



First Stop Health<sup>®</sup>

**Virtual Care for:**  
Impact Networking



# Today's Agenda

## About Your Benefits

What you should know about your new virtual care access.



## Getting Care

How you can get started with First Stop Health.



## After A Visit

What you can expect after a visit.



## FAQ

Answers to common questions from our members.



About Your Benefits

Care that people love.®

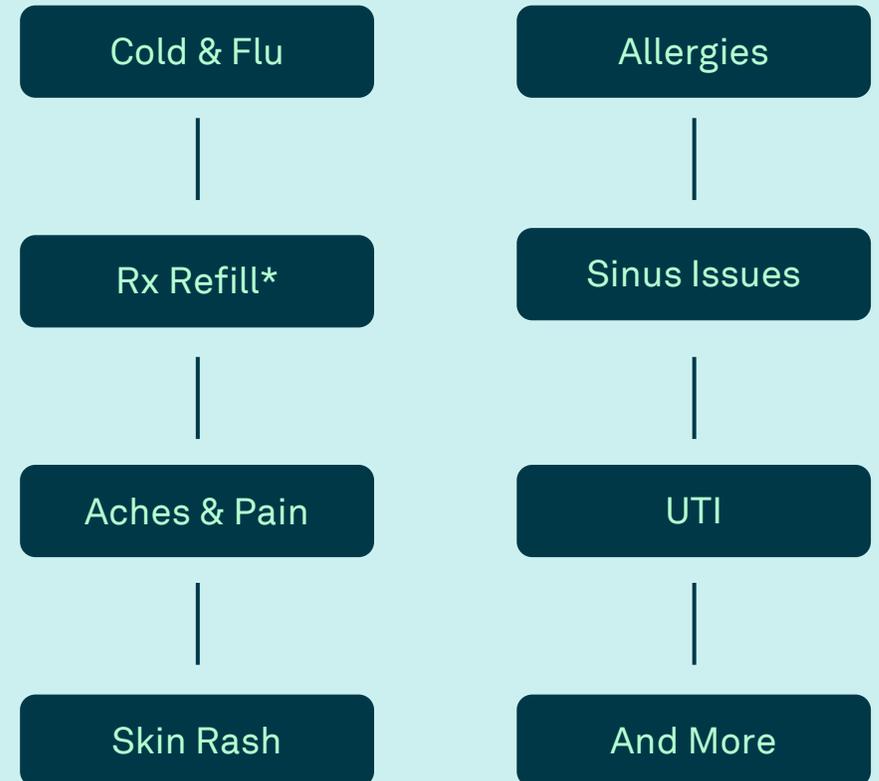


# Urgent Care

- **24/7 support via phone or video**, including holidays and weekends
- **Board-certified providers** licensed in your state
- **Prescriptions\***, including one-time refills of maintenance medications
- Providers call back in **7 minutes (on average)**

\*First Stop Health providers do not prescribe controlled substances. Costs according to your medical plan may apply for prescriptions.

