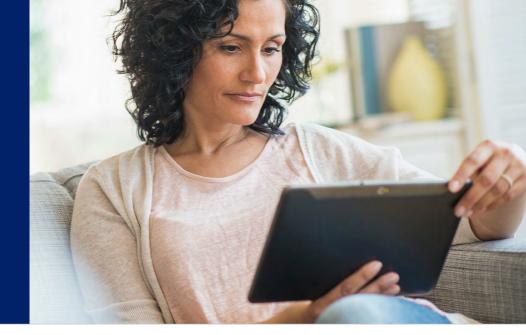
## Find care anywhere, anytime

Virtual care that fits your schedule



In a busy world, it can be hard to find time to take care of yourself. We're making it easier to find quality healthcare when you want it through virtual care.

With virtual care, you have convenient, hassle-free access to doctors and specialists in your plan's network, so it's easier to fit a visit into your busy schedule.

## When you download our Sydney<sup>™</sup> Health app on your smartphone, you can receive:

- Comprehensive primary care, coordinated by a care team.
- Preventive care and lab screenings.
- Urgent or sick care, 24/7.
- A personalized care plan and follow-ups.
- Specialty care such as treatment for allergies or sleep issues.
- Mental healthcare.
- Prescription refills.<sup>2</sup>

Virtual care offers peace of mind and saves you time and money.

## How to download our Sydney Health app





- 1. Scan the QR code using the camera on your smartphone.
- 2. Make sure the QR code is inside the box on your screen.
- 3. Tap the pop-up notification that appears.



of virtual visits resolve the person's need.<sup>1</sup>



## **Virtual care options**

Virtual primary care and urgent care through text chat	Virtual urgent care through video visits	Virtual mental health and specialty care through video visits
Your cost: • Virtual annual preventive care (wellness) visit: \$0 • Virtual primary care and urgent care visits: \$39 or less <sup>3</sup>	Your cost: \$59 or less <sup>3</sup>	Your cost: Similar to what you'd pay for an in-network, in-person office visit <sup>3</sup>
Use for: Primary care • Virtual annual preventive care (wellness) visits <sup>4,5</sup> • Chronic condition management, such as diabetes or asthma Urgent care for common health matters Urgent care for common health matters • Bladder issues • Chickenpox • Chickenpox • Cold and flu • Ear infections • Cold and flu • Ear infections • Pink eye • Minor cuts • Minor cuts • Chronic condition management, such as diabetes • Seasonal allergies • Sinus infections • Sore throat • Sprains • Stomach ailments	Use for: Urgent care for common health matters Bladder issues Chickenpox Cold and flu Ear infections Pink eye Minor cuts Prescriptions <sup>2</sup> Seasonal allergies Sinus infections Skin conditions Sore or strep throat Stomach ailments	Use for: Mental health • Anxiety • Depression Specialty care • Allergies • Sleep • Lactation support
<ul> <li>How to access:</li> <li>For primary care, preventive care, virtual annual wellness visits, and chronic condition management, set up an appointment through our Sydney Health app. From the homepage, select Check-ups and Ongoing Care.</li> <li>Hours for primary and preventive care: Monday through Friday, 9 a.m. to 9 p.m. ET Saturday and Sunday, 9 a.m. to 5 p.m. ET For urgent or sick care, select Chat with a Doctor 24/7 or Check Symptoms. Hours for urgent or sick care: 24/7</li> </ul>	How to access: For urgent care, begin a session at any time through our Sydney Health app. From the homepage, select Care, then Video Visit. Hours for urgent care: 24/7	<ul> <li>How to access:</li> <li>For mental health and specialty care, set up an appointment through our Sydney Health app. From the homepage, select Care, then Video Visit.</li> <li>Mental health: Appointments available 7 days a week</li> <li>Allergies: Available 24/7, no appointment needed</li> <li>Sleep: Appointments available 7 days a week</li> </ul>

1 K Health analysis of Q4 2020 visit dispositions.

2 Your doctor will determine if a prescription is needed at time of visit.

3 Subject to deductible/coinsurance. 4 Virtual primary care medical services provided by Preventive Medical Associates P.C. through an arrangement with Hydrogen Health, which provides the virtual care platform.

5 Eligible members are those who have not yet had an annual preventive care (wellness) visit during the plan year (either vitual or in-person) whose group benefit plan covers a virtual primary care exam. If an employer group has a cap on the number of preventive care (wellness) visit, they may be responsible for copays and other out-of-pocket costs for the visit. Employees should consult their benefit plan and/or contact Member Services if they have any questions.

Other virtual care services offered through an arrangement with LiveHealth Online. LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of your health plan.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare professional in your plan's network. If you receive care from a doctor or healthcare professional not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. @2020-2023 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

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