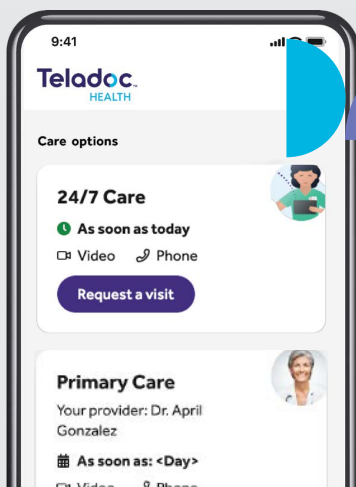


Virtual First: What to know about this plan



What is a Virtual First health plan?

With a Teladoc Health Virtual First plan, you start all care by first meeting with a Primary360 provider and care team by phone or video instead of going in person. You only go see a provider in person when your Primary360 provider refers you so that your costs are covered. This is a new way to think about care and saves you time and money since you don't have to worry with going to a doctor's office. Also, you don't have to pay for your annual checkup.

You will have access to 24/7 virtual care for things like colds, UTIs, and more, from wherever you choose to meet. This plan also gives you ongoing care for things like nutrition, dermatology, mental health, and chronic conditions. You can even get prescriptions and lab orders. Scheduling a virtual visit is easy and can be done within minutes.

- **What services are available to me?** A Virtual First health plan lets you manage every bit of your health, body and mind, from home or on the go. In addition to virtual primary care, you may have access to:
 - General Medical: Treat coughs, colds, UTIs and more
 - Nutrition: Eat healthier, get meal plans and more
 - Dermatology: Upload photos to get treatment for skin conditions like acne, eczema and more.
 - Mental Health: Talk to a licensed therapist about challenges you are facing or if you need medication support to help with symptoms
 - Ongoing Conditions Support: Get help with conditions like diabetes, hypertension, or weight management through connected devices and coaching
- **How do I get referrals to specialty services like dermatology or mental health therapy that I have access to?** You do not need referrals to other Teladoc Health services like mental health therapy, nutrition counseling, or support for chronic conditions. You only need a referral when you want to see a doctor or specialist in-person. You'll get dedicated time with your Primary360 provider to get answers to your health questions, talk through any concerns and discuss any necessary next steps to achieve your health goals. A personalized Care Plan will be given to you which could include recommendations for these services.
- **What happens if I need in person care or a prescription?** We know that referrals are often required for in person and specialty care. You can save money by getting a referral from your Primary360 provider first, before going in person. You can also get prescriptions and lab orders as needed by your provider, for local pick-up or at-home delivery.
- **How much does this cost?** All virtual services are typically at no cost to you. Your annual checkup is always \$0. But, if you go in person for care without getting referrals from your Primary360 provider first, your claim may be denied by your health plan, and you will have to pay more out-of-pocket.

More information coming soon