trace all close contacts of each identified case.

Contact tracing, a core disease control measure employed by local and state health department personnel for decades, is a key strategy for preventing further spread of COVID-19. To effectively fight this pandemic, states must scale up and train a large contact tracer workforce and work collaboratively across public and private agencies to stop the transmission of COVID-19.

KEPTO's solution is ready to help states fight COVID-19 through a centralized contact tracing approach

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If states are unable to effectively isolate patients and ensure contacts can separate themselves from others, rapid community spread of COVID-19 is likely to increase.

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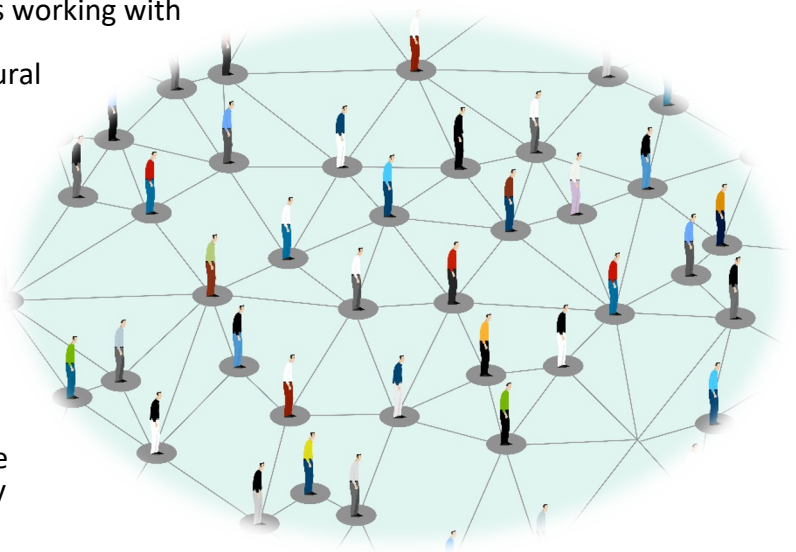
KEPTO is an experienced customer service center partner to states. Currently, we operate 14 healthcare focused call centers spanning all U.S. time zones, handling 1.2 million customer service calls each year. Our centralized contact tracing approach will give states the immediate support they need to fight COVID-19. We have the existing infrastructure to quickly stand up a centralized contact tracing call center operation in a state and/or remotely as well as automated tools for data collection and sharing.

Contact tracing is a skill that requires training, supervision, and access to social and medical support for patients and contacts. Our highly skilled Customer Service Agents have these existing

capabilities and are well trained to local sensitivities in the communities we serve and equipped to empathically contact and connect with vulnerable individuals and populations. In addition to conducting interviews with COVID-19 positive individuals, our contact tracers are also skilled in connecting individuals with community and social service resources.

Why KEPRO is the Right Partner to States for Contact Tracing

- ✓ **Specialized Workforce.** With over 35 years working with vulnerable populations we understand the importance of patient confidentiality, cultural competency and building and maintaining trust in every call interaction.
- ✓ **Government Partner.** KEPRO is a long-time partner to state. We have worked with 27 state agencies for 20+ years and understand the government market.
- ✓ **Healthcare Focused Organization.** KEPRO is a healthcare organization, founded by physicians with continuous physician leadership today. While technology can aid in contact tracing, to be truly effective this effort must be driven by people trained in public health response.
- ✓ **Crisis Counseling Expertise.** KEPRO brings 22 years of Employee Assistance Program (EAP) experience. If needed, we can provide trained crisis counselors and assist states in confidently referring patients and contacts for further care.
- ✓ **Case Management Tools.** KEPRO's contact tracing solution can include a case management tool to automate key pieces of the contact tracing process, making the overall process more efficient.



**Intelligent Value
Delivered With Personalized Service**

KEPRO.COM



About KEPRO

KEPRO partners with government sponsored health care programs to support their mission of providing efficient, high quality and well-coordinated care to vulnerable populations. We do this through our propriety, integrated platform, data analytics, and clinically driven services in the areas of quality oversight, care management, and assessments and eligibility.