

# Quality care at your convenience with Virtual First

This new health plan could save you time and money



## Healthcare designed for your busy life

In the rush of everyday life, it's easy to put off important healthcare until there's a problem. The Virtual First approach to care offers a way to fit the care you need into your schedule, rather than building your schedule around in-person visits.

## The Virtual First experience

Through the award-winning Sydney<sup>SM</sup> Health app, you have access to convenient virtual care options, from routine wellness care to chronic-condition management. You have 24/7 access to healthcare professionals through chat or a video visit, with shorter wait times than in-person urgent care.<sup>1</sup>

The doctors and other healthcare professionals who take care of you online are from a high-quality, carefully curated network. They can order prescriptions, approve refills, check your health, make a plan for your care, and follow up on previous virtual care, all through your mobile device for low or no-additional cost.<sup>2</sup> Shared medical records allow providers to access a fuller view of your health, and make it easy to share with the healthcare professionals you see in person, as well.

## Virtual care

With virtual wellness, condition management, and urgent care visits, you don't need to miss a beat. Core services include preventive care, lab work, new prescriptions and refills, specialist referrals, care management, and treatment of more than 300 common conditions.<sup>3</sup>

## Virtual care options

Ongoing care	Urgent care
Virtual annual preventive care (wellness) visit <sup>4,5,6</sup>	Cold or flu symptoms
Chronic-condition management	Cough, sore throat, strep throat
Asthma	Rashes and other skin conditions
High blood pressure and high cholesterol	Pink eye and styes
Diabetes	Bladder or urinary tract infections
Musculoskeletal problems	Earache, ear infection, swimmer's ear

## Virtual care helps solve some of healthcare's biggest challenges

When people use virtual care, they can avoid unneeded emergency room or urgent care visits. They also have easier access to preventive care and other support for their overall health.

**85%**

of the time, the first virtual care visit resolves the patient's healthcare need.<sup>7</sup>

## Decision support and cost-comparison tools

When you need a healthcare procedure, the Sydney Health app provides access to cost-comparison resources on more than 700 different procedures, along with guidance to direct you to higher-quality, lower-cost care that suits your needs.<sup>8</sup>

## Virtual First is a flexible health plan option

- **Cost savings.** Virtual care saves healthcare dollars for everyone. Cost-sharing amounts for in-person visits are higher than what you'll pay out of pocket for virtual visits.
- **No appointment needed for urgent care.** Text with a virtual care provider or have a video visit in minutes, anytime, anywhere.
- **Save time.** Chronic and behavioral health conditions can be diagnosed, treated, and managed from the convenience of your mobile device.
- **Ongoing care.** Virtual care providers can handle follow-ups, order labs, and coordinate with your primary doctor.
- **Unlimited chat.** Chat with healthcare professionals as often as you want.

With Virtual First, we are making healthcare more cost effective, accessible, convenient, and simple. Once you're a member, download the Sydney Health app and register to access your virtual care options.



### Download the Sydney Health app.

Scan this code with the camera on your smartphone to access Sydney Health.



1 Internal data, 2020.

2 Prescription availability is defined by physician judgment.

3 Available to members 18 to 64 years old.

4 Virtual annual preventive care (wellness) visits through the Sydney Health app are covered in full unless your employer has a limit or cap under your benefit plan.

5 Virtual primary care medical services provided by Knowledge Health Medical and Preventive Medicine Associates P.C. through an arrangement with Hydrogen Health, which provides the virtual care platform.

6 Eligible employees are those who have not yet had a wellness visit during the plan year, either virtual or in person, and their organization has chosen to offer the virtual primary care experience without a limit or cap under your benefit plan. If an employer group has a cap on the number of preventive care (wellness) visits and the employee has exceeded the cap but would like to have another 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.

7 IngenioRx Drug Trend Report 2020.

8 Internal data, 2022.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider 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. ©2023 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

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