

# Direct Primary Care

The direct primary care portion of your health plan is provided through Healthcare2U<sup>1</sup>. Their mission is to provide affordable and convenient access to excellent primary medical care, wellness and chronic disease management. They deliver their Direct Primary Care (DPC) membership to individuals ages 2 to 65<sup>2</sup> and accept pre-existing conditions within manageable ranges. Healthcare2U is breaking down the barriers to convenient access to quality primary care with a focus on promoting healthy living while preventing disease. Members receive the unlimited services listed below by scheduling care during business hours (disclaimers apply<sup>3</sup>).

## Unlimited Virtual DPC<sup>4</sup>

- Unlimited access to bilingual licensed medical providers online or by phone, 24/7/365 for minor illnesses and injuries at \$0 out of pocket cost to members

## Unlimited Primary Care

- Unlimited doctor visits with a \$10 visit fee
- Unlimited urgent care visits with a \$25 visit fee
- Annual physical<sup>5</sup> with four labs: complete metabolic panel (CMP), complete blood count (CBC), thyroid stimulating hormone (TSH) and lipid panel

## Unlimited Chronic Disease Management

- Unlimited treatment and management of 13 chronic disease states for the same \$10 visit fee. Healthcare2U accepts pre-existing conditions within manageable ranges<sup>6</sup>, including:

- Anxiety
- Arthritis
- Asthma
- Blood Pressure
- CHF
- COPD
- Depression
- Diabetes
- Fibromyalgia
- GERD
- Gout
- Hypertension
- Thyroid

<sup>1</sup> The direct primary care (DPC) portion of this membership is provided through Healthcare2U, a third-party organization. Healthcare2U provides scheduling services only for the DPC portion of your membership and is not affiliated with other programs provided with your enrollment. Healthcare2U's DPC is a healthcare membership, it is not insurance.

<sup>2</sup> Dependents under the age of two and over the age of 64 are not eligible for Healthcare2U. Dependent children are eligible for membership until the last day of their 25th year.

<sup>3</sup> No walk-ins allowed. Unlimited services (including Virtual DPC/telehealth) must be accessed through Healthcare2U's Central Scheduling Department (CSD). In-office appointments are only available within business hours (Monday through Friday, 7 AM to 6 PM CST). The CSD may direct the member to another level of care if appropriate, depending on the member's condition and utilization of services. There are in-office visit fees associated with membership: \$0 for Virtual DPC consultations, \$10 per in-office physician visit for acute or chronic care listed above, and \$25 per urgent care visit.

<sup>4</sup> Telehealth services are provided through MeMD, a third-party provider. When medically necessary, MeMD's providers can submit a prescription electronically for purchase and pick-up at your local participating pharmacy; however, MeMD providers cannot prescribe elective medications, narcotic pain relievers, or controlled substances. MeMD's providers are each licensed by the appropriate licensing board for the state in which they are providing services, and all have prescriptive authority for each of the states in which they are licensed. MeMD provides access to online medical consultations with physicians, nurse practitioners, and physician assistants who can write prescriptions when medically necessary and permitted by state law. MeMD is not an online pharmacy, and medications cannot be purchased or dispensed from MeMD directly. MeMD is not a replacement for your primary care physician or annual doctor's office visit. Subject to state regulations, MeMD is available nationwide with providers licensed to practice in your state who use video and/or audio technology.

<sup>5</sup> Well-woman pap smear pathology interpretation is not included in the annual physical. Dependent on membership type, the annual physical may only be accessible after six consecutive months of membership.

<sup>6</sup> Healthcare2U does not provide specialty care outside of our partner-physician clinics. If Member currently sees a specialist for an advanced disease state, we do not recommend leaving that specialist.