

1. **Summary of Services:**

Virtual Primary Care gives patients face-to-face time with their physicians across devices. In Virtual Primary Care, patients can connect with a physician by phone or video technology, enabling both the physician and patient to experience the complete benefit of establishing a relationship, without having to step foot into a doctor's office.

Our Virtual Primary Care service offers patients nationwide access to board-certified primary care physicians. Primary care physicians are mainly known as "PCP's, family doctors, or general doctors", but they diagnose and treat common illnesses and chronic conditions like diabetes, obesity, and hypertension.

2. **Servicing Details:**

Servicing days & hours: Monday- Friday ONLY (7am-7pm CST)

3. **When to Use?**

- Treatment of common illnesses
- Management of health conditions over time
- Lab tests & routine screening
- Health assessment screening & evaluation
- Medication management, including on-going refills
- In network recommendations to Medical Specialists



Virtual Primary Care

Operating - Servicing Guidelines

4. **Restrictions:**

- VPC consultations are required to be scheduled **3-hours** in advance.
- Consultations by appointment ONLY
- VPC consultations should always be scheduled with the member's preferred provider
- No DEA controlled substances will be prescribed by providers
- No children under the age of 2

5. **Services Provided:**

Eligible members can request a consultation with a Virtual Primary Care physician for the following services:

- ✓ Establishment of a Virtual Primary Care Physician
- ✓ Management of health conditions over time
- ✓ Medication management, including on-going refills
- ✓ Lab tests and routine screening
- ✓ Health Assessment screening & evaluation
- ✓ Review and interpretation of lab test results and screenings
- ✓ In-network recommendations/referrals for specialty care services
- ✓ If eligible, access to specialty care services (ex: Psych, BH, Derm)

6. **Servicing Guidelines:**

Members that are eligible for (VPC) **Virtual Primary Care** services will have a TILE and servicing option available in their member account dashboard.

- Members schedule a VPC consultation by logging in to their online portal, downloading the app, or by calling in to speak with a Care Coordinator, who will walk them through the process online.
- Members request a consultation at a specific time and select their preferred provider, licensed in the state that the member is currently located.
- Members have the option to schedule a phone or video consultation and select their preferred provider by gender, language, and availability.
- Members will receive notifications via text message regarding their scheduled consultation with their preferred provider once a consultation is submitted.
 - 24 hours prior to the scheduled appointment
 - 5 minutes before the scheduled appointment time