

# Virtual Urgent Care

Recuro's Virtual Urgent Care solution offers 24/7 access to board-certified doctors, enabling patients and their families to quickly address common medical concerns with personalized, ongoing communication for follow-up care. This seamless, cost-effective service ensures expert guidance is just a touch away, providing a smoother and more accessible healthcare experience.

## What's Included

- 24/7 Access
- Phone, Video, Mobile, Web, Desktop
- Primary Care Coordination



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## Example Conditions Treated

- Acne / Rashes
- Allergies
- Cold / Flu / Cough
- GI Issues
- Ear Problems
- Fever / Headache
- Insect Bites
- Nausea / Vomiting
- Pink Eye
- Respiratory Issues
- UTI's / Vaginitis



## Service Highlights

- **24/7 Access:** Recuro physicians are available whenever patients need them, day or night. This ensures timely care for urgent medical concerns, reducing the need for in-person visits or emergency room trips.
- **Multi-Channel Options:** Live video and phone options let each patient receive care the way they like. These flexible options accommodate diverse patient preferences and make accessing care more convenient than ever.
- **HITRUST Certified:** HITRUST plays a crucial role in ensuring the highest level of IT protection for patient data through an in-depth systems analysis of Recuro's infrastructure, platform, and services.
- **Consult Transcription:** Consults can be recorded and transcribed, allowing patients continuous access to information. This feature helps patients review their care plans and share details with family or caregivers as needed.



# Recuro Complete Care

A comprehensive and integrated preventative care model with primary care, behavioral health, and virtual urgent care to enable precision medicine. Recuro Complete Care is a population health care model designed to improve health outcomes, reduce medical spend, and deliver top-tier member satisfaction.

## What's Included

- Dedicated Physician
- Primary Care Services
- At-Home Labs
- Integrated Behavioral Health
- Chronic Care Management
- Health Risk Assessment
- Virtual Urgent Care



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## Example Conditions Treated

- Prediabetes / Diabetes
- Hypertension
- High Cholesterol
- Obesity Management
- GI Tract Issues
- Respiratory Illness
- Depression
- Anxiety



## Service Highlights

- **Dedicated Physician:** Integrated, team-based care model with a Primary Care Physician 'quarterbacking' patient needs
- **Primary Care Services:** Annual wellness exam, health risk assessment review, screening and genomics lab review and recommendations, follow-up visits, care plan development and ongoing support, chronic condition management, post-visit lab ordering and review, and specialist coordination
- **At-Home Labs:** Lab tests are delivered to patients' doorsteps, easily returned to the lab in prepaid packages
- **Integrated Behavioral Health:** Coordinated behavioral health model, with therapy, psychiatry, and coaching
- **Chronic Care Management:** Care teams identify and manage chronic conditions on an ongoing basis
- **Health Risk Assessment:** A comprehensive risk assessment covers physical and behavioral health, lifestyle, and other areas
- **Virtual Urgent Care:** 24/7 urgent care access included



# Virtual Behavioral Health

Comprehensive behavioral health care from therapy and counseling to psychiatry and medication management. Most behavioral health visits are available within 48 hours\*, far more accessible than in-person care.

\*Subject to provider listed availability

## What's Included

- Virtual Psychiatry
- Therapy & Counseling
- Intake and PHQ9 Assessment
- Risk Stratification
- Primary Care Coordination



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## Example Conditions Treated

- ADHD / ADD
- Anger Management
- Anxiety & Stress
- Bipolar Disorder
- Depression
- Eating Disorders
- Sleeping Disorders
- Smoking Addiction
- Substance Abuse
- Grief & Loss
- PTSD
- OCD



## Service Highlights

- **Psychiatry:** Psychotherapy and mental health medication management, offering individualized care plans tailored to support emotional well-being and recovery. This service ensures ongoing monitoring and adjustments to help patients achieve optimal mental health outcomes.
- **Therapy and Counseling:** Therapy and counseling services from social workers and mental health psychologists, focusing on evidence-based practices to promote resilience and improve quality of life.
- **Intake & Assessment:** Behavioral health-focused assessment, including depression screening, to facilitate early detection and personalized interventions. These assessments are critical for identifying risk factors and providing timely support to mitigate potential crises.
- **Risk Stratification:** Analytics to identify those most at risk of behavioral health challenges to proactively engage and treat, enabling efficient allocation of resources for maximum impact.



