

USING DIRECT PRIMARY CARE IS AS SIMPLE AS **ONE PHONE CALL!**



STEP ONE

On your Effective Date, you will receive a welcome message via text or email from Healthcare2U. This message will walk you through the next steps to download the Healthcare2U mobile application and instruct you how to login.

STEP TWO

Download the Healthcare2U Mobile App from the associated app store for Android or Apple devices. Scan the QR code in your welcome message or simply search “Healthcare2U” and begin your download.

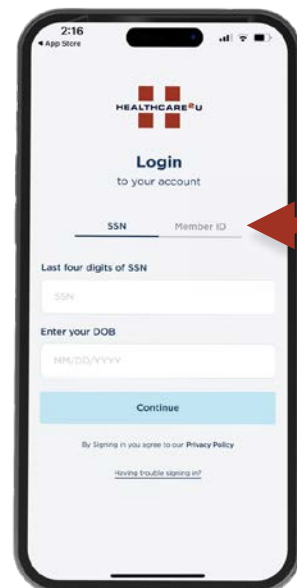
Download App from QR Code:



STEP THREE

Sign in to the Healthcare2U Mobile App. There are 2 selections Login to your account via SSN or Member ID. **Select the Member ID option.** Your welcome message email will also contain instructions on how to log in to the Healthcare2U mobile application.

(Your member ID should include BB and your Member ID number. Make sure to use the entire Member ID, e.g., BB123456.)

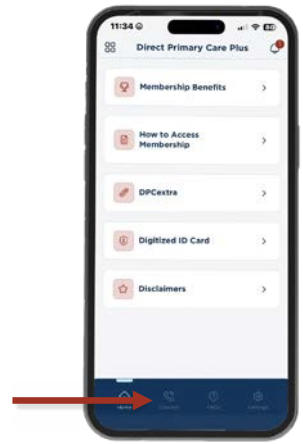


No walk-ins allowed. Unlimited services (including Virtual DPC / telehealth) must be accessed through Healthcare2U's Patient Advocacy Line (PAL)™ and all care is provided through Healthcare2U's Private Physician Network (PPN)™. In-office appointments are only available within business hours (Monday through Friday, 7 am to 6 pm CST). PAL may direct the member to another level of care if appropriate, depending on the member's condition and utilization of services. Applicable visit fees apply. After hours? Members have the option to speak to a physician virtually. Telehealth programs are provided through third-party organizations and are not connected to Healthcare2U. Well-woman pap smear pathology interpretation is not included in the annual physical. Dependent on membership type, the annual physical may only be accessible after six consecutive months of membership. Healthcare2U's membership does not include inpatient or outpatient hospital services or critical illness. This is not insurance.

STEP FOUR

Healthcare2U's mobile application is your hub for everything related to your membership. Within this app you will find your membership benefit information, digitized ID cards and more!

To schedule care, simply click on the contact button to reach the Bilingual Patient Advocacy Line (PAL).



STEP FIVE

Everything begins with the phone call to Healthcare2U's Bilingual Patient Advocacy Line. Based on the member's symptoms, Healthcare2U's medical professionals will provide direct primary care options of a Virtual DPC consult or an in-office doctor's appointment with a Healthcare2U physician or urgent care facility.

- ° Member Chooses the option.
- ° Healthcare2U will schedule the virtual consult or the in-office appointment.

In-Office Appointments:

- Member will be given appointment details.
- Member is responsible for paying the visit access fees associated with their care.
- At the appointment, the physician will treat the member and prescribe generic medication if necessary.

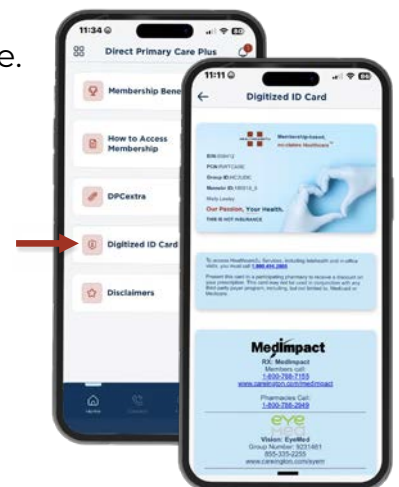
Virtual Care:

- Member will consult licensed physician either over the phone or via video, based on preference.
- When appropriate, physician will call in a prescription to the member's pharmacy of choice.
- Virtual Primary Care is available 24/7/365 with a \$0 visit access fee.

DIGITIZED ID CARD

The Healthcare2U mobile application also includes access to your digitized membership ID card. This card houses all information you need to access your Healthcare2U membership.

Simply click the Digitized ID card button on your app homepage to access your ID card.



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