



MapperHealth™

RxMapper™ | DxMapper™

Developed in
Collaboration with

**MAYO
CLINIC**



One DNA Test
Two Solutions
One Low Price



DxMapper is a genetic health platform that provides proactive insights into 12 life-threatening conditions and **maps your path to a longer, healthier life.**



RxMapper identifies **medications likely to be safe and effective** and flags those that are ineffective or potentially dangerous, leading to better health outcomes and significant cost savings.



Precision Health for Everyone

From Lab to Life

Powering Mayo Clinic's Precision Medicine Programs

Fully Endorsed & Integrated

The Collaboration: DxMapper has been developed in collaboration with **Mayo Clinic** and fully endorsed by **Mayo's Center for Individualized Medicine** and **Center for Innovation**.

Fully Integrated: DxMapper powers **genetic insights** across **Mayo Clinic's Precision Medicine Programs**, executive health, and research.



The “Gold Standard” of Precision Medicine

“

As the lead editor for genomics for JAMA and as the lead of Precision Medicine Programs for Mayo Clinic, I constantly evaluate emerging technologies. In my experience, **DxMapper** and **RxMapper** represent the next meaningful step towards applying the human genome to impactful prediction of disease and actionable care interventions.

We have fully integrated **DxMapper** and **RxMapper** within the the Mayo Clinic Rapid Variant Identification Lab, where they are playing a transformative role in precision medicine.

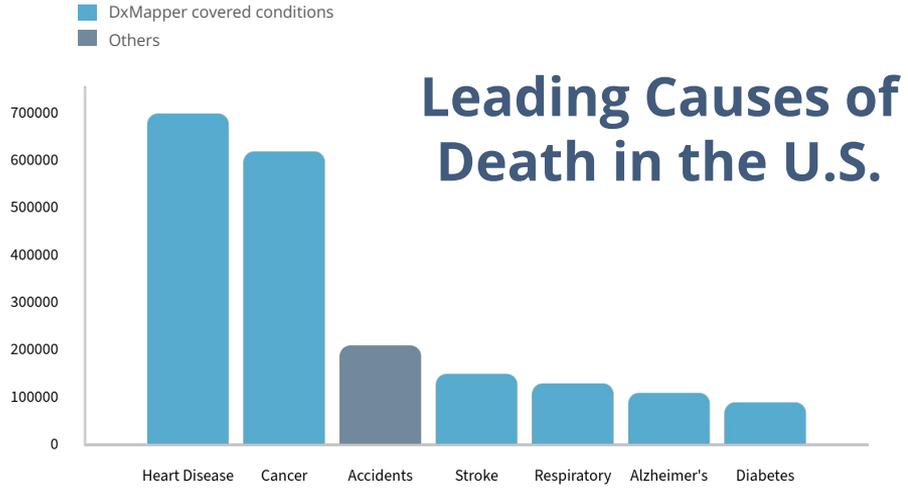
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Dr. Victor Ortega, M.D., Ph.D.
Associate Director, Mayo Clinic
Center for Individualized Medicine
Lead Editor for Genomics for JAMA

Proactive Insights into 12 Life-Threatening Conditions

Our genetic insights cover 12 critical health conditions, including 6 of the top 7 causes of death in the U.S.



Cancer	Heart	Brain
Breast Cancer	Heart Failure	Alzheimer's Disease
Prostate Cancer	Coronary Artery Disease	Diabetes
Colorectal Cancer	Hypertension	Diabetes Type 2
Kidney	Hypercholesterolemia	Lung
Chronic Kidney Disease	V. Thromboembolism	Asthma *
	A. Fibrillation	Interstitial Lung Disease *

*Asthma & Interstitial Lung Disease are in process of being peer reviewed and will be offered after publication

The Problem:

85%

Up to 85% of serious conditions, like Breast Cancer, are **NOT** explained by family history.¹

Patients often wait for standard screening or symptoms to appear—by then, it is **too late**.

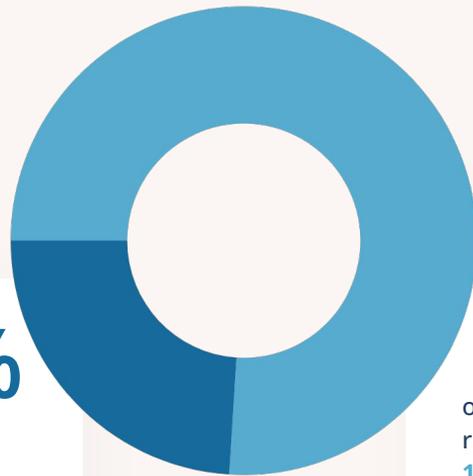
¹ <https://www.breastcancer.org/facts-statistics>

Redefining Early Detection

with our Genetic Health Report

24%

of users receive the **peace of mind** that they do not have elevated genetic risks for these conditions.



