



**First Stop Health Virtual Care: Addressing Clients' Needs**



**Increasing Utilization**

- Average 45% Virtual Urgent Care (Telemedicine) Utilization and 21% Virtual Mental Health Utilization
- Custom employee engagement campaigns that are year-long and persona-based, are managed and funded by FSH and drive our industry-leading utilization
- Convenient, easy access to care with pre-registration of employees to also drives utilization



**Removing Barriers to Care**

- Available in 90+ languages, including ASL with English and Spanish being the most prevalent
- No geographic limitations as visits occur via app, phone or video
- Removes other barriers such as finding childcare, taking time off work, coordinating transportation, limited appointment availability and provider shortages



**Employee Recruitment & Retention**

- First-day benefit to attract talent
- Available at little-to-no cost to employees and up to 7 dependents (not just household members)\*
- Available to full- and part-time employees, as well as those who are not on the group health plan
- Accommodates the lifestyle needs of all employees
- Supports a happier, healthier workforce to increase productivity



**Lowering Claims Costs & Reducing Healthcare Expenses**

- Runs outside of the group health plan and visits do not incur claims
- Diverting employees from using expensive healthcare modalities (i.e. emergency rooms or urgent care)
- No limit on the number of visits so employees can use anytime, anywhere for their unique healthcare needs



\*Consult fees available for employees on HDHPs