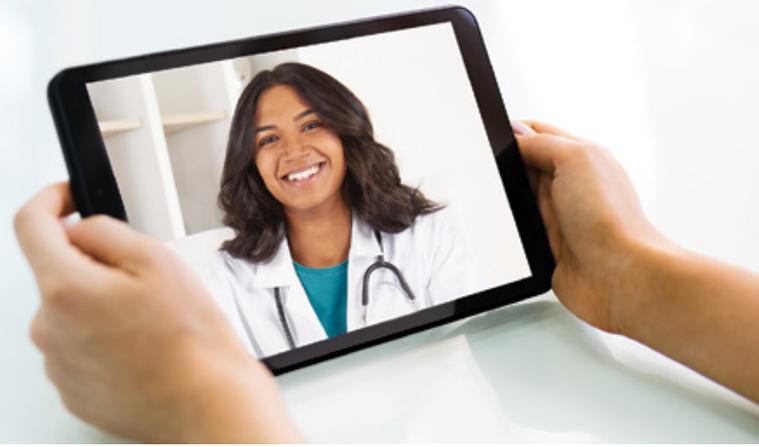


Primary360

Primary Care Reimagined



Primary care is where health starts

Primary360 is a virtual primary care solution that inspires lasting relationships between employees and care providers through longitudinal care plans, continuous care team support and a unified, whole-person experience. Primary360 includes personalization, flexibility, choice, convenience and care coordination. From the new patient visit to every checkup afterward, Primary360 allows employees to be fully supported by a care team across their health care needs.

What's included



Virtual Primary Care

Manage overall health – body and mind – with a U.S. board-certified primary doctor and care team of nurses and medical assistants.



Acute Care

Care for non-emergent and common conditions with same-day appointments with a certified clinician.



Mental Health Counseling

Real conversations and progress reports with a therapist or psychiatrist every day of the week from home.



Dermatology

An online skin review with a dermatologist including images, details of patient's concerns and a treatment plan and prescription, if needed, within 24 hours or less.



Nutrition Counseling

Registered dietitians give personalized support with meal planning and healthy eating tips for chronic conditions like diabetes and high blood pressure.

Expanded access to important primary care

- Support for a full spectrum of care needs
- Access to a care team including a member-selected primary care physician (PCP), nurses and medical assistants
- Personalized, longitudinal care plans that flex over time with changing needs
- 24/7 access via unlimited messaging with the care team
- Navigation, coordination and referrals to in-person care, partner programs and additional Teladoc Health services

Outcomes

98% member satisfaction ¹	40 minutes average new patient visit ¹	65% of members had not seen a primary PCP in 2 years ¹	68% of eligible members were referred for and completed a screening for colorectal, breast or cervical cancer ¹	90% of eligible members received follow up guidance aligned to their mental health diagnosis ¹	49% of diabetes diagnoses were newly diagnosed ¹	41% of hypertension diagnoses were newly diagnosed ¹
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How it works

Primary360 puts members at the center of the care experience, enabling them to build ongoing, trusted relationships with their primary care teams. From wellness services focused on preventing health issues to diagnosis and treatment to referrals to in-network specialists, our physician-led teams support the member throughout their health journey.



Initiate

The member chooses their PCP based on preferences, such as gender or language, and schedules an appointment.



Health Information

The member receives a welcome kit with a blood pressure cuff and health questionnaire – including family history, mental health assessment and current symptoms and concerns.



New Patient Visit

The member has an exam and discusses their medical history and concerns. If needed, the PCP orders testing and makes referrals to other virtual care or in-person services.



Care Plan

The PCP and care team create a care plan including goals, lab orders, recommendations and next steps. Rx information and member education that flexes over time with the member's changing health needs.



Ongoing Support

The care team is available 24/7 via the message center of the Teladoc Health app for continuous support and guidance, and members may schedule visits with their PCP as needed.

Benefits

Turnkey scalability

Full network capacity in all 50 states and advanced EMR (electronic medical record)/EHR (electronic health record) and data sharing, so members can receive care regardless of their location.

Truly whole-person, integrated care

Addresses all health concerns – including chronic conditions supporting gap-in-care closures and positive outcomes over time.

High-touch referrals and navigation

A superior member experience with dedicated care teams, seamless integration with partner programs and efficient navigation to in-person specialists to ensure members are referred to the most appropriate, high-value specialists and services when needed.

Teladoc Health at a glance

- Worldwide leader in whole-person virtual care²
- Low wait times³
- U.S. board-certified physicians in our network have an average of 15 years experience and deliver the highest quality care¹
- #1 among direct-to-consumer telehealth providers in the J.D. Power 2021 U.S. Telehealth Satisfaction Study⁴
- Trained, licensed mental health professionals providing counseling and behavioral health services
- HIPAA compliant

Let's talk!

Reach out to your authorized Blue Cross NC representative to learn more about telehealth services.

1 Teladoc Health (17 July, 2024). [Report] Teladoc Health Primary360 Overview (Accessed July 2024).

2 Teladoc Health (2024). [Report] Empowering people everywhere to live their healthiest lives (Accessed July 2024).

3 www.teladoc.com/health-talk/time-and-money/ (Accessed September 2022).

4 2021 U.S. Telehealth Satisfaction Study | J.D. Power. (2021, September 30) www.jdpower.com/business/press-releases/2021-us-telehealth-satisfaction-study (Accessed July 2024).

Teladoc Health, Inc. interactive consultations are available 24 hours a day, 7 days a week. Telehealth services are subject to the terms and conditions of the member's health plan, including benefits, limitations and exclusions. Telehealth services are not a substitute for emergency care. Teladoc Health is subject to state regulations. Behavioral health telehealth is currently only available to members ages 13 or older. Primary360 is a service provided by Teladoc Health, an independent company that is solely responsible for the telehealth services it is providing; please see Teladoc Health website for more information. Teladoc Health does not offer Blue Cross or Blue Shield products or services.

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