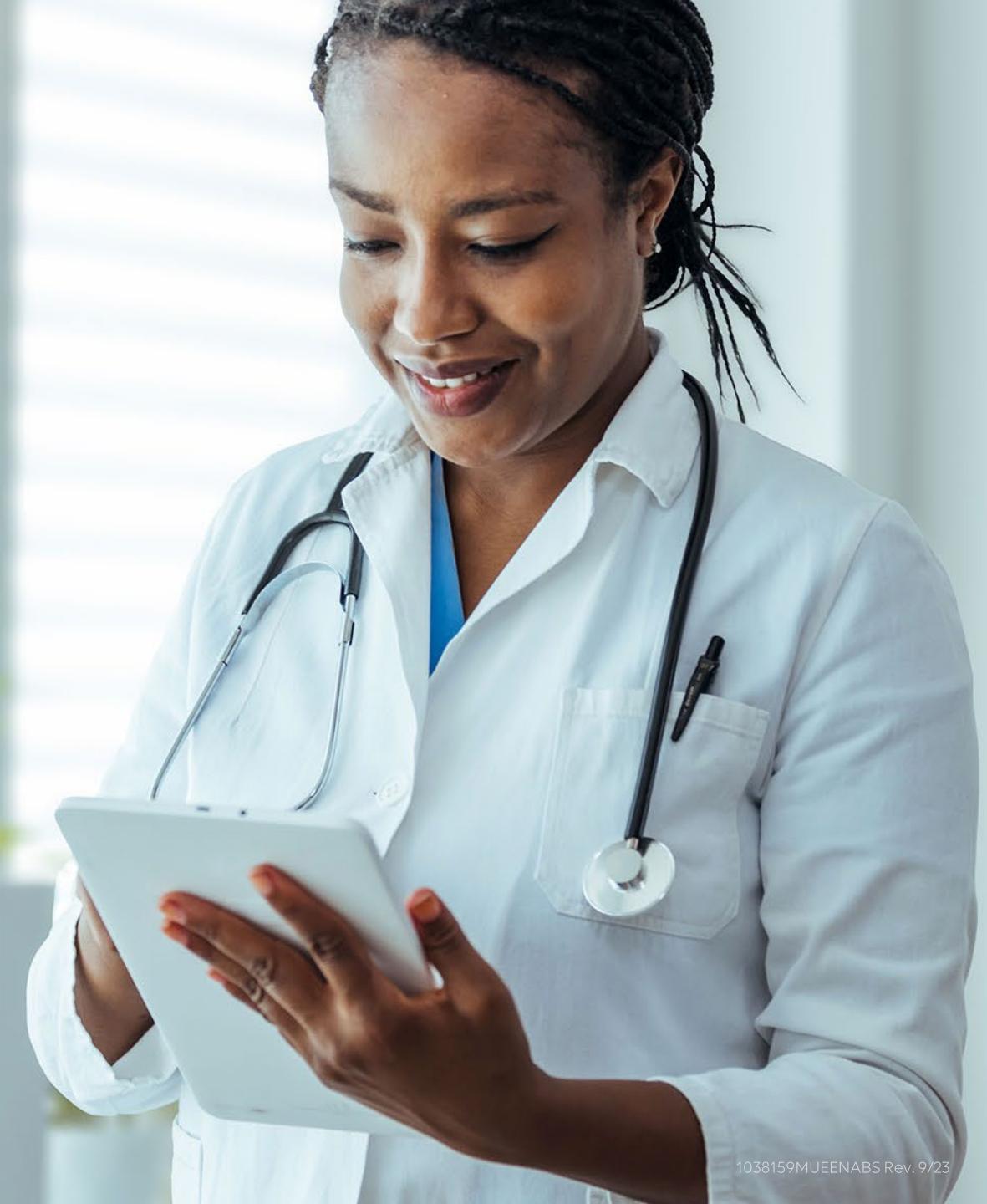


A complete

# Virtual Care Solution

Simplicity, experience, and savings  
with next-level virtual care



# The Care Center: One access point to comprehensive virtual care

Accessible through our award-winning Sydney<sup>SM</sup> Health app,<sup>1</sup> the Care Center connects employees to:

