

## Appendix A: Telemedicine



# Telemedicine Module (24/7/365 Access to Doctors)

AllyHealth is different from other telemedicine services because we provide proactive support to our clients every step of the way. Our proprietary, technology-enabled, high-tech and high-touch engagement system allows us to guarantee utilization levels that you won't find anywhere else.

## How It Works

Talk directly with a doctor or pediatrician within minutes by phone, video, or mobile app - 24/7/365. From home, the office, or on the go. On your schedule. Anytime. Anywhere.

## Features And Benefits

- ✓ 24/7/365 access to our experienced, board certified doctors
- ✓ Unlimited use, with no per-call fees or co-pays
- ✓ Prescriptions called in to your local pharmacy
- ✓ AllyHealth's proprietary, comprehensive, technology-driven, multi-channel engagement system
- ✓ Transparent reporting, and Guaranteed Results!
- ✓ Reduce costs, redirect claims, and increase productivity
- ✓ Improve employee recruitment and retention

## When To Use

- ✓ Instead of going to the ER or urgent care center for a non-emergency medical issue
- ✓ During or after normal business hours, nights, weekends, and even holidays
- ✓ If your primary care doctor or pediatrician is not available
- ✓ To request prescriptions or refills (when appropriate)
- ✓ If traveling and in need of medical care

## Common Conditions We Treat

- |                 |                           |
|-----------------|---------------------------|
| • Acne          | • Insect Bites            |
| • Allergies     | • Joint Aches & Pains     |
| • Asthma        | • Rashes                  |
| • Bronchitis    | • Sinus Infection         |
| • Cold & Flu    | • Skin Inflammations      |
| • Constipation  | • Sore Throat             |
| • Diarrhea      | • Sports Injuries         |
| • Ear Infection | • Sunburn                 |
| • Fever         | • Urinary Tract Infection |
| • Gout          | • And more...             |
| • Headache      |                           |
| • Infections    |                           |



## Virtual Primary Care

### Top primary care physicians to provide personalized care anytime

You now have access to top primary-care physicians dedicated to understanding your needs and developing a tailored care plan to fit your lifestyle! Featuring easy access to care via video or telephonic interactions.

Included in your plan is AllyHealth's comprehensive health risk assessment, which helps identify your current health challenges and shows future issues before they start.

### TOP CONDITIONS TREATED

- Diabetes
- Prediabetes
- High Cholesterol
- Cold/Flu
- GI Tract Issues
- Respiratory Illness
- Arthritis
- Allergic Conditions
- UTI's & Vaginitis
- Anemia
- Obesity Management
- And More

**Disclaimer:** AllyHealth services are for non-emergency conditions only. AllyHealth services are not considered insurance or a Qualified Health Plan under the Patient Protection and Affordable Care Act. AllyHealth doctors do not prescribe DEA controlled substances (schedule I-IV) and does not guarantee that a prescription will be written.

#### What's included in your plan

Scan to  
Download  
Our App



##### Dedicated Physician

Choose your preferred physician and see them for every visit

##### Integrated Lab Services

Convenient lab tests and routine screenings with our national lab partners available once per year at no additional cost

##### Easy Prescription Pickup

Your physician will send any prescribed prescriptions to your preferred pharmacy for easy pickup

##### Health Risk Assessment

Complete a comprehensive survey so our physicians can optimize your care plan to fit your specific needs

##### Care Team and Referrals

Supported by a dedicated care team, 24/7, for ongoing healthcare issues, referrals for specialty care services, and more

##### Condition Management

Specialized, ongoing care for chronic conditions



## Appendix B: Ongoing / Scheduled Mental Health Sessions

# Teletherapy & Mental Health Module

Empower employees and their families to be proactive with their mental health and wellbeing, nurture work-life balance, and live happier and healthier lives.

## How It Works

Connect with a licensed therapist, counselor, psychiatrist, or behavioral health specialist from home, the office, or on the go - on your schedule - via phone or mobile app.