76%

of users have an increased risk for one or more of the **12 life-threatening conditions** where early interventions **can improve long-term health outcomes**.



Genetic Health Report

Powered by DxMapper™



Genetic Health Report

Patient Name: Patient, Demo Date of Birth: 06/15/1980 MRN: DEMO-001
Sample ID: BIO-2026-0318 Ordering Provider: Dr. Victor Ortega Account Info: Mayo Clinic Arizona
Collection Location: Mayo Clinic Arizona Date Collected: 03/10/2026 Report Date: 03/18/2026

Genetic Risk Overview

ASSESSED CONDITION	POLYGENIC RISK (PRS)	ODDS RATIO	DETAILS
Breast Cancer	Increased	3.2x	Pg. 2
Coronary Artery Disease	Average	1.0x	Pg. 4
Hypertension	Average	0.9x	Pg. 5
Atrial Fibrillation	Average	1.1x	Pg. 6
Heart Failure	Average	0.8x	Pg. 7
Hypercholesterolemia	Moderate	1.6x	Pg. 8
Venous Thromboembolism	Average	1.0x	Pg. 9
Chronic Kidney Disease	Average	0.9x	Pg. 10
Type 2 Diabetes	Average	1.2x	Pg. 11
Colorectal Cancer	Average	1.1x	Pg. 12
Prostate Cancer	Average	1.0x	Pg. 13
Alzheimer's Disease	Average	0.8x	Pg. 14
Appendix	Additional information about this test.		Pg. 15

Increased Genetic Risk Identified

This patient's results show an increased genetic risk for 1 of the 12 conditions tested: **Breast Cancer**

How to Use This Report

This report is a tool to guide personalized screening and prevention strategies. It is **not a diagnosis** and does not mean the patient will or will not develop a condition.

The "Odds Ratio" score (e.g., 3.2x) compares the patient's genetic risk to the population average. All findings should be considered alongside other factors including lifestyle, family history, and clinical results.

Detailed results and clinical considerations for each condition can be found on the pages listed in the summary table above.

Laboratory Director: Victor Ortega, M.D., Ph.D. Laboratory: Mayo Clinic MaRVIL Lab Phone Number: (507) 284 - 9811 Email: prs@mayo.edu

This report is not a diagnosis. It should be used in informal conversations with a healthcare provider about screening and prevention.

Powered by DxMapper



Genetic Health Report

Patient: Patient, Demo | DOB: 06/15/1980 | MRN: DEMO-001 Page 2 of 3
Provider: Dr. Victor Ortega | Report Date: 03/18/2026

Breast Cancer: Increased Genetic Risk

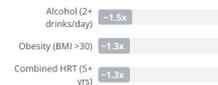
Polygenic Risk Score (PRS)



Odds Ratio: **3.2x** (increased risk). Your genetic markers show a 3.2 times higher risk for this disease compared to others from a similar ancestry.

The average lifetime risk for breast cancer is about **1 in 8 women** (approximately 13%).

Common Risk Factors



This visual shows comparable risk from several common lifestyle factors.

What This Means for You

Your genetic profile shows a pattern similar to women who have developed breast cancer. **This doesn't mean you have breast cancer**; it means you carry a combination of common DNA variations that, together, put you at a higher-than-average risk for developing it over your lifetime.

It's important to remember: **this is not a diagnosis.**

This score is independent of any current health conditions you may have. Large prospective studies found those at highest genetic risk who maintained a healthy lifestyle had a lower breast cancer incidence than those at the same genetic risk who did not. You now have an advantage most people don't: early awareness.

Breast cancer outcomes are strongly tied to early detection. This score creates an opportunity to discuss enhanced screening with your provider and to address modifiable factors — alcohol, weight, physical activity — when preventive action is most effective.

Your next step: **share this report with your healthcare provider and ask how it should inform your care.**

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This report is educational and is not a clinical diagnosis. Please consult your healthcare provider with any questions about your health or care.

