

Primary Care Reimagined

Virtual Care in the Palm of Your Hand



Through our relationship with Teladoc Health, EVHC's clients have access to an industry-leading virtual primary care solution: Primary360.

Primary360 gives members:

- **Primary care with concierge-level Care Team support**
- **Mental health support**
- **Specialty care for dermatology**
- **24/7 on-demand virtual acute care**
- **National networks for in-person care**
- **Cutting-edge member portal**

Primary360 by the Numbers



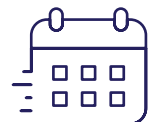
33% of members report they would have skipped care if not for virtual PCP option



Over 25% of diabetes and hypertension diagnoses were first-time diagnoses¹



20% of members also request mental health visits



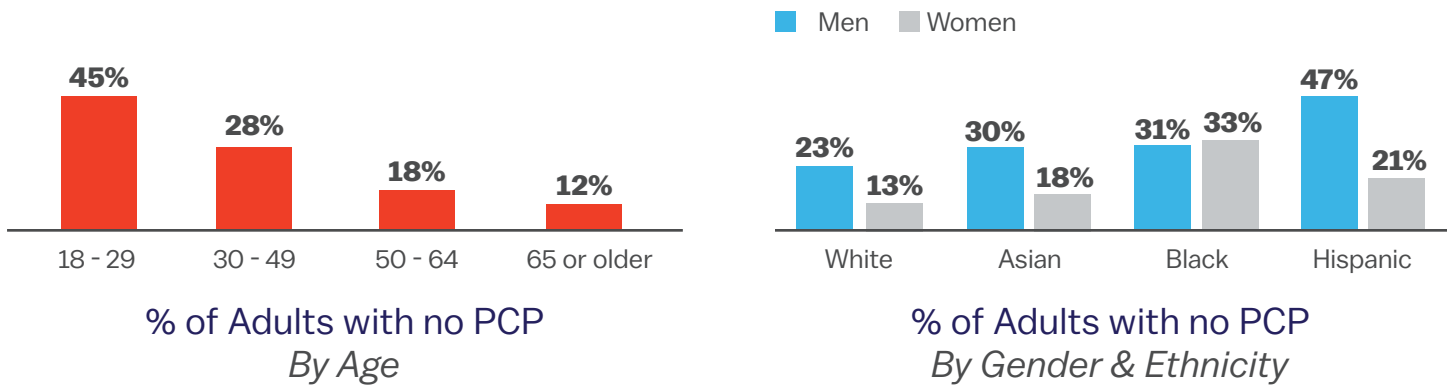
Less than 7 days wait time for new patient visits



How Primary360 Helps Reduce Spend

For individuals, receiving regular preventive care means better longitudinal health outcomes. And for individuals and their employers, it also means less need for high-cost episodic care.

But over a quarter of all adult Americans don't have a primary care physician, with even higher rates among certain demographic groups.²



26% of adults don't have a primary care physician²

By thinking outside the brick and mortar box and offering a concierge solution that makes primary care affordable and convenient, employers could see significant plan savings.



Reduce Unnecessary Use



Better Management of Chronic Conditions



Steer to Lower Cost, Higher Quality Care



Leverage Technology-Enabled Solutions

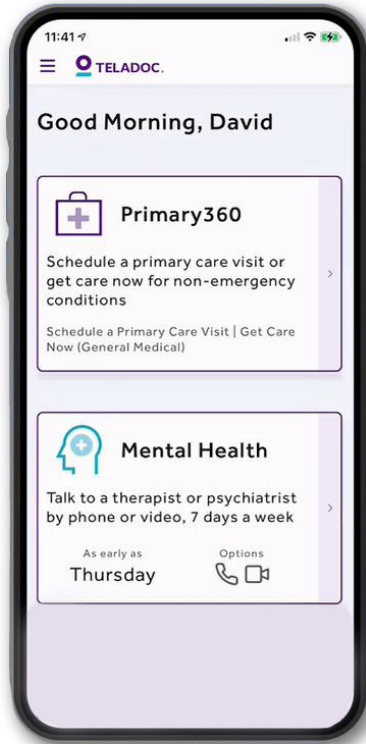
Every **\$1** increase in primary care spend delivers **\$13** in savings on other services.³

¹Teladoc Health program data, 2020. ²Kaiser Family Foundation Health Tracking Poll (conducted July 17-22, 2018) ³Figueroa JF, Wadhwa RK, Jha AK. Eliminating Wasteful Health Care Spending—Is the United States Simply Spinning Its Wheels? JAMA Cardio I. 2020;5(1):9-10. doi:10.1001/jamacardio.2019.4339



How it Works

With Primary360, after enrolling in the plan, members select a virtual primary care physician (PCP) from one easy-to-use digital platform.



The member's dedicated Care Team coordinates and supports all aspects of care, including:

- Developing a care plan with goals to improve member health
- Assisting with necessary in-person care navigation and scheduling
- Answering member questions
- Guiding members through lifestyle changes

Ultimate Flexibility

With Primary360, members have the option of only going into an office or facility if they need in-person specialist care, and their Care Team will make any appointments for them with an in-network provider.

Every time a member requests a visit with his or her virtual primary care physician, the member will pay a consult fee determined by the specifics of the health benefit plan.



Member Experience and Value

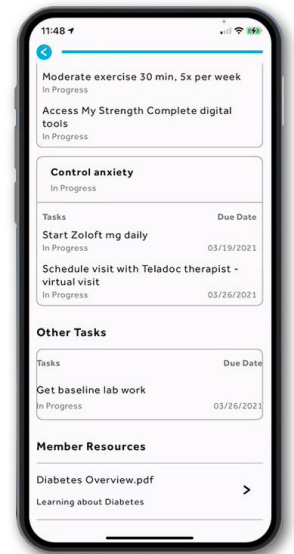
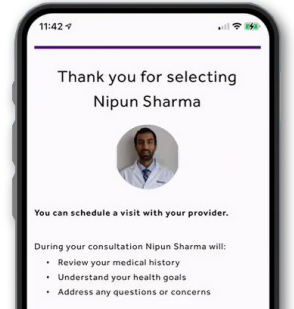


MEET OLIVIA

- 33 years old
- Married, two small children
- Work schedule varies weekly
- Lives in an area with few providers



- 1 **Olivia is interested in Primary360 because the nearest primary care provider (PCP) accepting new patients is over an hour away.**
- 2 She selects her new PCP at Teladoc.com.
- 3 Olivia schedules her wellness visit and receives her blood pressure and heart rate monitor at home.
- 4 Olivia's Care Team reaches out to review her intake before her visit.
- 5 During her visit, Olivia's PCP explains that she's pre-hypertensive based on her recent blood pressure reading.
- 6 After her virtual visit, Olivia views her detailed health plan on the mobile app.
- 7 Olivia connects with her Care Team via the app to ask about changes to her diet and physical activity level.
- 8 At the advice of her Care Team, Olivia changes her diet and begins exercising regularly.
- 9 Olivia periodically checks her blood pressure at home and shares her results with her Care Team via in-app messaging.
- 10 Olivia receives a reminder from her Care Team to schedule her annual wellness visit.
- 11 **Olivia and her PCP review her recent blood pressure readings; she's now in the normal range.**



For more information about Primary360, contact your EVHC sales executive or client manager.

