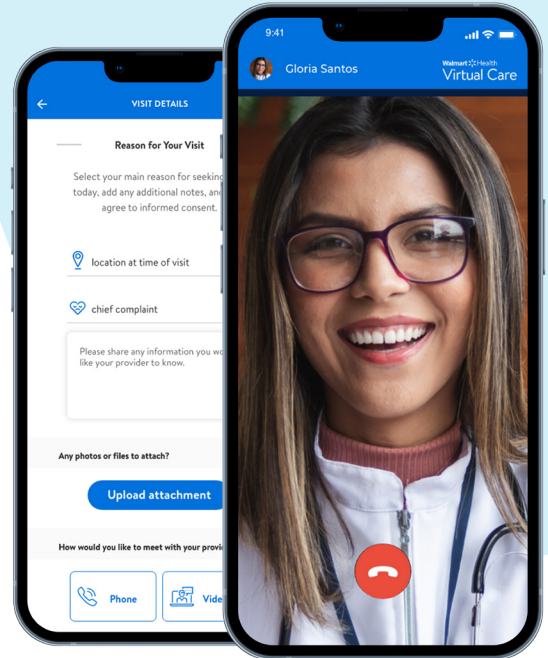


Convenient, affordable telehealth for you & your family!

We are pleased to announce that you and your family now have access to Walmart Health Virtual Care – your new telehealth service. Telehealth helps you reach a medical provider or therapist for a virtual visit when access to your regular doctor is not available.



Q What is telehealth?

Telehealth utilizes technology to give you and your family affordable and convenient access to medical and talk therapy services online. Using Walmart Health Virtual Care's telehealth service and national team of US-licensed, board-certified medical providers and therapists, you can connect with a provider online to receive care and a personalized treatment plan. Telehealth can help when you need medical attention after-hours, when your regular doctor is not available, or when travel is difficult; it does not replace seeing a doctor in-person for your annual office visit. Teletherapy can be a more convenient and private way to speak to someone about your emotional health, and can also be an alternative or supplement to in-office therapy.

Q How does virtual care work?

When you have a health concern, either call Walmart Health Virtual Care (WHVC) or request a visit online. After you've created your account it's simple to request a video or phone (where permitted) visit with one of WHVC's medical providers or talk therapists. The WHVC telehealth program is designed to supplement care when your regular doctor is not available. For example, in the evening, on holidays and weekends, or when you cannot get an appointment or connect with your regular provider.

Q What health concerns can virtual care address?

Urgent Care

- Abrasions, bruises
- Colds, flu and fever
- Sore throat, cough, congestion
- Allergies, hives, skin infections
- Bites and stings
- Minor headaches, arthritic pains
- Medication refills*
- Diarrhea, vomiting, nausea
- Urinary tract infections
- Eye infections, conjunctivitis

And more

Talk Therapy (18+)

- Anxiety
- Bipolar disorder
- Depression, grief, loss
- Divorce, relationships
- Domestic violence
- Mood swings
- Panic attacks

And more

*When medically necessary, providers may prescribe medication that patient can pick up at a local pharmacy. Prescriptions cannot be written for controlled substances.

Q Can I get a prescription?

When medically appropriate medical providers can submit an electronic prescription for pick-up at your local pharmacy. Please note, talk therapists do not prescribe medication.

Q When is WHVC available?

Virtual urgent care visits are available 24/7/365. We schedule talk therapy sessions seven days a week when it's convenient for you. Many patients are able to meet with a therapist in as little as 72 hours of requesting an appointment.

Q Who is eligible to use WHVC?

The program is available to you and anyone covered on your health plan. You must be 18+ to have a therapy visit.

Q Will I see a quality provider?

Yes. Medical care is provided by our team of US-licensed, board-certified physicians, nurse practitioners and physician assistants. Licensed therapists provide talk therapy.

Q Is this service confidential?

Yes. WHVC services are HIPAA compliant and completely confidential.

Q Is a webcam required?

Yes, in most cases. Many concerns can be treated via an audio-only visit, though we highly encourage video visits when feasible, since it allows our providers to better assess your condition and deliver the best possible care. A video visit may be required in certain states. Please contact WHVC for further information.

Q How much does the service cost?

WHVC virtual urgent care and 50-minute talk therapy visits are fully covered by your health plan.

Q Can Health Savings Account (HSA) or Flexible Spending Account (FSA) funds be used for Virtual Care?

Yes. Please check with your FSA/HSA benefits coordinator for the specific requirements for reimbursement.

Next steps:

- 1 Open the Centivo app or member portal at my.centivo.com**
 - From the portal or app select **HealthHub** at the top of the screen
 - Select the **Telemedicine - Walmart Health Virtual Care** section to sign in
- 2 Request a virtual visit**

For non-emergency health concerns, virtual urgent care is available 24/7/365 and talk therapy visits can be scheduled in as few as 72 hours.
- 3 Speak with a provider**

Consult with a licensed medical provider or talk therapist by video or phone (where permitted) and receive a personalized treatment plan.