Powered by DxMapper



Genetic Health Report

Patient: Patient, Demo | DOB: 06/15/1980 | MRN: DEMO-001 Page 3 of 3
Provider: Dr. Victor Ortega | Report Date: 03/18/2026

How to Use This Report

- Prevention Tool** — Designed to support long-term breast health planning and screening decisions before problems arise, not a test for active disease.
- Not for Emergencies** — Breast cancer is not a medical emergency — but if you notice a new lump, rapid skin change, or nipple discharge, contact your doctor promptly rather than waiting for your next visit.
- Not an indication for Biopsy** — A high score does not independently indicate a need for biopsy or surgical evaluation; screening decisions should be guided by your provider.

Protective Habits

- Limit Alcohol** — No more than 3–4 drinks per week; each standard drink increases risk 7–10%.
- Stay Physically Active** — At least 150 minutes of moderate activity per week.
- Maintain a Healthy Weight** — BMI under 25; postmenopausal women with obesity have approximately 1.3x risk.
- Discuss Enhanced Screening** — If your lifetime risk is $\geq 20\%$, guidelines recommend annual breast MRI plus mammography; ask your provider what is right for you.

Risk Categories

Category	Percentile	Odds Ratio
Average	< 80th	~1.0x
Moderate	80th – 94th	1.3 – 1.9x
High Risk (you)	$\geq 95th$	$\geq 2.0x$

A 3.2x odds ratio places this result at or above the 95th percentile — comparable in magnitude to some hereditary conditions.

Important: The lifestyle recommendations above are general, evidence-based guidelines for breast health and are not a substitute for personalized medical advice. Before beginning a new exercise program, making significant dietary changes, or considering any medication adjustments, consult your healthcare provider. Individual needs vary based on health history, existing conditions, and current medications.

Symptoms That Warrant a Call to Your Doctor

- New lump or thickening in the breast or underarm area
- Nipple changes — new inversion, flattening, or spontaneous discharge
- Skin dimpling, redness, or unexplained thickening on the breast
- Change in size, shape, or appearance of one breast

If any of these are present, contact your doctor promptly. Do not wait for your next scheduled visit.

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Powered by DxMapper



Clinical Examples

MEET SARAH

An active and seemingly healthy 38-year-old



Standard Care

The Scenario: Sarah has no family history. She follows standard medical guidelines and waits until age 45 for her first routine colonoscopy.

The Result: A Stage 3 or 4 colorectal cancer is discovered.

The Human Impact: Sarah faces a grueling battle for her life with a 65% survival rate.

The Financial Impact: The health plan incurs \$100,000+ in complex, avoidable treatment costs.

Avoidable High-Cost Claim: >\$100,000

With DxMapper

The Scenario: Sarah takes a DxMapper test through her employer. Her results reveal a HIGH polygenic risk for colorectal cancer.

The Intervention: While standard guidelines suggest waiting, Sarah's care team discussed a more proactive screening regimen taking into account all her clinical factors and made the decision to begin her screening at age 40, instead of waiting until 45.

The Discovery: A precancerous polyp is found and safely removed.

The Human Outcome: Sarah goes on living a healthy, happy, and cancer-free life.

Preventative Cost: ~\$3,000



Sarah Is Not An Isolated Case

Uncovering hidden genetic risks transforms high-cost claims into preventable outcomes.



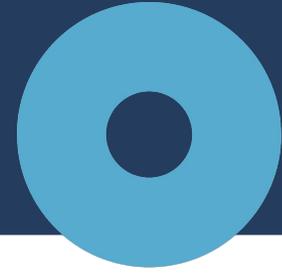
7%

of members carry a high genetic risk for colorectal cancer—most just don't know it.¹



~40%

of high-risk patients have precancerous polyps that can be removed, stopping cancer before it starts.¹



\$110k

average per-patient cost of medical services for late stage colorectal cancer.²

<https://www.cdc.gov/nccdphp/priorities/colorectal-cancer.html>

1. Northcutt MJ, Shi Z, Zijlstra M, Shah A, Zheng S, Yen EF, Khan O, Belg MI, Imas P, Vanderloo A, Ansari Q, Xu J, Goldstein JL. Polygenic risk score is a predictor of adenomatous polyps at screening colonoscopy. *BMC Gastroenterol.* 2021 Feb 12;21(1):65. doi: 10.1186/s12876-021-01645-4. PMID: 33579203; PMCID: PMC7881602.
2. <https://www.cdc.gov/nccdphp/priorities/colorectal-cancer.html>

MEET JANE

An active and seemingly healthy 40-year-old



Standard Care

The Scenario: Jane has no family history. She follows standard medical guidelines and foregoes her annual mammogram screening until 45-50.

The Result: A Stage 4 breast cancer is discovered in her early 50's.

The Impact: Jane faces a grueling battle for her life with a 33% survival rate.