## Primary care

Expanded video access to **primary care** with an appointment<sup>2</sup>

The ability to **schedule care with the same provider** on an ongoing basis

## Urgent care

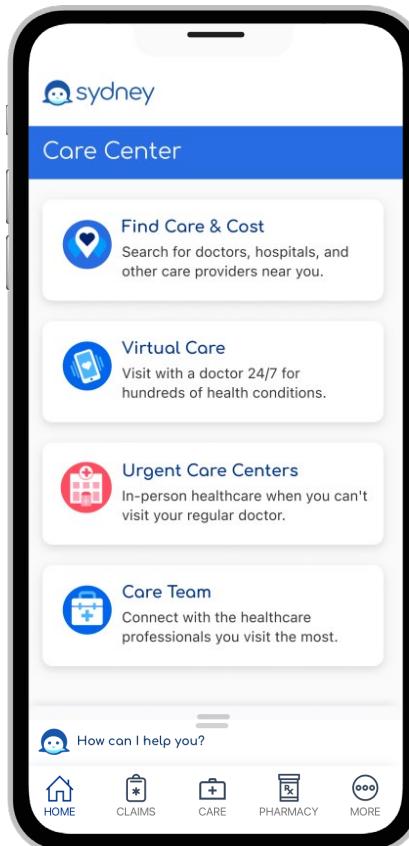
Available **24/7/365** with no appointment needed

## Condition management

Ongoing care for chronic conditions like diabetes and hypertension, **coordinated by a care team**

## New prescriptions and refills

## Labs and imaging



## Behavioral health

**Integrated behavioral health** and data sharing between virtual primary care (VPC) and mental health providers to support whole-person health

## Referrals

## Reminders for checkups, tests, and exams

## Wellness visits

**Annual preventive care** (wellness) visits by video for employees ages 18 to 64<sup>2,3</sup>

## Specialized support

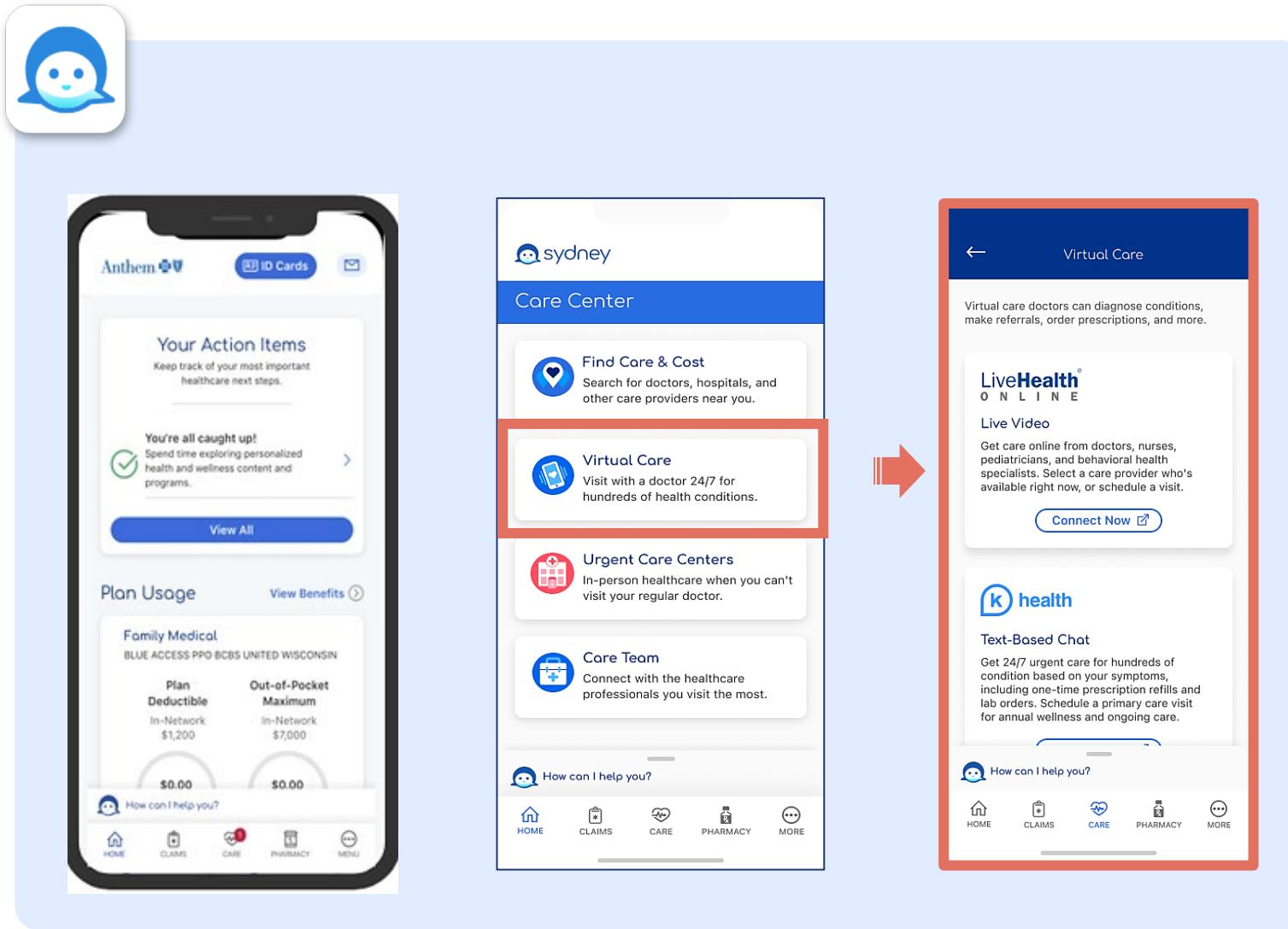
**Access to clinical expertise** for support when, where, and how employees need it most