## Reasons to request a visit:



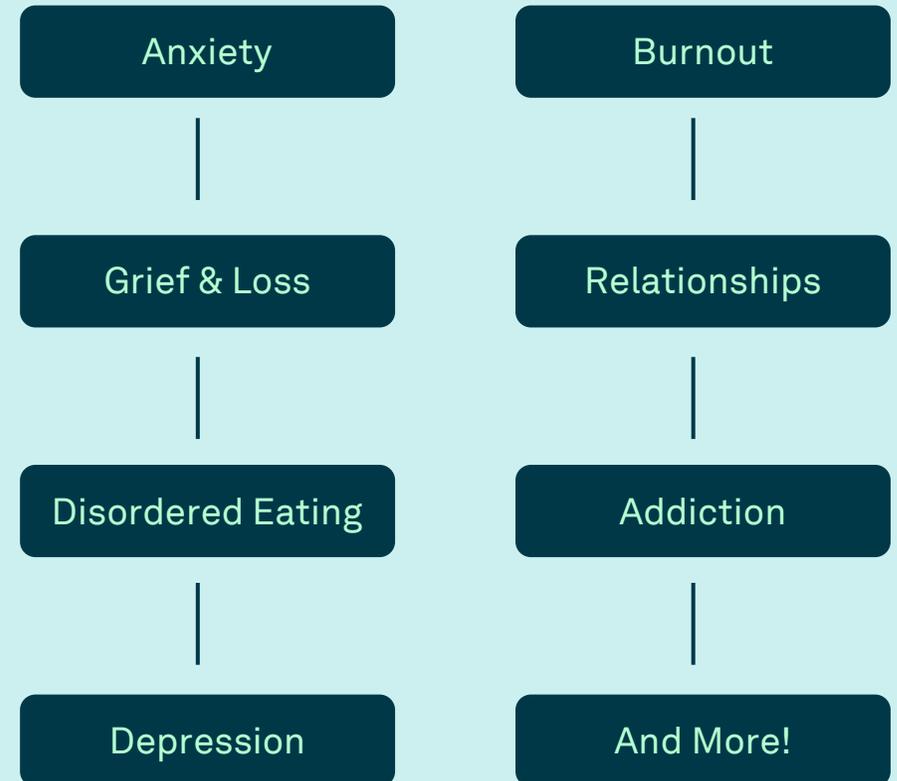


# Mental Healthcare

- **Scheduled visits via video** with a licensed therapist or board-certified health coach
- **Prescriptions\*** for anxiety and depression provided by our board-certified primary care providers
- **Couples and family therapy** visits available

\*First Stop Health providers do not prescribe controlled substances. Costs according to your medical plan may apply for prescriptions.

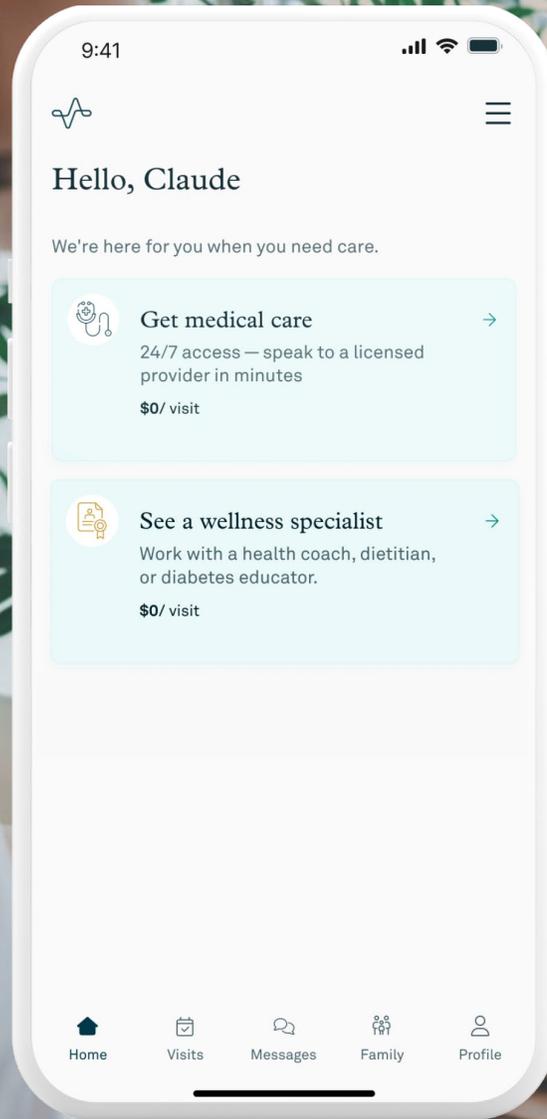
## Reasons to schedule care:



Getting Care



Care that people love.®



## Getting started.

Log onto [fshealth.com](https://fshealth.com) or the mobile app to:

- Request or schedule a visit
- View, rate and listen to past visits
- Update profile
- Download sick notes
- Access our secure message center