Avoidable High-Cost Claim: >\$150,000

With DxMapper

The Scenario: Jane takes a DxMapper test. Her results reveal a HIGH polygenic risk for breast cancer.

The Intervention: As a result her care team took a more detailed look at her case, and decided to recommend an immediate MRI.

The Discovery: Stage 1 breast cancer is discovered and treated before progressing to later stages.

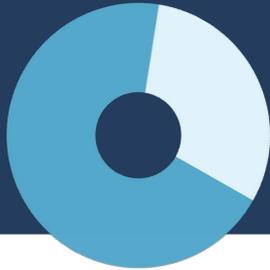
The Human Outcome: Jane undergoes a minimally invasive therapeutic treatment addressing previously undetected cancerous nodule and goes on to live a healthy, happy, and cancer-free life.

Preventative Cost: ~\$3,000



Jane Is Not An Isolated Case

Uncovering hidden genetic risks transforms high-cost claims into preventable outcomes.



30.7%

of women have an elevated (28.2%) or extreme (2.5%) risk of breast cancer – driven by their genetics.¹



~37%

more effective detection of breast cancer with personalized screening than traditional.¹



14x

higher annual odds to develop breast cancer for women in the highest risk group than the lowest.¹

1. Eklund M, Broglio K, Yau C, Connor JT, Stover Fiscalini A, Esserman LJ. The WISDOM Personalized Breast Cancer Screening Trial: Simulation Study to Assess Potential Bias and Analytic Approaches. JNCI Cancer Spectr. 2019 Jan 8;2(4):pky067. doi: 10.1093/jncics/pky067. PMID: 31360882; PMCID: PMC6649825.



Personalized Medication Solutions

Our Mission

Solve the Lack of Precision in Prescribing Medications

Starting With Your DNA

The current trial-and-error approach to the prescribing of medications results in poor health outcomes and is driving runaway costs in drug spend.

48%

of Drugs Prescribed
are the Wrong
Drug or Dose

1

75%

of Cancer Drugs
are the Wrong
Drug or Dose

2

\$784 Billion

in Estimated Annual
Cost of Harm caused
by Wrong Drug
Prescriptions

3

50%

of Patients
Do Not Take
their Medications
as Prescribed

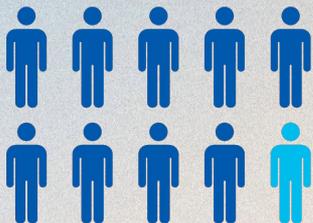
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1. Spear, B.B., M. Heath-Chiozzi, and J. Huff, *Clinical application of pharmacogenetics*. Trends Mol Med, 2001. 7(5): p. 201-4.
2. Spear, B.B., M. Heath-Chiozzi, and J. Huff, *Clinical application of pharmacogenetics*. Trends Mol Med, 2001. 7(5): p. 201-4.
3. Watanabe, J.H., T. McInnis, and J.D. Hirsch, *Cost of Prescription Drug-Related Morbidity and Mortality*. Ann Pharmacother, 2018. 52(9): p. 829-837.
4. Ellwood, M., et al., *Enhancing Prescription Medication Adherence: A National Plan*, N.C.o.P.I.a. Education, Editor. 2007, Patient Safety Network: PSNet.

The Impact

90%

patients sequenced by RxMapper receive personalized medication recommendations, giving them the chance to live healthier, happier lives.



Unmatched Scope

328 conditions and **6,500+ medications** covered making it the most comprehensive solution in the market.

On Call Support

Assisting the **~70%** of members currently on prescriptions providing **expert guidance** to anyone struggling with their unwanted side effects or medication efficacy.

High-Cost Risk Containment

Prioritizing the 3-5% of high-acuity members who drive **65-80%** of your total drug spend. We identify the **1.5-2.5%** of members most likely to benefit from genomic insights.