# On-Demand Counseling

Compassionate counseling for individuals with personal, family, and work-related concerns, so they are supported when navigating life's challenges.

## What's Included

- Virtual Consultations
- Financial Planning Advice
- Legal Assistance
- Family Support Assistance
- Face-to-Face Referrals
- Managing Depression / Grief
- Marital Counseling

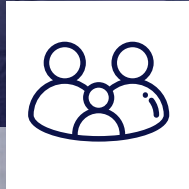


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## Example Conditions Treated

- Depression
- Anxiety
- ADHD
- Bipolar Disorder
- Substance Addiction
- Anger Management
- Grief or Loss
- Marriage Issues



## Service Highlights

- **Virtual Consultations:** Offering personalized support on topics such as anxiety, grief, depression, marital issues, and stress, virtual consultations connect individuals with licensed professionals from the comfort of their own homes. These sessions are tailored to provide effective coping strategies, emotional guidance, and actionable plans to address life's challenges.
- **Financial Planning Advice:** Expert financial planning and consultation services such as budgeting, debt management, retirement planning, and investment strategies.
- **Legal Assistance:** Free over the phone or face-to-face legal consultations.
- **Family Support Assistance:** From day-to-day challenges to a sudden critical event, our Care Managers compassionately help employees with personal, family, and work-related concerns, so they feel supported, 24/7.
- **Face-to-Face Referrals:** Set number of in-person visits with a licensed behavioral health clinician.



# Health Advocate

Health Advocates work with providers, insurers, and healthcare organizations to resolve clinical, administrative, and billing issues, saving patients time, money, and stress. Using claims and health data, we identify risks, close care gaps, and provide personalized, expert support tailored to each member's unique needs.

## What's Included

- Care Navigation
- Bill Negotiation
- Physician Search
- Coverage Review
- RX Assistance
- Coordinated Care



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## Example Conditions Treated

- Costly Medical Bills
- Billing Confusion
- Insurance Coverage Issues
- Optimizing Care Options
- Care Coordination
- Bill Negotiation



## Service Highlights

- **Care Navigation:** Guides patients through the healthcare system, helping them make informed care decisions, coordinate appointments, and reduce stress by removing barriers to care.
- **Bill Negotiation:** Assists in negotiating medical bills with providers and insurance companies, identifying errors, and finding savings to lower out-of-pocket costs.
- **Physician Search:** Aids individuals in finding top healthcare providers, medical specialists, and Centers of Excellence that offer high-quality care. This includes identifying preferred providers within their insurance network, ensuring patients can access the best care available, whether for routine checkups or more specialized treatments.
- **Coverage Review:** Explains insurance coverage, identifies gaps, and explores alternative options like supplemental plans to optimize benefits.
- **Rx Assistance:** Supports patients with formulary issues, coverage questions, and finding affordable options through insurance & assistance programs.



# Prescription Benefit

Recuro's Prescription Benefit offers nationwide prescription access for the entire family through a \$0 copay program covering ~95% of the top 200 maintenance medications, including Albuterol, Amoxicillin, Metformin, and Sertraline. Easily access your member ID card and covered medications via the Recuro Care app for zero-cost solutions to many common illnesses.

## What's Included

- Prescription Benefit Card
- Extensive Prescription List
- National Pharmacy Network
- Easy Member Portal
- Improved Medication Adherence



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## Example Medications

- Albuterol
- Amoxicillin
- Metformin
- Sertraline
- Prednisone
- Atorvastatin
- Cetirizine
- Prednisone



## Service Highlights

- **Broad Prescription Benefit Card:** Gain access to a wide range of over 65 generic prescriptions specifically for urgent care needs, offered at no cost to the member. Additionally, members benefit from coverage for the top 200 most commonly prescribed medications, ensuring comprehensive support for both acute and ongoing medical needs.
- **Extensive Pharmacy Network:** The Prescription Benefit program is accepted at over 70,000 pharmacy locations across the United States, providing flexibility and accessibility to members no matter where they are located. Whether you prefer a neighborhood pharmacy or a large retail chain, this benefit ensures convenient access to vital medications.
- **Medication Adherence:** Patients can access prescriptions seamlessly, reducing delays and simplifying treatment. Cost transparency and affordable options further support medication adherence, reducing delayed care and enhancing health outcomes by strengthening Recuro's preventative care model.