<sup>1</sup> 2022 Digital Health Gold Award.

<sup>2</sup> The virtual annual preventive wellness visit is covered in full unless the employer has a limit or cap under their benefit plan.

<sup>3</sup> Age eligibility and other clinical criteria developed by the medical group.

# Virtual Care Center



## LHO Virtual Primary Care:

- Primarily Video Based,  $\geq 12+$  yrs old
- Urgent Care
- Annual Wellness Exams
- Primary Care Visits
- Psychology & Psychiatry visits
- Members can choose and establish an ongoing relationship with a provider for primary care needs
- Labs/Imaging, e-prescriptions & refills, in network provider referrals

## K Health:

- Primarily Text Base,  $\geq 18$  yrs old
- Symptom Checker
- Urgent Care
- Annual Wellness Exams
- Primary Care Visits
- Members are directed to Khealth's app, which allows members to:
  - Receive improved quality and performance
  - Schedule a visit with a provider of choice
  - Navigate chat history and care plans more easily

# Virtual urgent care

Employees can access virtual urgent care around the clock through the **Care Center**, increasing convenience *and* savings.

Services include new prescriptions and refills, in addition to addressing 300+ conditions, including:<sup>1,2</sup>

- Cold and flu
- Sore or strep throat
- Chicken pox
- Ear infection, earaches, swimmer's ear
- Stomach ailments
- Allergic conditions
- Seasonal allergies
- Sinus infections
- Pink eye/styes
- Skin conditions
- Urinary tract/bladder infections



<sup>1</sup> Anthem internal data, 2023.

<sup>2</sup> Treatable conditions are not limited to this list.

<sup>3</sup> Fierce Healthcare: *Virtual care can reduce unnecessary ER, urgent care visits by 19%* (accessed May 2023): [fiercehealthcare.com](http://fiercehealthcare.com).



The use of virtual care results in



fewer ER and urgent care visits<sup>3</sup>

# Virtual primary care

Using the Sydney Health app to access the **Care Center**, employees can receive virtual primary care at low- or no-additional cost.

Services include:

- Comprehensive primary care, coordinated by a care team
- Wellness check-ins
- The ability to see the same provider on an ongoing basis
- Preventive care and lab screenings
- Urgent or sick care, 24/7
- A personalized care plan and follow-ups
- New prescriptions and refills<sup>1</sup>
- Specialist referrals
- Care for on-going conditions like diabetes, hypertension, and asthma

**Text Appointments  
via K Health**

9 a.m. to 9 p.m. ET  
Monday through Friday

**Scheduled appointments  
and text via K Health**

9 a.m. to 5 p.m. ET  
Saturday and Sunday

**Scheduled video visits  
via LHO<sup>2</sup>**

8 a.m. to 8 p.m. local time  
Monday through Friday



<sup>1</sup> Your doctor will determine if a prescription is needed at time of visit.

<sup>2</sup> Specific to LiveHealth Online.

<sup>3</sup> Benefits Pro: *How employers are side-stepping rising health care costs with virtual care* (Feb 2023): [benefitspro.com](http://benefitspro.com).

85%

of healthcare costs  
are tied to condition  
management<sup>3</sup>

# Virtual preventive care

Through the **Care Center**, employees can stay on top of their health — and catch emerging issues early.