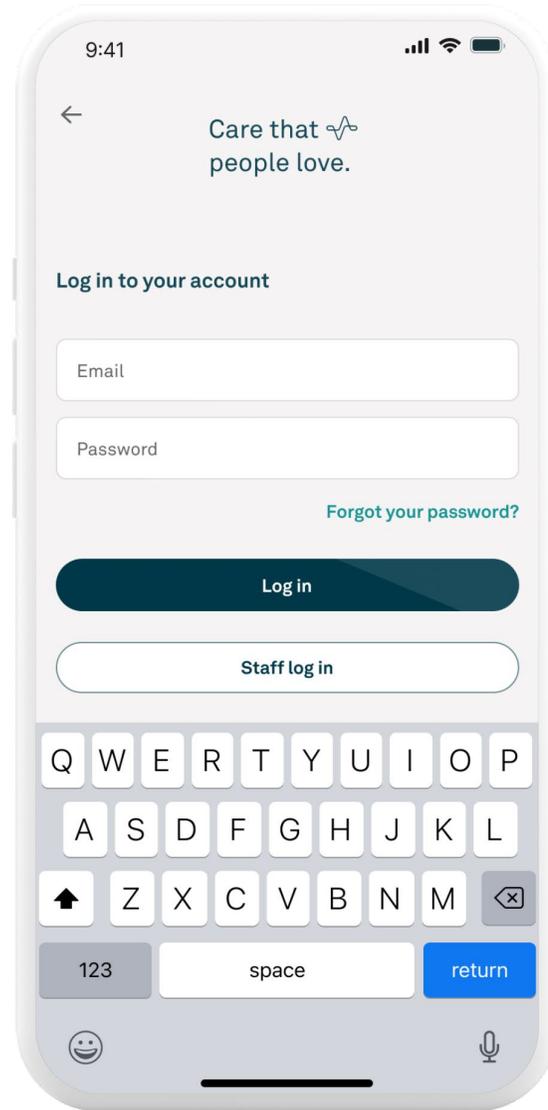
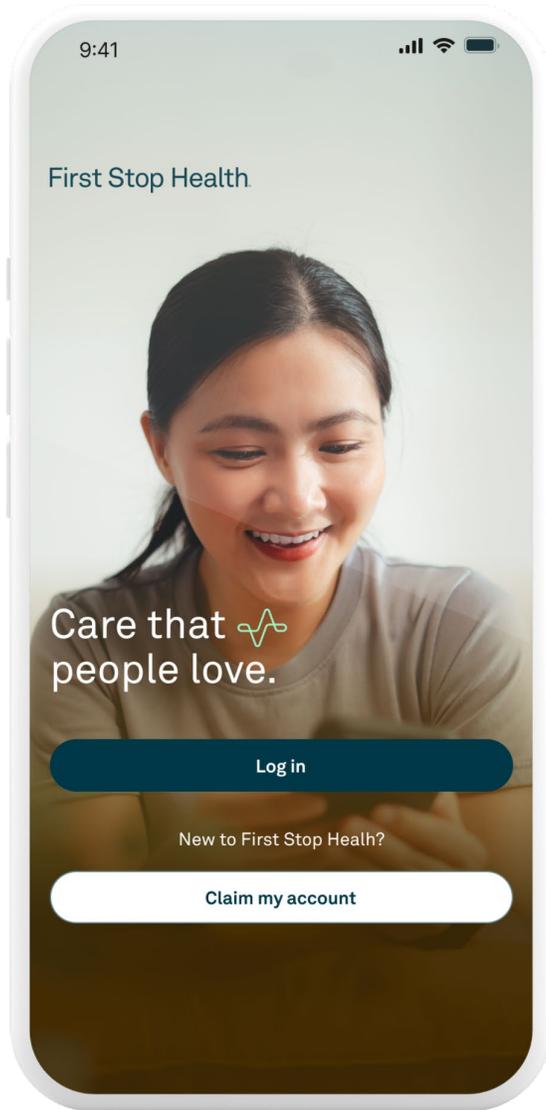
Prefer to talk to a person?

Just call **888-691-7867** to get connected to the best care for you.

# How to get care:

- 1 Log into the **mobile app**, visit our site **fshealth.com** or call **(888) 691-7867**.
- 2 Choose the **type of care** you need.
- 3 Answer a few **quick questions** before getting scheduled. Our intake process takes <5 minutes.
- 4 **See your provider** for convenient, compassionate care.





# Claiming Your Account

If you're a first-time user, set up your account with credentials:

- Last 4 Digits of SSN
- Name
- Date of Birth

Returning users simply log in!



## *After a Visit*

Follow-up and coordination of care

# Visit Follow-Up

Through the app or website, you can find:

