

Hello, wellness. Hello, you.

Most of these health and wellness benefits are available at no additional cost to you.



Make sure everything checks out

Preventive care—such as routine annual checkups and certain recommended screenings and immunizations—is covered by most of our plans for \$0 out-of-pocket when you see network providers. A preventive care visit may be a good time to:

- Help establish your relationship with your primary care provider
- Create a connection for future medical services
- Evaluate your health when you're symptom-free

Preventive care is routine health care that's meant to help you stay healthier.

Support for emotional well-being



Whether you're in a time of greater need or want to work on personal growth, you can get connected to self-help digital tools, in-person or virtual behavioral health providers and more. These resources and programs are designed to help you:

- Address depression, stress, anxiety or substance use issues
- Improve relationships at home or work
- Work through emotional issues or grief
- Get legal or financial assistance
- Manage medications, compulsive habits or eating disorders

Sometimes you may need someone to talk to—so it's nice to know that support is available.



Access leading health care facilities

If you have a special condition, our Centers of Excellence (COE) network provides help finding a doctor and medical center as well as help with understanding your illness. COEs are intended to complement local hospital and physician care by helping you get access to care.



Get care, virtually anywhere

With 24/7 Virtual Visits, you can connect to a provider by phone or video.* Providers can treat a wide range of health conditions — from flu and pinkeye to migraines and more — and may even prescribe medication as needed.** A 24/7 Virtual Visit may be a good option if your primary care provider (PCP) isn't available — and it may save you money compared to an urgent care or ER visit.***

* Data rates may apply.

** Certain prescriptions may not be available, and other restrictions may apply.

*** The Designated Virtual Visit Provider's reduced rate for a 24/7 Virtual Visit is subject to change.

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The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

24/7 Virtual Visits is a service available with a Designated Virtual Network Provider via video, or audio-only where permitted under state law. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

Certain preventive care items and services, including immunizations, are provided as specified by applicable law, including the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services may be based on your age and other health factors. Other routine services may be covered under your plan, and some plans may require copayments, coinsurance or deductibles for these benefits. Always review your benefit plan documents to determine your specific coverage details.

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