Virtual annual preventive care (wellness) visits help reduce employer costs and close care gaps by:<sup>1,2</sup>

- Offering a **comprehensive health review** with age-appropriate screening recommendations, preventive labs, and overall health risk assessment.<sup>3</sup>
- Allowing employees to follow up on the same care concern for seven days **with no additional charges**.
- Counting as an annual preventive care visit when employers use **incentive programs** for preventive care.
- Costing **significantly less** than the average primary care visit in a traditional office setting.<sup>4</sup>

**Text Appointments  
via K Health**

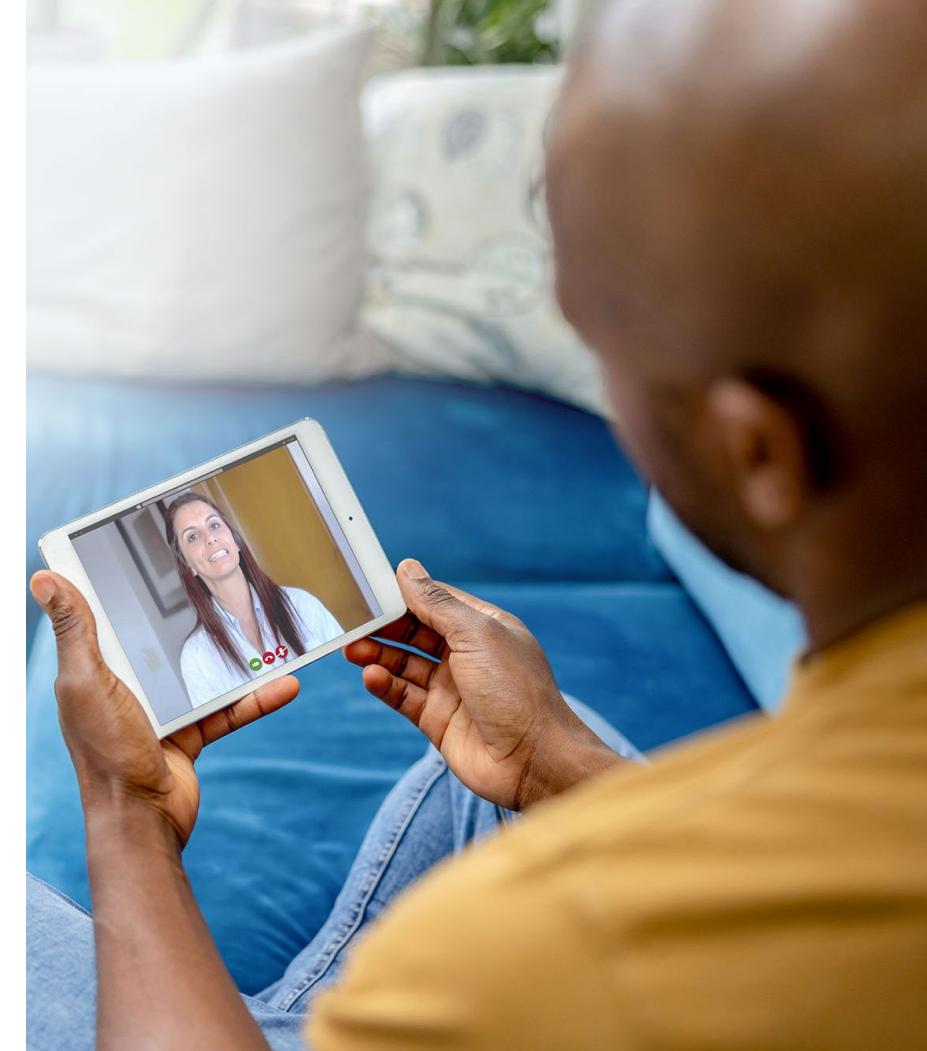
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9 a.m. to 5 p.m. ET  
Saturday and Sunday

**Scheduled video visits  
via LHO<sup>2</sup>**

8 a.m. to 8 p.m. local time  
Monday through Friday



<sup>1</sup> A virtual annual preventive care (wellness) visit through the Sydney Health app is covered in full unless the employer has a limit or cap under their benefit plan.

<sup>2</sup> Beginning in 2Q 2024, LiveHealth Online will also begin to offer virtual annual preventive care (wellness) visits.

<sup>3</sup> Eligible employees are those who have not yet had an annual preventive care (wellness) visit during the plan year (either virtual or in person) and whose group benefit plan covers a virtual primary care exam. If an employer group has a cap on the number of preventive care (wellness) visits that are covered in full and the employee has exceeded the cap but would like to have another 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.

<sup>4</sup> Average national rate for an in-office primary care visit is \$150 per visit.

<sup>5</sup> The Balance: *How Preventive Care Lowers Health Care Costs* (Oct 2022): thebalancemoney.com.