Proven Financial Impact

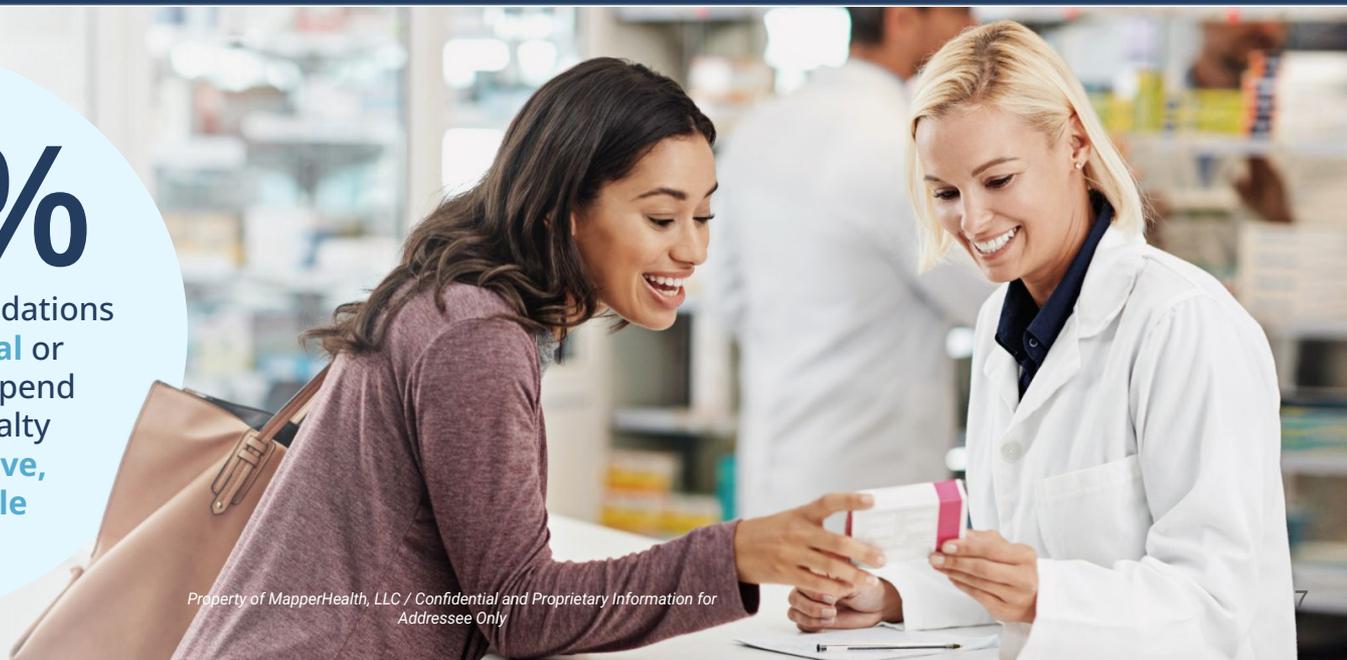
Optimizing member health to deliver significant plan savings, **generating on average 8.5-13x ROI.**

RxMapper sequences your DNA to identifies the **safest, most effective medications** —while automatically flagging those that are ineffective or dangerous.

100%

of RxMapper's recommendations have been **cost-neutral** or **cost-saving**—shifting spend from expensive specialty drugs to **safe, effective, and more affordable** alternatives.

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Personalized Medication Report

Powered by RxMapper™

Personalized Medication Report

Patient: TEST PATIENT | DOB: 01/01/1980 | MRN: TEST-001
Provider: Dr. Test Provider | Report Date: 03/16/2026 Page 1 of 3

Pharmacogenomic Overview

Medication Summary

Medication	Drug Class	Efficacy	Tolerability	Metabolism	Type
INSULIN RESISTANCE / Pre-diabetes / PCOS					
Metformin	Biguanide	NEUTRAL	NEUTRAL	NORMAL	CURRENT
Pioglitazone	Thiazolidinedione	FAVORABLE	FAVORABLE	NORMAL	ALTERNATIVE
ANXIETY / DEPRESSION					
Sertraline	SSRI	FAVORABLE	FAVORABLE	POOR	CURRENT
Escitalopram	SSRI	NEUTRAL	FAVORABLE	NORMAL	ALTERNATIVE
ASTHMA					
Albuterol	SABA	NEUTRAL	NEUTRAL	N/A	CURRENT

PGx Summary

Interpreting Pharmacist: Demo Pharmacist, PharmD | DxMapper Laboratory

The patient's genomic data was analyzed to assess pharmacogenomic profiles for medications relevant to their current health concerns of **Insulin Resistance / Pre-diabetes / PCOS, Anxiety / Depression, and Asthma**. A total of 56 medications across 15 drug classes were evaluated.

Insulin Resistance / Pre-diabetes / PCOS: The patient's genomic profile demonstrates variants associated with a decreased response to Metformin, which aligns with the patient's reported lack of significant clinical improvement and gastrointestinal side effects. Among evaluated alternatives, Pioglitazone demonstrates a genomic profile suggesting a potential increased response with normal expected metabolism.

Anxiety / Depression: The integration of patient-reported outcomes and the PGx profile suggests a potential increased response to Sertraline with a decreased risk of general side effects. The patient is predicted to be a poor metabolizer, which may lead to increased drug concentrations. Among evaluated alternatives, escitalopram, fluoxetine, fluvoxamine, and mirtazapine show a decreased risk of side effects.