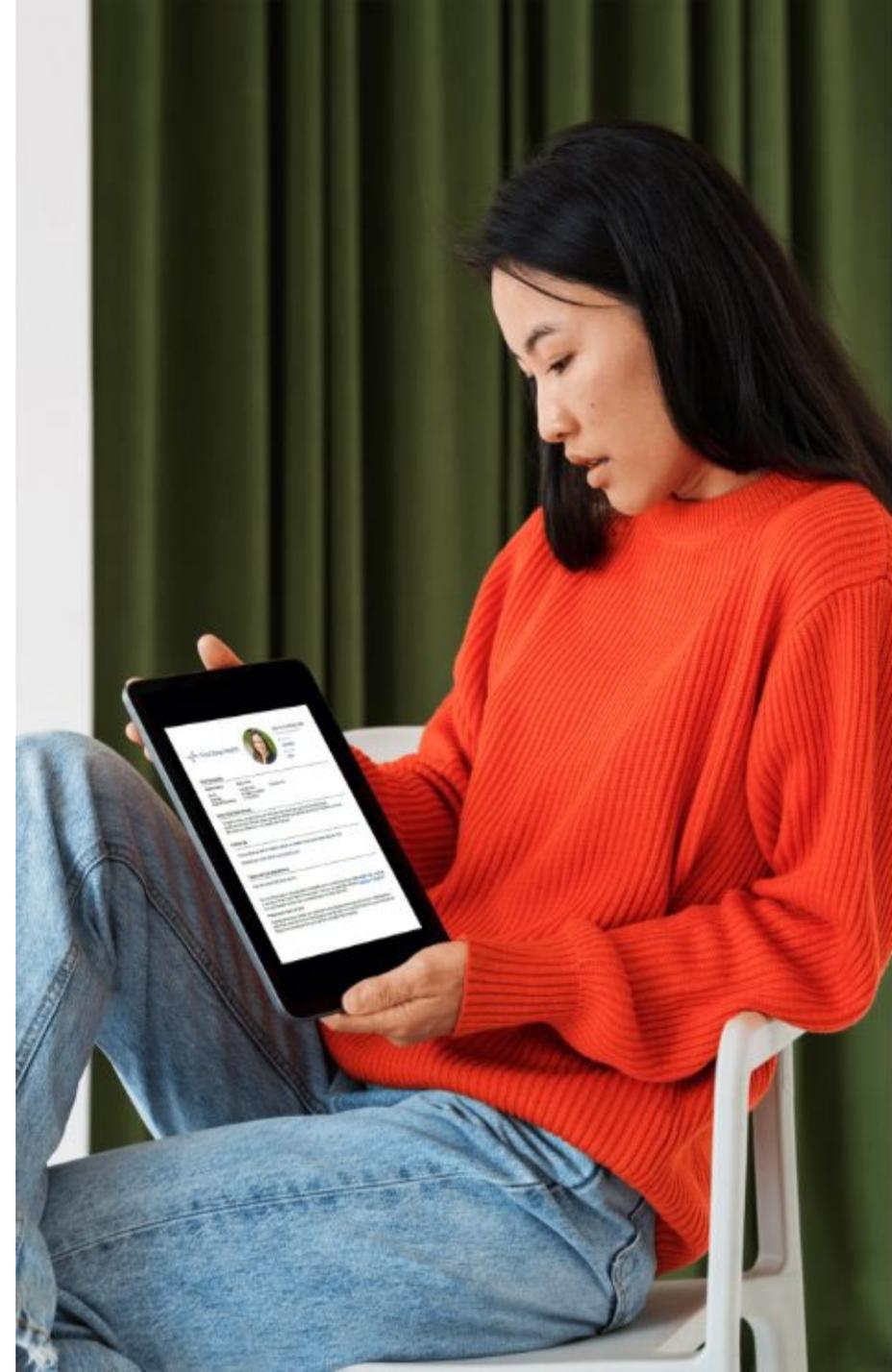
## *Medical Visit Follow-Ups*

- Instructions from your provider
- A recording of your visit
- A sick note, if requested during your visit\*
- Which pharmacy you selected to use and medication if prescribed
- Secure message center for further support

## *Mental Health Follow-Ups*

- Information or instructions from your providers if needed

*\*Sick notes are not meant to replace your employer's policy*





FAQs



# What communications should I expect from First Stop Health?

## You'll learn more about your new benefit through:

- Emails from [info@fshealth.com](mailto:info@fshealth.com)
- Text messages (on occasion)
- At-home welcome mailer



## Who can use this service?

### **You can share the care!**

First Stop Health services are provide to medically enrolled employees and your immediate family.

- All ages are welcome to use 24/7 urgent care.
- Those over 13 can use mental health.
- Once you've claimed your account, you can add your family members to your profile!



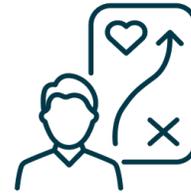
# Who will I be speaking to?

## Meet our care team!



### Medical Providers

*We have board-certified providers licensed in all 50 states.*



### Licensed Therapists

*Our therapists are licensed to practice to treat things like anxiety, trauma, depression and more.*



### Mental Health Coaches

*Our mental health coaches are board-certified to help you reach your mental health goals. Including avoiding burnout, managing work/life balance, parenting and more.*



Can I use this  
while traveling?

**Yes! Take us on-the-go!**

You can use First Stop Health services from all 50 states. It's simple with the First Stop Health app!



How long does it  
take to get connected  
with a provider?

**Let's break it down.**



**Urgent Care Visits**

*If your need is more urgent, a doctor will call back in minutes after you request a visit.*



**Mental Healthcare Visits**

*After filling out a brief questionnaire, you'll be matched with the best type of care for your needs. You'll then schedule a visit with the provider of your choice.*



# Need help?

For pharmacy questions, issues logging in, and any help you may need, our team is available.

**App:** Click the “Help” tab

**Call:** 888-691-7867 and press 2

**Email:** [member\\_services@fshealth.com](mailto:member_services@fshealth.com)