## Features Include

- ✓ 24/7 access to our network of experienced behavioral health practitioners
- ✓ Up to 10 Free talk therapy counseling sessions per year\*
- ✓ Continued, long-term counseling sessions available at reasonable rates
- ✓ Psychiatrists and other behavioral health specialists available 24/7 on a fee for service basis
- ✓ Services are completely confidential
- ✓ Access from the privacy of your home or office - when and where you need it
- ✓ Available to you and your family members

## Common Issues We Support

24/7 access to experienced therapists, counselors, psychiatrists and behavioral health specialists to support many common issues, including:

- Addictions
- Bipolar Disorders
- Child and Adolescent Issues
- Depression
- Eating Disorders
- Grief and Loss
- Life Changes
- Men's Issues
- Panic Disorders
- Parenting Issues
- Postpartum Depression
- Relationship and Marriage Issues
- Stress
- Trauma and PTSD
- Women's Issues
- And more

\*\$0 copay counseling sessions limited to ten sessions per family per year.

# Work-Life Support Module

Our work-life consultation and resource service provides practical assistance around a wide variety of issues. At the core of our work-life service is the understanding that concerns do not always fall into clear service categories. Our work-life consultants can search for a variety of options that best fit each caller's needs.

### Key program features include:

- ✓ A consultation with an expert who listens to the issues presented and assists in creating the most effective response; a unique feature of our services, as many vendors have scaled down the referral service to order taking
- ✓ Qualified and matched resources specific to the needs and requirements of the user—100% of the time
- ✓ Electronic educational materials to support each customized consultation, including tip sheets, checklists, handbooks, and brochures



## Child and Elder Care Resources

Our specialists can search for a variety of options that best fit employee's and their dependents' needs. During the initial intake process, we obtain all relevant criteria to help locate the most appropriate care options.

### Requests for child care frequently include:

- |                         |                                   |
|-------------------------|-----------------------------------|
| • Day care centers      | • Pre-schools, Montessori schools |
| • Family day care homes | • Emergency back-up care          |
| • Nanny agencies        | • Play groups                     |
| • Summer camps          |                                   |
| • After-school care     |                                   |

We can also search for a variety of resources for children with special needs, such as respite care, support groups, in-home caregivers, financial guidance, testing and assessment resources, education programs, and residential programs.

### Common requests for elder care include:

- |                              |                           |
|------------------------------|---------------------------|
| • Assisted living            | • Transportation services |
| • Skilled nursing facilities | • Respite care            |
| • Adult day care             | • Hospice                 |
| • Meal services              | • Home health agencies    |



## Daily Living Resources

The range of lifestyle issues included under the daily living category is vast. Consultants assist employees with nearly endless resources such as finding care for their pets and managing their day-to-day responsibilities at home, and work. The list below details just a few of the topics for which our daily living team can provide resource services.

- |                                 |   |
|---------------------------------|---|
| • Apartments                    | • Tutors                                |
| • Chore services/house cleaners | • Emergency services                    |
| • Volunteer opportunities       | • Fitness and wellness centers/programs |
| • Entertainment services        | • Transportation                        |
| • Pet obedience training        | • Pet sitters/kennels                   |
| • Travel                        | • Veterinarians                         |
| • Consumer comparisons          | • Home repair                           |
| • Moving/relocation services    |   |

# Work-Life Support Module



## Legal Assist

We contract with a nationwide network of attorneys to provide consultation to employees regarding their legal concerns. Our legal consultants conduct the intake, confirm appropriateness and availability of the lawyer, and follow up to ensure satisfaction and resolution.

Legal Assist offers two types of legal services to meet employees' needs. Offering both advice and local attorney services ensures that legal issues are addressed in an appropriate manner.

- **Advice:** The majority of individuals requiring legal assistance do not want or need to retain a lawyer. Their concerns can be resolved through a free telephonic advice service. In these situations, the employee is transferred to a qualified attorney for a consultation.
- **Local Attorney:** For those who have a need for in-person legal consultation, we connect the employee to a conveniently located lawyer with the appropriate expertise. These local lawyers provide a free half-hour consultation, and, in most instances, agree to discount their hourly fees by 25% if additional assistance is required.



