

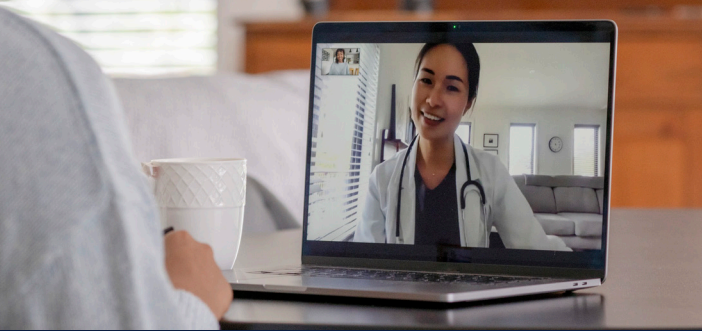
# Welcome to healthcare virtually anywhere

Sign in online to get started.

### Access from the Centivo app or my.centivo.com

- From the portal or app select **HealthHub** at the top of the screen
- Select the **Telemedicine - Walmart Health Virtual Care** option to sign-in

Urgent Care and Talk Therapy visits are covered in full by your health plan



## Your Virtual Care Plan Includes:

### Urgent Care



Adults and children can be diagnosed and treated 24/7 for routine health issues, such as cold and flu.

### Talk Therapy (18+)



Speak with a licensed therapist and get help in as few as 72 hours for emotional and behavioral health issues.

*\*Therapists do not write prescriptions.*

## Our providers can help with:

- Allergies
- Skin infections
- Sinus infections
- Medication refills
- Depression
- Anxiety
- Stress
- And more

## What

**What's telehealth?** A service that helps you to reach a medical provider or therapist for a virtual visit by phone (where permitted) or online.

## Who

**Who can use the service?** Walmart Health Virtual Care is available to you and anyone covered on your health plan. You must be 18+ to have a therapy visit.

**Who will I see?** Medical care is provided by our licensed and board-certified physicians, physician assistants and nurse practitioners, while licensed therapists provide talk therapy. Our accredited team of providers averages 17+ years of clinical experience.

## When

**When should I use telehealth?** When you need medical attention for a minor health concern anytime, day or night, at home or when traveling – or when facing an emotional or mental setback, we provide a convenient, discreet way to get help on your schedule.

**When can I use Virtual Care?** Medical care is available 24/7—365, and therapy visits can be scheduled in as few as 72 hours.

## How

**How do I save more money?** Walmart Health Virtual Care provides a convenient and less expensive alternative to costly ER and urgent care visits, as well as access to affordable therapy sessions.

## Where

**Where can I use telehealth?** From the privacy of your own home, office, or secluded space—over the phone (where permitted) or by video.

## Register online to start using your Virtual Care benefits:

- After activating your account (using single-sign-on from the Centivo app or member portal) you can enjoy streamlined access to healthcare right when you need it by using the link within the Centivo app or member portal.
- Request a virtual urgent care visit with a Walmart Health Virtual Care provider 24/7/365, review past visits, schedule a behavioral health visit, and when medically necessary, have prescriptions sent to a local pharmacy for pick-up.

Walmart Health is comprised of independent physician practices. Walmart Health Virtual Care (WHVC) offers medical and talk therapy services via telehealth to patients nationwide. Telehealth services may vary by state. Telehealth services are provided in accordance with state law by licensed health care professionals, subject to the licensed professionals' judgment. When medically necessary, WHVC providers may prescribe medication that can be picked up at a local pharmacy of the patient's choice; WHVC does not guarantee that a prescription will be written. WHVC providers do not prescribe controlled substances. WHVC is not a pharmacy or an insurance product. Virtual Urgent Care visits are not a replacement for a primary care physician.