## 4 out of the 5

leading causes of death in the U.S. can be prevented or more easily managed with regular access to healthcare.<sup>5</sup>

# Virtual behavioral health

Easily connect with Mental Health Support through the [Virtual Care Center](#) with low or \$0 copay.

Services include:

- Video visits with in-network licensed **psychologists, therapists, and psychiatrists** for medication management<sup>1</sup>
- Private, easy to access, and **convenient visit**
- **Self-scheduled appointments** available 7 days a week
- **Appointments available within 7 days for therapy and 30 days for psychiatry**
- Commonly treated **behavioral health concerns**:
  - Anxiety
  - Stress
  - Depression
  - Grief
  - Coping with an illness
  - Obsessive compulsive disorder (OCD)
  - Post traumatic stress disorder (PTSD)
  - Bipolar disorder (BO)

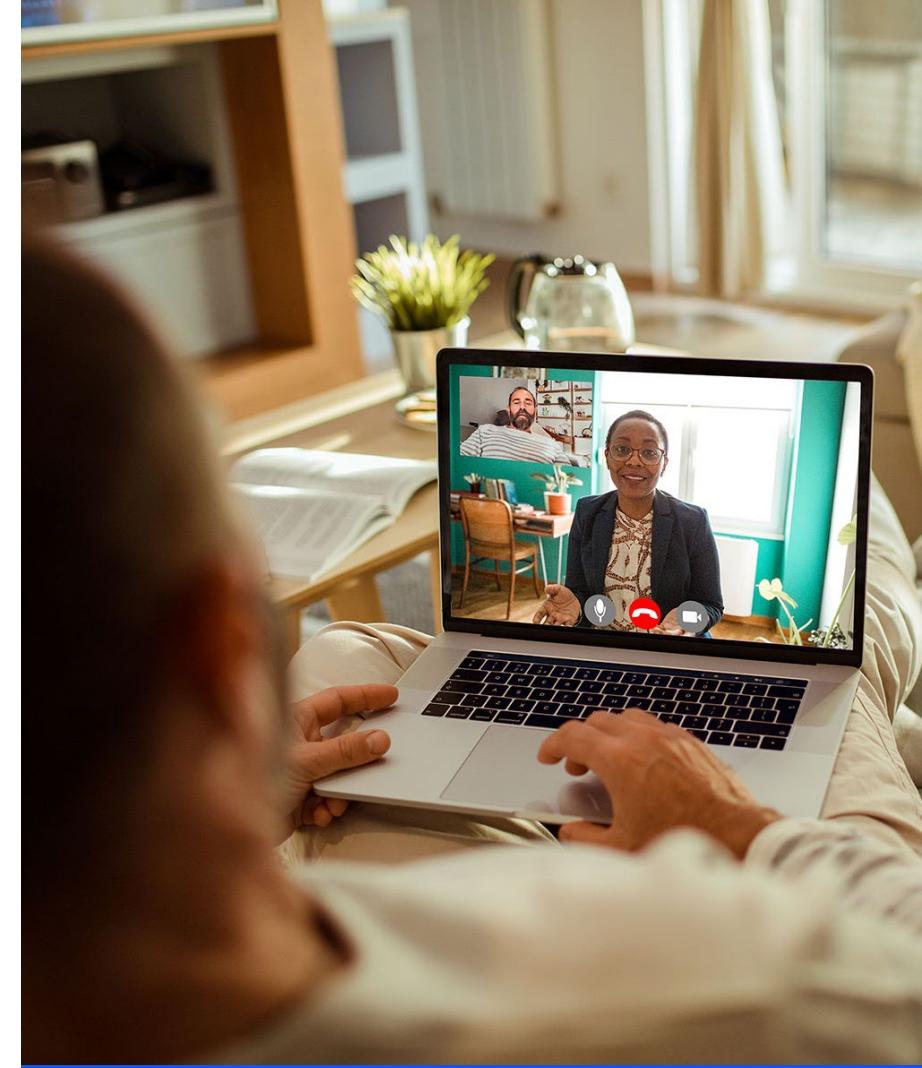
[Scheduled video visits via LHO<sup>2</sup>](#)

7 a.m. to 11 p.m. local time  
7 days a week

<sup>1</sup> Your doctor will determine if a prescription is needed at time of visit.

<sup>2</sup> Specific to LiveHealth Online.

<sup>3</sup> Anthem Internal data, Commercial members, 2022.



of members stated our virtual self-guidance support improved their emotional health<sup>3</sup>