## Financial Assist

Employees requiring financial services will begin by completing an intake with a financial consultant and presenting his or her issue(s). In many cases, the consultant can provide issue resolution assistance on the spot. Financial consultants are available Monday through Friday from 8:00 a.m. to 12:00 a.m. Any callers requesting financial assist services outside of those hours will receive a follow-up call from a financial consultant the next business day.

If, after speaking with a financial consultant, issue resolution requires additional preparation, planning, or more specialized financial assistance, the financial consultant will offer an appointment with one of our qualified financial counselors for a detailed telephonic consultation regarding his or her most pressing financial issues. Appointments with our financial counselors are available Monday through Friday from 9:00 a.m. to 10:00 p.m. EST and typically last about an hour. There is no limit to the length of the consultation or restrictions on repeated use of the service.

Where appropriate, counselors will send the employee information to review or worksheets to complete prior to their scheduled session. On the day and time of the appointment, the counselor will telephone the employee to begin the session. After the appointment is finished, the counselor will e-mail and/or mail a summary of goals and steps to the user, along with any additional, applicable educational materials.

### Common financial issues addressed include:

- Bankruptcy prevention
- Budgeting
- Buying a home for the first time
- Major life event planning
- College planning, student loans
- Credit card debt (lowering rates; consolidating debt)
- Foreclosure prevention
- Identity theft prevention

# Employee Wellbeing Module



## Short-Term Counseling

Our emotional support services assist participants with a range of personal and professional issues for which short-term counseling is appropriate. The primary counseling model we use is short-term solution-focused therapy.

All clinical calls begin with an assessment, which determines the appropriate intervention. The assessment covers the presenting issue, support systems, coping strategies, background information, and a risk assessment. The outcome is a plan that covers the short-term focus including goals agreed upon with the participant.



## Life & Career Coaching

Professional coaches partner with participants in a thought-provoking, creative process for navigating life transitions and maximizing personal and professional potential. Areas covered include such topics as:

- Career development
- Performance improvement
- Work-life balance skills
- Managing change/transitions
- Time management skills

Life coaching is offered in a six-session model that generally lasts three to four months. In the initial 45-minute session, the participant works with the coach to establish a vision, determine goals, and create an action plan. Subsequent 20-minute follow-up coaching sessions ensure the participant is on track to achieve the desired goals. Calls are scheduled at a time that is convenient for the participant and coaches also provide supportive email communication for sharing of resources and progress check-ins.



## Aware

Our unique mindfulness program, Aware, is an alternate modality of support for participants experiencing life stress, pain, and challenges with focus and concentration, as well as individuals who want to increase their awareness of and commitment to intentional living.



## Computerized Cognitive Behavioral Therapy (cCBT)

In My Hands is our case manager-assisted self-help program that addresses mild to moderate anxiety, stress, and depression. The online program educates users and suggests techniques and tasks designed to guide participant progress for positive therapeutic outcomes. Several modules are available, including Introduction to CBT; Self-Esteem and Thinking Styles; Low Mood and Depression; Stress and Anxiety; and Coping and Resilience.





## Appendix F: Health & Wellness

### Health & Wellness Coaching Module

Encourage healthier lifestyles and a more energized and productive workforce with personalized, custom health and wellness coaching from our experienced team of highly trained and Certified Wellness Coaches.

#### How It Works

Connect with Certified Wellness Coaches through our mobile app, by phone or in box message, for personalized health and wellness planning and support whenever you or your family need it.

#### Features Include

- ✓ Experienced certified coaches provide you with expert help and advice
- ✓ Develop a personalized, custom Wellness Plan with your own Wellness Coach
- ✓ Create an action plan and work together to achieve your goals
- ✓ Unlimited inbound calls and inbox messages with our coaches
- ✓ Available to you and your family members
- ✓ Great complement to an existing employee wellness program offering
- ✓ Increase productivity, decrease absenteeism, and improve employee recruitment and retention with a progressive benefit offering



#### Common Health & Wellness Goals We Support

- Weight Loss
- Healthy Eating
- Fitness & Exercise
- Stress Reduction
- Meditation
- Smoking Cessation
- Work-Life Balance
- Anxiety Management
- Healthy Sleep Habits
- Overall Lifestyle Improvement
- And more ...



