

Point32Health

SimplyVirtualSM
HMO



Confidential. Please do not distribute.

Our family of brands

Point32Health



Strategic Vision

Point32Health will lead in connecting all people in our communities to personalized solutions that empower healthier living.



Provide access to high-quality, affordable care delivered in an easy-to-navigate **experience**.



Guide members toward integrated whole-person care across physical, behavioral, and social determinants of health (SDoH), improving **health equity** in our communities.



Deliver diversified health care services and solutions which complement our mission and health plan products.

Virtual Primary Care product:

SimplyVirtualSM HMO

What is virtual primary care?



Innovative model: Members see PCPs through Doctor On Demand* virtual visits from anywhere – at home, in the workplace, while traveling

- **Voice and video communication** via a digital platform for smartphone or computer
- **Lower cost share** than office-based offerings
- **Seamless service and continuity of care**, with in-network referrals for specialist visits
- **Compassionate and efficient** – greater respect for the member's time
- **Relationship-centered care**
 - emphasis on shared decision-making
 - PCPs take the time to guide members
- **Prescriptions and refills** available for local pharmacies

*A member must establish a relationship with a provider by registering with Doctor On Demand, and completing a PCP appointment in the same state.

SimplyVirtualSM HMO*

An innovative product built around virtual primary care



Plans available with 1/1/21 effective dates



Virtual primary care for adults: members age 19 and above select a Doctor On Demand PCP and utilize virtual visits.

- Provider search via Doctor On Demand website or app;
www.harvardpilgrim.org will include directory link



Members under the age of 19 will utilize Harvard Pilgrim network PCPs

How do SimplyVirtualSM visits work?



- Members age 19+ interact with a Doctor on Demand PCP via their smartphone, tablet or computer in real time



- Virtual PCPs will refer members for office-based care:
 - Specialists, labs, x-rays, immunizations, and other services that cannot be performed virtually

Plan Designs (example)

SimplyVirtual SM HMO	
PCP Visit*	\$10
Specialist Visit	\$45
ER	\$350
Urgent Care	DOD Urgent Care - \$10 All Other - \$75
Inpatient	Ded then 20%
Day Surgery	Ded then 20%
Mental Health Visit	\$10
Labs	\$10
X-Rays	\$30
Scan, CT, MRI (HER)	\$40
Chiro	\$30
PT/OT/ST	\$45

* both virtual DOD visits & office-based visits (if needed)

Member experience



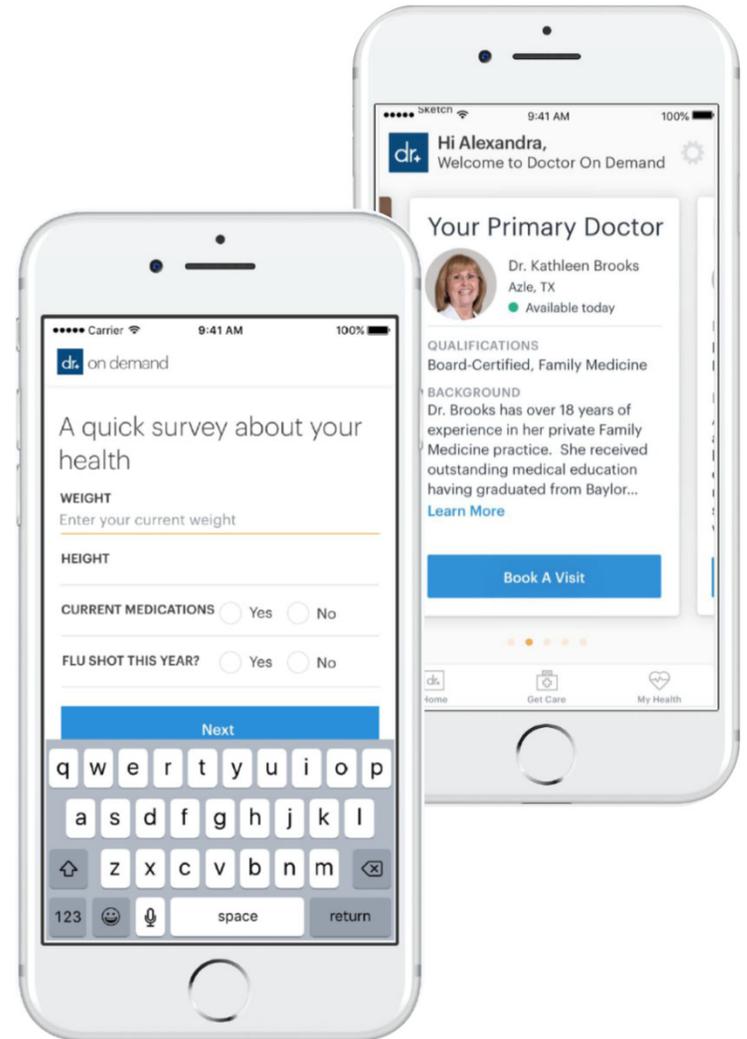
Upon enrollment, members will:

- Register with Doctor on Demand
- Select and meet their PCP
- Receive Care Kit: includes thermometer, blood pressure cuff and welcome materials



Once the member is registered, Doctor On Demand contacts with more resources:

- Welcome to Doctor On Demand
- Walkthrough kit
- How to set up a wellness appointment



About Doctor On Demand (DOD)

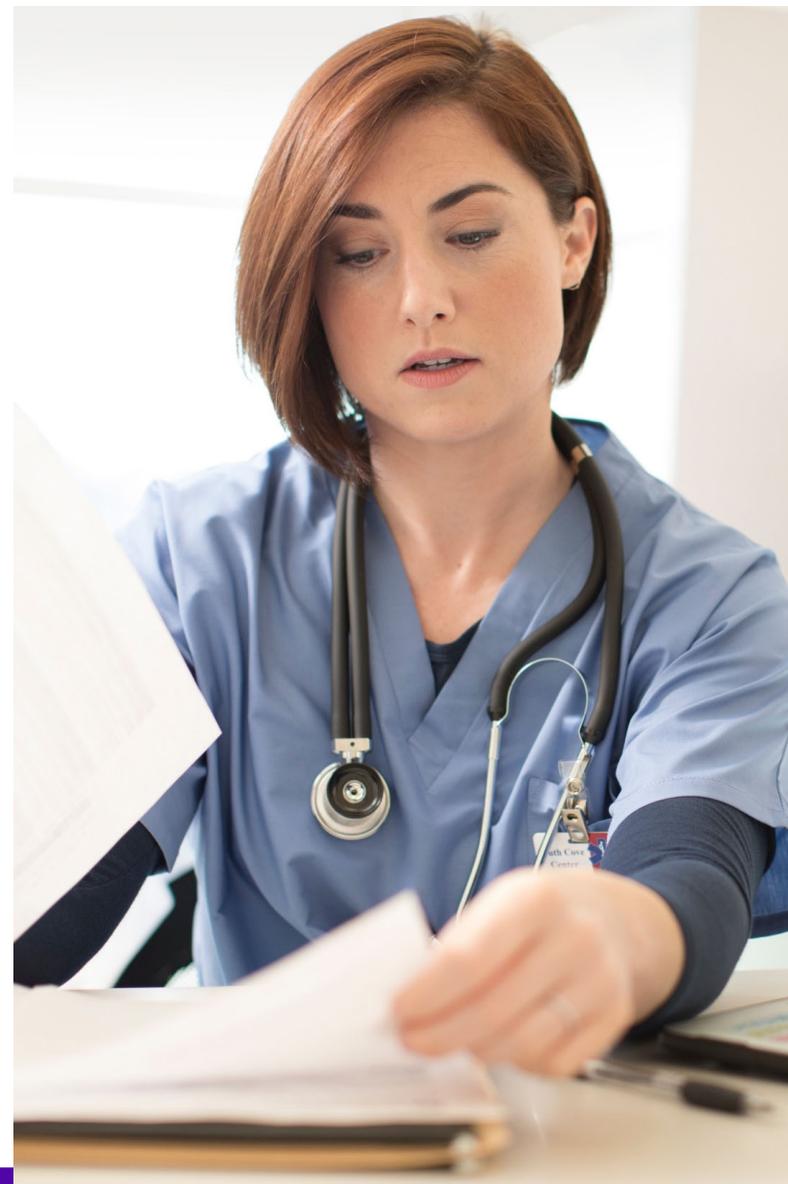
**An industry leader in telemedicine,
specializing in virtual visits**

Specially trained and certified providers

- Virtual care, antibiotic stewardship, peer review
- NCQA, URAC, HITRUST, ADA
- Specially trained and certified providers

Fully employed medical practice, with engaged providers

- Average 17 years experience
- DOD handles recruiting, training and QA



The Doctor On Demand model offers...

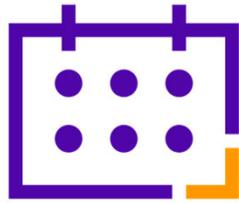
An integrated program

- **Prescriptions and lab orders**
- **Referrals and collaborative care**
- **Mental health care visits** with psychiatrists; psychologists; LMTs; individual, family and group counseling
- **Benefits ecosystem navigation** with smart referrals to in-network providers and imaging

24/7 virtual primary care

- **Wellness & preventive health:** Preventive care visits, nutrition counseling, smoking cessation and social determinants of health
- **Everyday & urgent care:** Convenient on-demand or by appointment visits and unlimited care team messaging
- **Chronic condition management:** PCP-led coaching, care planning and coordination for chronic diseases
- **Integrated behavioral health:** Psychiatry, therapy and medication

Here, when and where you need us.



Scheduling



Provider



Connect