

# Care That People Love<sup>®</sup>

## VIRTUAL URGENT CARE



- 24/7 access to doctors nationwide via app, web or phone
- \$0 for members and up to 7 family members
- Visit with doctors in <7 minutes (on average)
- 4.7 / 5 average doctor visit rating; +79 patient NPS; +88 client NPS

## VIRTUAL PRIMARY CARE



- Access to virtual PCPs with appointments lasting 30 minutes (on average)
- \$0 for members and up to 7 family members to use
- Connecting patients to doctors in <5 days (on average)
- Includes care for urgent, preventive and chronic disease management

## VIRTUAL MENTAL HEALTH



- Access to short-term, solution-focused counseling via phone or video
- \$0 for members and up to 7 family members to use
- Connecting patients to counselors in <3 days (on average)
- Masters-level or higher counselors licensed in the patient's state – no "coaches"

## HOW WE DO IT:



### Custom Engagement

- Custom marketing plan for each client
- Personalized messaging and outreach using personas
- Continuous communications throughout the plan year
- Organized, implemented and paid for by First Stop Health



### Amazing Experience

- Simple access via app, website or phone
- No pre-registration required
- No fees to pay
- Access within minutes



### High Utilization

- 45% Virtual Urgent Care utilization (on average)
- 21% Virtual Mental Health utilization (on average)
- Among the highest utilization rates in the industry



### Unparalleled ROI

- 164% Return on Investment (ROI) for Virtual Urgent Care
- 114% Return on Investment for Virtual Primary Care
- We put our fees at risk and if guarantees are not met, we apply a credit to the next contract year



### Guaranteed Success

- 25% ROI Guarantee for self-funded Virtual Urgent Care clients
- 25% Utilization Guarantee for fully-insured Virtual Urgent Care clients
- 30% Utilization Guarantee for Virtual Primary Care clients