Asthma: The available PGx data did not highlight specific attributes for Albuterol. The patient reports the medication is effective but causes jitteriness, particularly with the nebulized formulation. Inhaled corticosteroids show a genomic profile suggesting a decreased response.

This report is for demonstration purposes only. All patient information, genomic data, and pharmacogenomic findings depicted do not represent any real patient data.

Interpreting Pharmacist: Demo Pharmacist, PharmD | Laboratory: DxMapper Laboratory | Phone Number: (555) 000-0000 | Email: demo@dxmapper.com

This report provides pharmacogenomic interpretation only. Clinical decisions remain with the patient's care team. Not a substitute for professional medical judgment.

Powered by RxMapper

Personalized Medication Report

Patient: TEST PATIENT | DOB: 01/01/1980 | MRN: TEST-001
Provider: Dr. Test Provider | Report Date: 03/16/2026 Page 2 of 3

Insulin Resistance / Pre-diabetes / PCOS

14 Medications Evaluated - 5 Drug Classes

Current Therapy

Medication	Drug Class	Efficacy	Tolerability	Metabolism	Type
Metformin	Biguanide	UNFAVORABLE	UNFAVORABLE	NORMAL	CURRENT

Genomic variants associated with decreased response; patient confirms lack of significant clinical improvement and increased gastrointestinal side effects. Metabolism/clearance data is conflicting.

PGx Findings

The patient's genomic profile demonstrates variants associated with a decreased response to Metformin, which aligns with the patient's reported lack of significant clinical improvement. The patient also reports significant gastrointestinal side effects. The PGx data regarding metabolism/clearance is conflicting.

Among evaluated alternatives, Pioglitazone (thiazolidinedione) demonstrates a genomic profile suggesting a potential increased response, and the patient is expected to have normal metabolism. Liraglutide shows a potential decreased response, specifically noted for women with obesity and PCOS. Sulfonyleureas show mixed genotypes, preventing conclusions regarding expected efficacy.

The available PGx data did not highlight specific attributes for GLP-1/GIP agonists (tirzepatide, dulaglutide, semaglutide, exenatide), SGLT2 inhibitors, or DPP-4 inhibitors.

Favorable PGx Alternatives

Thiazolidinediones

Pioglitazone: The patient may have an increased response to this medication. The patient is expected to have normal metabolism.

Suboptimal PGx Alternatives

GLP-1/GIP Agonists

Liraglutide: The patient may have a decreased response to this medication, which is specifically noted for women with obesity and polycystic ovarian syndrome (PCOS).

The scope of this pharmacogenomic analysis was limited to the medications and health conditions prioritized by the patient. While other medications were reviewed for potential drug-gene interactions or safety issues, a detailed PGx assessment was not conducted for those medications at this time.

Interpreting Pharmacist: Demo Pharmacist, PharmD | Laboratory: DxMapper Laboratory | Phone Number: (555) 000-0000 | Email: demo@dxmapper.com

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Personalized Medication Report

Patient: TEST PATIENT | DOB: 01/01/1980 | MRN: TEST-001
Provider: Dr. Test Provider | Report Date: 03/16/2026 Page 3 of 3

Anxiety / Depression

27 Medications Evaluated - 6 Drug Classes

Current Therapy

Medication	Drug Class	Efficacy	Tolerability	Metabolism	Type
Sertraline	SSRI	FAVORABLE	FAVORABLE	POOR METABOLIZER	CURRENT

Patient reports increased response, confirmed by PGx profile. Decreased risk of general side effects identified. Poor metabolizer status may lead to increased drug concentrations.

PGx Findings

The integration of the patient's reported positive outcomes and the PGx profile suggests a potential increased response to Sertraline with a decreased risk of side effects. A notable nuance is that the patient is predicted to be a poor metabolizer of sertraline, which may lead to increased drug concentrations.

Among evaluated alternatives, escitalopram, fluoxetine, fluvoxamine, and mirtazapine show a decreased risk of side effects. Several alternatives demonstrate suboptimal profiles — citalopram and nortriptyline show a decreased response, while paroxetine and venlafaxine carry an increased risk of side effects specific to suicidal ideation. Bupropion shows decreased metabolism potentially leading to higher drug concentrations. Duloxetine has mixed genotypes, preventing conclusions regarding efficacy.

