

Introducing myVirtualCare Access Plan



myVirtualCare Access is a virtual-first health benefit plan, which means you start all care via phone or video with Teladoc Health, rather than in person in an office.

For care you can't receive virtually, your doctor will refer you to an in-network provider for in-person care near you. When in-person care is referred by your Teladoc Health provider, you receive a better benefit and have lower out-of-pocket costs than if you went directly to an in-person provider without a referral.

This plan makes health care more convenient, lower cost, personalized, and centralized. myVirtualCare Access also includes—**at no out-of-pocket cost to you**—virtual services that take care of your whole body as well as your mental health.

Frequently Asked Questions

Q: How is the myVirtualCare Access Plan different than other health benefit plans?

A: The myVirtualCare Access Plan is different than other plan options in these main ways:

- How you get care and connect with your doctor
- Unlimited personal access to a dedicated Care Team
- Many additional services and support are included through a single platform
- The low out-of-pocket cost to you

With myVirtualCare Access, you receive care virtually **first**. This virtual care includes doctor visits, wellness and prevention, non-emergency urgent care, mental healthcare, and much more. For care you can't receive virtually, your doctor will refer you to an in-network provider for in-person care near you. In an emergency, always call 911 immediately.

Q: Can I build a relationship with my virtual provider?

A: Yes! You can see the same doctor year after year, building a personal care connection. If for some reason you don't feel a connection with your virtual doctor, you can always choose a different one.

Q: What services and support programs are included in the myVirtualCare Access Plan?

A: myVirtualCare Access includes:

- Your choice of Teladoc Health primary care doctor, who you see virtually
- Referrals to in-network in-person care when in-person care is needed, as determined by your virtual provider
- In-person care is available without referral at a higher out-of-pocket cost

- Unlimited virtual access to a dedicated Care Team to schedule appointments, send reminders, answer questions, and support you between visits
- Your choice of board-certified, licensed mental health professionals, including psychiatrists, psychologists, therapists, and counselors*
- Mental health coaching and digital support programs*
- On-demand urgent, non-emergency** care for conditions like flu, cough, infections, sore throat, pink eye, rash, sinus problems, and more*
- 1-on-1 personal support and monitoring for help managing diabetes and hypertension*
- Access to registered dieticians for help with diabetes, high blood pressure, high cholesterol, weight loss, food allergies, digestive issues, and more*
- Access to medical specialists for second opinions on a new or existing diagnosis or treatment plan*
- Care for eczema, psoriasis, rashes, acne, and other skin conditions*
- Personalized support from a certified health coach for help with sports/work injuries, chronic pain, prolonged sitting, and more*

* These services are included in the plan at no out-of-pocket cost to you.

**In an emergency, always call 911.

Q: How do I know if myVirtualCare Access is a good option for me?

A: If you don't already have a primary care doctor or are open to changing doctors while still being able to seek care from your existing specialists, myVirtualCare Access might be the right plan for you.

myVirtualCare Access was designed for people who need:

- Lower out-of-pocket health care costs
- Flexible and easy access to quality care without long wait times or traveling to the doctor's office
- An easy-to-use central hub for many of their care needs
- Fast access to healthcare professionals to answer questions and coordinate their care

- To build a relationship with a primary care doctor, mental health professional, dermatologist, or nutritionist
- Live in an area with limited healthcare providers
- Travel frequently

Q: If I select this the myVirtualCare Access Plan, do I have to see a doctor virtually?

A: If you select the myVirtualCare Access Plan, you aren't required to see a doctor virtually. However, if you don't see your virtual Teladoc Health doctor first, you will have a deductible to meet, higher out-of-pocket costs, and you will lose access to your Care Team.

Q: What do I do if I need in-person care or tests?

A: In-person care is available, but you should always work through your virtual Teladoc Health provider first for non-emergency care to receive the best benefit. If you need a lab test or other care in-person care, your doctor will refer you to an in-network provider or facility near you. Your Care Team will help schedule the appointment for you, send you reminders about the in-person visit, and answer any questions you may have.

Q: If I have a long-term relationship with a specialist, do I have to change specialists?

A: You can work with your Care Team to receive referrals to the specialist you have an established relationship with..

Q: How do I choose my virtual Teladoc Health primary care doctor and schedule my first visit?

A: With myVirtualCare Access, selecting your primary care doctor is easy:

1. Download the **myVirtualCareAccess mobile** app and log in. You can also use myVirtualCareAccess.com to create your profile and find a doctor. The first time you use the app or portal, you will have to register. You only must register once.
2. Click on the **myVirtualCare Access** tile on the home screen to open your myVirtualCare Access member hub. You will have a one-time registration on Teladoc Health the first time you use virtual services.

3. Click on **Primary360** to select your primary care doctor. You can also select other types of providers too, including mental health professionals. Filter doctors based on gender, language spoken, specialties, and more. Before making your choice, you can view a doctor's profile. This will be your doctor for future visits. If needed, you can change doctors in the future if you want.

4. After you select your doctor, you can schedule a visit. Tap **Schedule a Visit** and pick a day and time that works for you.

5. After confirming your visit, tap **Complete Assessment** to provide additional information to help your doctor get to know you.

Q: How long are the visits with my Teladoc Health virtual primary care doctor?

A: The average visit time for a new patient visit is 54 minutes. New patient visits are scheduled for a 1-hour block of time so that you have plenty of time with your doctor to discuss all concerns and care needs. After your first visit, visits are scheduled for 30-minute blocks of time.

Q: How long do I have to wait to see a Teladoc Health virtual primary care doctor visit when scheduling a visit?

A: For a new patient visit, you can see a physician in 5 days or less. For visits after that, most patients connect with their doctor within 2 days or less.

Q: How long do I have to wait for to see a Teladoc Health virtual mental health provider when scheduling a visit?

A: For an initial consult for mental health care, you will be able to schedule a visit in 7 days or less. Digital programs and 1-on-1 coaching tools are available at any time.

Q: Is adolescent mental health care available through Teladoc Health?

A: Mental health services are available for dependents age 13 and older. For teens between the ages of 13–17, a parent must schedule appointments for mental health care and provide consent for care at the beginning of each session.

Q: How is chronic condition care provided with myVirtualCare Access?

A: With myVirtualCare Access you will build a long-term relationship with your virtual primary care physician, who will have full insight into all your care— virtual and in-person. Your virtual primary care doctor will communicate with the in-person specialist they refer you to so both doctors can help manage your care plan.

Support programs for pre-diabetes, diabetes, hypertension, weight management, and mental health are all integrated into myVirtualCare Access. These programs support the care you receive from your virtual doctor and in-person specialist.

You'll also receive connected devices to monitor your blood sugar levels, blood pressure, or weight and provide real-time feedback to you. Your Care Team will use your communication preferences and the data from those devices to provide expert digital or 1-on-1 coaching and personalized health messages to help you manage your condition.

If you have additional questions about myVirtualCare Access, contact your employee benefit team.