

Expanding our telehealth portfolio

CVS Health Virtual Care™ and
CVS Health Virtual Primary Care™



Virtual care solutions at a \$0 cost-share

Small Group Aetna Funding AdvantageSM and 51-100 Fully Insured members will now have access to new virtual care solutions at \$0 cost-sharing.*

1

CVS Health Virtual Care™

Provides 24/7 on-demand care. Plus mental health services such as talk therapy and medication management.

2

CVS Health Virtual Primary Care™

Creates the opportunity to build a primary care relationship, virtually. Eligible members choose a physician to help them with a wide range of medical needs and ongoing care. This includes preventive care, sick and wellness visits and chronic disease management. A dedicated care team, available 24/7 via secure messaging, supports the physician.

*FOR AETNA FUNDING ADVANTAGE NOTE: CVS Health Virtual Primary Care and CVS Health Virtual Care are not available to joint ventures and indemnity plans. CVS Health Virtual Primary Care is not available to certain locally based networks.

*FOR FULLY INSURED NOTE: CVS Health Virtual Care is not available on plans offered to groups based in AZ or indemnity plans. Applicable plan cost sharing applies to groups located in CT and IL. CVS Health Virtual Primary Care is not available on plans offered to groups based in AZ or IL; certain locally based network plans; or Health Network Only/Open HMO and indemnity plans. Applicable plan cost sharing applies to groups located in CT.

*FOR \$0 COST SHARING NOTE: If the member enrolls in a qualified high-deductible health plan, they can receive preventive services at no cost. To receive no-cost care on all covered non-preventive services, the member will first need to meet their deductible. Age restrictions may apply. Refer to plan documents for cost-sharing and additional plan details.

Aetna Funding AdvantageSM plans are self-insured by the employer and administered by Aetna Life Insurance Company.
Aetna[®] is part of the CVS Health[®] family of companies.

Virtual care solutions at a \$0 cost-share*

Bringing you value

Both of these virtual care solutions help you lower costs and improve workplace productivity. They also offer convenient, affordable care to employees — virtually.



Lower costs

- Using virtual care for on-demand needs, as opposed to urgent care or emergency room visits, can offer a better care experience at a lower cost.
- The care team can help to coordinate in-person care with in-network providers. They can also refer members to Aetna® Care Management* for ongoing triage support and health guidance.
- Pharmacists consult with the virtual care team on medication reviews. They can identify lower-cost drug options, if available. This may help your employees save money.



Convenient care and workplace productivity

- An electronic health record (EHR) captures visit outcomes. This means employees can share visit data with other network providers who use EHRs, including MinuteClinic®.
- Anywhere access to care removes the need to travel. So there's less time away from work and family.
- Convenient virtual care services help improve employee well-being. And they may boost retention.

**FOR \$0 COST SHARING NOTE: If the member enrolls in a qualified high-deductible health plan, they can receive preventive services at no cost. To receive no-cost care on all covered non-preventive services, the member will first need to meet their deductible. For Small Group Aetna Funding Advantage groups, CVS Health Virtual Primary Care and CVS Health Virtual Care are not available to joint ventures and indemnity plans. CVS Health Virtual Primary Care is not available to certain locally based networks. For 51-100 fully insured groups, CVS Health Virtual Care is not available on plans offered to groups based in AZ or indemnity plans. Applicable plan cost sharing applies to groups located in CT and IL. CVS Health Virtual Primary Care is not available on plans offered to groups based in AZ or IL; certain locally based network plans; or Health Network Only/Open HMO and indemnity plans. Applicable plan cost sharing applies to groups located in CT. Age restrictions may apply. Refer to plan documents for cost-sharing and additional plan details.

*FOR CARE MANAGEMENT NOTE: While only your doctor can diagnose, prescribe or give medical advice, the Care Management nurses can provide information on a variety of health topics.

Services offered

	CVS Health Virtual Care™	CVS Health Virtual Primary Care™
Virtual care services	<ul style="list-style-type: none"> • On-demand services, including care for minor illnesses, minor injuries and select women’s services, as well as other minor acute care services • Minor dermatological services • Mental health care, including talk therapy and medication management 	<ul style="list-style-type: none"> • Primary care services including preventive care, ongoing care management and care coordination
Virtual care team	<ul style="list-style-type: none"> • An interoperable electronic health record (EHR) captures visit data. Network providers (including MinuteClinic®) can access and share the electronic health records using Epic®. This helps maintain continuity for a consistent patient experience. • Nurse practitioners and physician assistants provide minor dermatological services • Nurse practitioners and licensed therapists that members can choose based on search criteria and bios 	<ul style="list-style-type: none"> • Physician-led care team • Clinical team support with a nurse practitioner and registered nurse • Inclusion of a pharmacist (where available) who consults with the care team to coordinate care
<i>These new virtual options complement your existing in-person care options.</i>		
In-person care	<ul style="list-style-type: none"> • Members can connect to in-person care options in their network, including MinuteClinic®*. • MinuteClinic is available at select CVS locations. It is the largest provider of retail health care in the U.S. with over 1,100 locations in 35 states and the District of Columbia (if available and in network). • Electronic coordination with high-performing specialists. 	

Members will access CVS Health Virtual Care and CVS Health Virtual Primary Care on their member website. **Talk to you broker to learn more.**

*FOR MINUTECLINIC NOTE: MinuteClinic is not available to Fully Insured groups with 51–100 members in IA, MA, ME, WV. \$0 in-network cost-sharing applies to all in-network walk-in clinics for Fully Insured groups with 51–100 members in DC. CVS Health Virtual Primary Care™ and CVS Health Virtual Care™ services are only available in the U.S. Limitations may apply based on service, location or health plan. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventive services at no cost-share.

Aetna and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health® family of companies.

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