Second-generation antipsychotics generally demonstrate an increased PGx risk for metabolic side effects (metabolic syndrome, increased fasting glucose, weight gain, increased blood pressure) despite a decreased risk for tardive dyskinesia. Detailed alternative profiles are available in the full report.

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Clinical Examples

Meet Matthew

Patient: 52 year-old male

Rheumatoid Arthritis



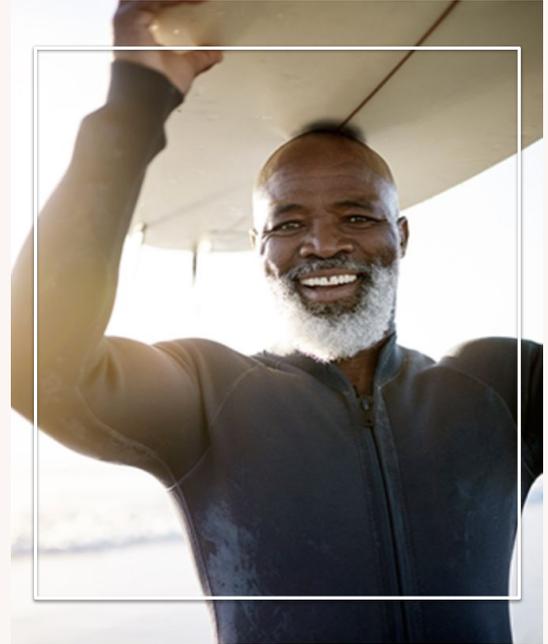
Without RxMapper: Treatment failure with methotrexate, prescribed HUMIRA for **\$75,600 per year**, enduring **painful injections** into his stomach twice a month.



With RxMapper: Matthew gets a one-on-one consult. Based on his DNA, an RxMapper Pharmacist certified through Mayo Clinic's PGx-Certification Program **recommends leflunomide**, an oral medication that is easy to take and much more effective; costing just **\$22 a month / \$264 a year**.



Improved Outcomes: With RxMapper, Matthew feels better because he is able to effectively treat his arthritis and **saves \$75,300** each year.



Meet Katie

Patient: 43 year-old female
Breast Cancer



Without RxMapper: Katie is a 43-year-old mother of three young children and a breast cancer patient who was preparing to begin a **5-year Tamoxifen** regimen.



With RxMapper: Katie's DNA showed three genes linked to **poor long-term Tamoxifen response**. A Mayo Clinic-certified RxMapper Pharmacist informed her oncologist and **recommended an alternative treatment** of Anastrozole in combination with Lupron.



Improved Outcomes: This switch, based on her DNA, greatly improved the **likelihood of a successful** outcome in which her cancer remains in full remission.



Meet Tommy

Patient: 23 year-old male

Obsessive compulsive disorder/generalized anxiety disorder



Without RxMapper: Tommy stopped taking his previously prescribed medications for OCD and GAD because they were not working for him.



With RxMapper: RxMapper recommended initiation of fluoxetine at an optimized dose based on the **favorable side effect profile** showed in his DNA report. Additionally, having a longer half-life, fluoxetine allows for longer activity in the body between doses, **alleviating missed dosing concerns.**



Improved Outcomes: Tommy experienced significant symptom improvement and **\$6,405** annual medical cost savings. The true impact was evident in the heartfelt message from Tommy's family: **“You gave our son back to us!”**



80%

Discount

By combining a low **\$2.75 PMPM** with an **80% discount**, we bring the retail cost of **\$1,250** down to just **\$250** per sequenced member ensuring cost is never a barrier to care.

Preferred Pricing

One DNA Test. Two Medical Solutions. One Low Price.

\$2.75 PMPM

DxMapper™

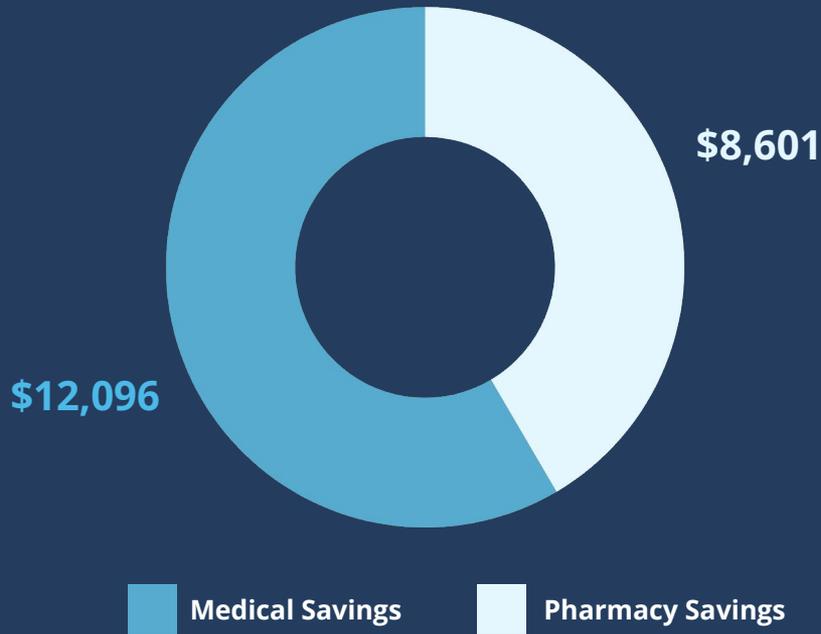
- ✔ **Member pays: \$250**
- ✔ **Plan Cost: \$0**
- ✔ High value voluntary benefit available at **80% discount** to employees and their families