LifeLock™ with Norton™ Benefit Plans help protect your digital life by combining leading identity theft protection, device security, and more, in an always-connected world. These plans are enhanced and exclusive, with features and pricing only available to employers.

**Norton LifeLock Benefit Plans provide comprehensive, all-in-one protection against cyberthreats so employees can keep what's theirs, theirs.**

### OUR KEY FEATURES COMBINE THE POWER OF NORTON AND LIFELOCK.

#### LifeLock Identity Protection

Monitors<sup>†</sup> for fraudulent use of personal information and alerts<sup>‡‡</sup> to possible threats.

- Proprietary LifeLock Identity Alert System
- Financial Protection and Credit Tools
- Preventative Lock & Freeze Dashboard

#### Norton Device Security <sup>\*\*</sup>

Established protection for online personal devices.

- Antivirus, Malware, Ransomware, and Hacking Protection
- Parental Controls
- Password Manager

#### Norton Online Privacy <sup>\*\*</sup>

Helps protect personal information from public view or exploitation.

- Secure VPN – PC, Mac, and Mobile
- Privacy Monitor
- Reduced Pre-Approved Credit Card Offers

#### Service & Support

Full-service support for peace of mind.

- Restoration and Remediation Services
- Dedicated Employee Benefits Phone Line and Email Support
- Million Dollar Protection Package <sup>+++</sup>

No one can prevent all identity theft or all cybercrime.

<sup>†</sup> We do not monitor all transactions at all businesses.

<sup>\*\*</sup> These features are not enabled upon enrollment. Member must take action to activate this protection.

<sup>‡‡</sup> Requires your device to have an Internet/data plan and be turned on if alerts are sent by text and/or phone.

<sup>+++</sup> Reimbursement and Expense Compensation, each with limits of up to \$1 million for LifeLock with Norton Benefit Essential, LifeLock with Norton Benefit Premier, LifeLock with Norton Benefit Premier Plus, and up to \$25,000 for LifeLock Benefit Junior, including up to \$1 million in coverage for lawyers and experts, if needed for all plans. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at [NortonLifeLock.com/legal](http://NortonLifeLock.com/legal).

If your plan includes credit reports, scores, and/or credit monitoring features ("Credit Features"), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment. Please note that in order to enjoy all features in your chosen plan, such as bank account alerts, credit monitoring, and credit reports, it may require additional action from you and may not be available until completion.

# Prescription Discount Card

## Free Employee Rx Savings Program Highlights

- ✓ 10% to 85% prescription discounts versus cash price on most short-term and acute care medications.
- ✓ Use the Online Drug Price Check Utility to find the price of prescriptions at participating locations by zip code.
- ✓ Over 65,000 participating pharmacy locations, including independent, national and regional chain pharmacies nationwide.

## Great Ways To Use This Card

### Employee Waiting Periods

Organizations that have a probationary or waiting period before employees become eligible for benefits may offer the discount card to employees so they can obtain medications at a reduced cost.

### Medication Limits

Some organizations may implement a more restrictive formula that limits pharmacy coverage to a narrow list of medications. Using the discount card, plan members can receive a significant discount on medications that are excluded from coverage.

### High Insurance Deductible

For members in High-deductible Health Plans, the discount card reduces the cost burden of prescriptions filled during the deductible phase, prior to entering full coverage.

### Part Time Employees

With part time or seasonal employees, as benefit eligibility fluctuates from month to month, the discount card becomes a valuable tool to keep membership aligned and participating in a drug benefit program.

### FREE Prescription Discount Card

Card is Active. Call or go online now for program details.

**Member ID #** DDN0000

**BIN #** 015558

**Group #** DDN0000



**Member Info:** 877.537.5537

**www.DiscountDrugNetwork.com**

Discount Program | This is not insurance

powered by Discount Drug Network