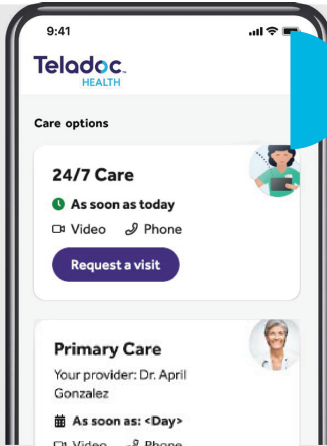


Primary360: What to know about this benefit



Did you know seeing a primary care provider for ongoing care can lead to better health results?

The Teladoc Health Primary360 benefit is primary care, simplified. It lets you have primary care appointments by phone or video on your schedule and from the comfort of your home. You get an annual checkup without having to pay anything and also gives you ongoing care. You can get prescriptions and lab orders, coordination of specialty care, and the support you may need so you can become your healthiest self. You can schedule an appointment within minutes, and see a provider as soon as the same day.

- **What services does Teladoc Health Primary360 provide?** With Teladoc Health Primary360, you can stay on top of your physical and mental health and get to:
 - Easily choose your primary care provider for annual checkups and ongoing care
 - Quickly make appointments for Monday through Friday from 7 a.m. to 9 p.m. and for Saturday from 8 a.m. to Noon local time
 - Spend time talking with your provider who really gets to know you over time so you can receive the care you need
 - Have your provider place lab orders and prescriptions. If needed, additional in-person or online care can be arranged.
 - Schedule ongoing care or get care right away with 24/7 access to Teladoc Health General Medical services for non-emergency needs
- **How do I activate my Teladoc Health Primary360 benefit?** You can either download the Teladoc Health app by scanning the QR code below, call 1-800-835-2362, or visit TeladocHealth.com/Primary360.
- **Who are the Teladoc Health primary care providers?** Teladoc Health primary care providers are U.S. board-certified and on average have been practicing medicine for 10-15 years. They have experience building relationships with patients in women's health, men's health, weight loss, diabetes and more. You will also have access to an experienced Care Team of registered nurses, medical assistants and Care Coordinators. They are with you every step of the way from coordinating care to helping you become your healthiest self.
- **How does Teladoc Health Primary360 handle bloodwork, imaging and labs?** Your primary care provider can order lab work, imaging studies and vaccinations. You can choose to visit an in-network lab/facility or request at-home lab services (if available in your area). Your Care Team will arrange either option for you. After testing or imaging is complete, your primary care doctor will follow up to talk through the results

Call 1-800-835-2362

Visit Teladoc.com/Primary360 | Download the app  | 



Primary360: Primary care re-imagined

Frequently asked questions



What is Primary360?

Primary360 easily connects you to primary care that helps you become your healthiest self. Primary360 helps you manage your overall health—body and mind—with a primary care provider of your choice and a dedicated care team of nurses and medical assistants by your side. Your primary care provider and care team will work with you to build a personalized care plan so you can meet your health goals with ease. Schedule annual checkups and manage ongoing health conditions—all on your terms, by phone or video.



Did you know?

Primary360 visits can save you money by helping prevent costly health issues down the road.

How does a primary care visit work virtually?

Before your visit

Once you choose your provider, you'll answer questions about your health. Your care team will review the information you provide prior to your visit. You'll also receive a blood pressure monitor (which is yours to keep) at no cost to you that you'll use to share readings for visits. If you get the monitor after your visit, send us a message through your Teladoc Health account with your reading.

During your visit

You'll get dedicated time with your provider to get answers to your health questions, talk through any concerns and discuss any necessary next steps to achieve your health goals. Don't worry—healthcare providers are trained to treat and diagnose over phone and video, and it can save you time, money and the hassle of going into an office.

Schedule your \$0* checkup today

TeladocHealth.com/PrimaryCare | Download the app



What does my care team do?

With Primary360, care team members are ready to help you every step of the way. Your care team is here to help you check your vitals, coordinate lab and imaging orders, assist with referrals to specialists and answer any health questions you may have. They can also help you access other Teladoc Health services.

They're like the staff in a doctor's office but offer personalized support whenever you need it.

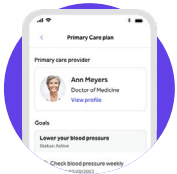
Best of all, you can message them at any time, online or on the Teladoc Health app, at no cost to you.



How do you handle bloodwork, X-rays and labs?

Your primary care provider can order lab work, X-rays, referrals and vaccinations just like any other doctor.

Your care team can also help connect you to an in-network lab or facility of your choice if needed. Your results will be reviewed with you, incorporated into your care plan and uploaded to your Teladoc Health account.



What is a care plan?

Your primary care provider and care team will work together to create your personalized care plan after your initial visit. Your plan may include support with:

- ✓ Prescriptions
- ✓ Routine lab orders and blood tests
- ✓ Referrals to in-person specialists
- ✓ Mental health screenings
- ✓ Routine cancer screening orders
- ✓ Weight management
- ✓ Blood pressure management
- ✓ Cholesterol management
- ✓ Diabetes management



Can I get prescriptions?

Yes. **Teladoc Health providers can prescribe new medications as needed, like pre-exposure prophylaxis (PrEP), allergy medications and more.** They can also help with maintenance medication refills for a full year.

Providers do not prescribe opioids, narcotics and other DEA-controlled substances.

Begin your journey to better health with Primary360

TeladocHealth.com/PrimaryCare | Download the app

*If you're scheduling an annual checkup, your fee will be waived in accordance with your benefits policy. Follow-up visits are as low as \$0, depending on your benefits coverage.

Teladoc Health is not available internationally.

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