RxMapper™

- ✔ **Plan pays: \$250** per sequenced member
- ✔ **Personalized Medication Guidance** with Superior Health Outcomes
- ✔ Significant savings with **8.5-13x ROI**

\$20,697

Average annual savings per patient sequenced with RxMapper



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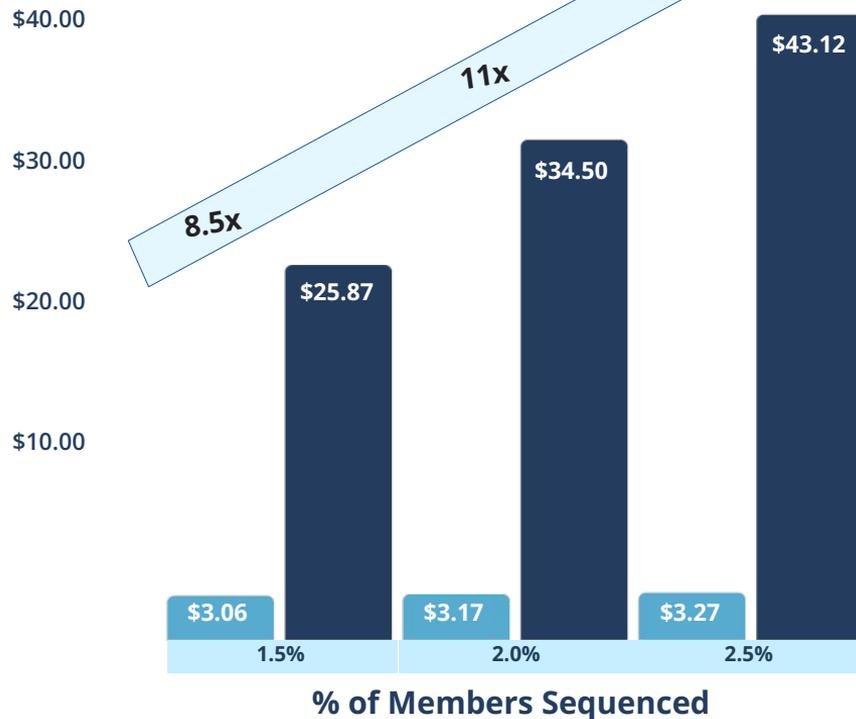
Redefining the Cost of Care

\$20,697 Per-Patient Annual Savings



8.5x to 13x ROI

ROI increases as RxMapper
DNA sequences more
members who are struggling
with their medications.



RxMapper pays for itself many times over with estimated annual savings of **\$25.87 - \$43.12 PMPM**, which equates to a **8.5x to 13x ROI**.



Money-Back Guarantee

OUR COMMITMENT

We guarantee that your medical and pharmacy spend savings will exceed the total cost of sequencing over the first three years of the program, or we refund the difference.

FINANCIAL RISK MITIGATION

We remove the financial uncertainty, allowing you to focus on the health and wellbeing of your people.

THE PROCESS



Go Live Date

Outreach
& Invites

DNA Sequencing
& Analysis

Two Medical
Solutions

01

GO LIVE DATE

Set your go-live date.
No need to wait for
open enrollment.

02

OUTREACH & INVITES

Outreach to targeted
employees and
high-acuity members.

03

DNA SEQUENCING

Members receive an
easy-to-use DNA saliva
collection kit at their
home, and their sample
is sequenced and analyzed
to create a genetic profile.

04

TWO MEDICAL SOLUTIONS

Members receive their
Genetic Risk Report and/or their
Personalized Medication Report,
Telehealth Consult, and ongoing
support.



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