



VIRTUAL PRIMARY CARE FAQ

Q What times are Virtual Primary appointments available for me to see a doctor?

A Providers are available for Virtual Primary Care Monday through Friday from 8AM – 8PM in your respective time zone.

Q When can I schedule a Virtual Primary Care Visit?

A You can receive care for a wide variety of conditions with access to providers by scheduling an appointment when it is convenient for you. In most cases, you can receive on demand (Same Day) care, but it may take longer than an Urgent Care appointment.

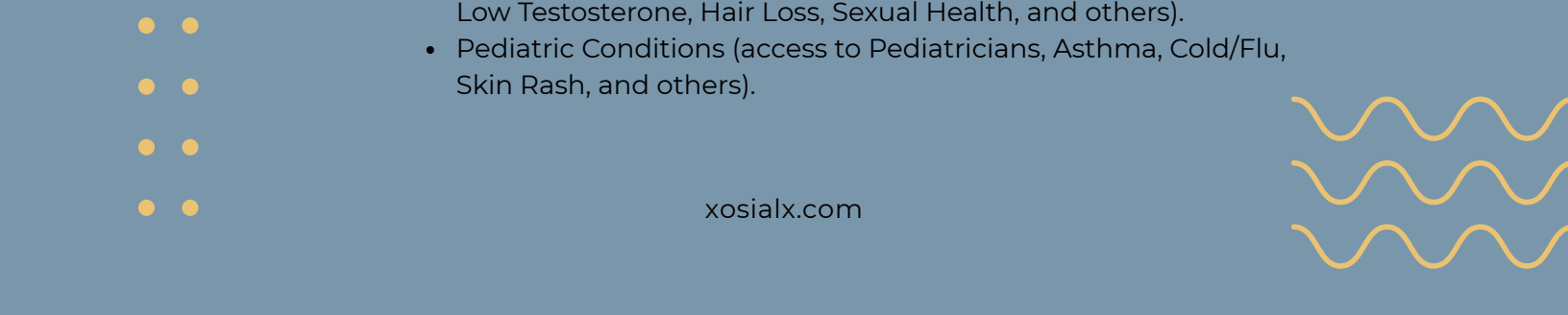
Q What if I have an emergency?

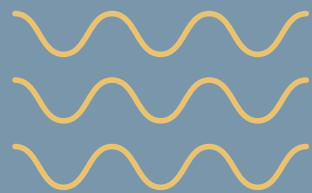
A Call 911. Emergency situations require immediate attention and evaluations cannot be performed virtually. Your membership does not include any services that require an inperson visit, so you will need to make your own arrangements for these services through your major medical insurance plan. Please remember that your virtual membership is not a major medical insurance product.

Q What Primary Care conditions can be treated with my membership?

A Our providers are qualified to treat many conditions including but not limited to: Acne, Asthma, Anxiety, Cold/Flu, Depression, Diabetes, Migraine, Skin Rash, UTI, Acid Reflux, High Blood Pressure, High Cholesterol as well as:

- Women's Health Concerns (Birth Control, Hormone Replacement, Osteoporosis, Sexual Health, and others).
- Men's Health Concerns (Prostate conditions, Erectile dysfunction, Low Testosterone, Hair Loss, Sexual Health, and others).
- Pediatric Conditions (access to Pediatricians, Asthma, Cold/Flu, Skin Rash, and others).





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What are some of the conditions that cannot be taken care of virtually?

A

While we can triage and take care of a lot of your healthcare needs, there are some things that need to be taken care of in-person, and some things that should not be treated virtually. These would include care for children under the age of 2, chest pain, shortness of breath or trouble breathing, confusion, severe headache (especially with a stiff neck or associated with sensitivity to light or sound), dizziness, trouble urinating and making low amounts of urine, disability evaluations, ADHD, bipolar disorder, other serious psychological conditions, and prescribing restricted medications (opioids, ADHD medications, benzodiazepines, etc.). If you can afford a major medical insurance plan, it can help cover you for health concerns like those listed above. Your membership is a supplement to a high deductible health plan and covers convenient concierge-level routine care.

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What happens if I need to see a doctor in person?

A

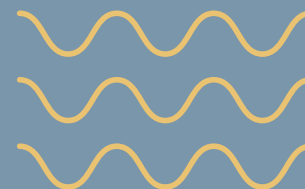
We understand that not everything can be handled via virtual health; this is where traditional insurance plays a role. Coverage for major medical insurance for most people is through their employer, such as Blue Cross, Aetna, Cigna or United. Other coverage options are through the exchange for individuals and/or Medicare. If you need to see a provider in person, our Care Team can help you find a provider in your network or through local care options.

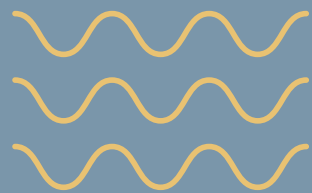
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Can my doctor order labs if they think it's necessary?

A

If your provider determines that you need lab work, they can order lab work during your visit and send the orders to a partner facility near you electronically. All you need to do is stop by that lab during business hours to have your test(s) done and the results will be sent to you and your provider electronically. You may choose your own lab, and your provider will create your lab order that you can download from your health records page. To cover the cost of the labs you may present your traditional insurance card or pay out of pocket.





**Xosial
Wellness**
By **xosialX**



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Can I continue to see a virtual primary care doctor on an ongoing basis if I like them?

A

Yes. You can select your doctor in your member portal and schedule appointments with them specifically. However, if you need on-demand care, we recommend taking the first available appointment through your membership portal.

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Can my child receive care?

A

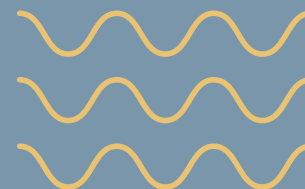
Children ages 2 - 26 can receive care and medications through an 'add-on' to a relative's adult membership for no additional cost.

Q

Is it possible to receive a provider's note, or other medical forms?

A

Our virtual care providers can provide simple forms such as work/school excuses or return to work/school documents whenever clinically appropriate. Please discuss your need for a work note with your provider at the time of the appointment for swift processing. In some instances, your provider can provide more substantial documents like FMLA forms, Disability forms or Handicap/DMV card documents. To help you, these evaluations may require more than one appointment so the provider can learn more about your condition and review any prior medical records. Sometimes, additional tests or an in-person evaluation may be necessary.





VIRTUAL URGENT CARE FAQ

Q What if I have an emergency?

A Call 911. Emergency situations require immediate attention and evaluations cannot be performed virtually. Your membership does not include any services that require an in-person visit, so you will need to make your own arrangements for these services through your major medical insurance plan. Please remember that this program is not a major medical insurance product.

Q What times are virtual appointments available for me to see a doctor?

A You can speak to an urgent provider 24 hours a day, 365 days a year.

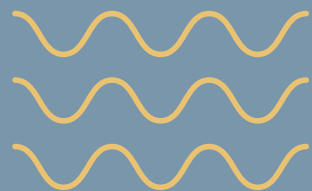
Q When should I use my Urgent Care service?

A You can use our Urgent Care service line for non-emergency or low-acuity conditions that you would typically visit an urgent care, retail clinic, or primary care provider for such as the flu, a cold, allergies, strains and sprains.

Q When should I just visit an in-person urgent care or a convenience clinic vs virtual care?

A

- It depends. Receiving care at an urgent care or convenience clinic is always an option that you can pay for. However, the distinct advantage of your membership in this program is the ease of access for virtual visits, versus driving to an urgent care center and paying for every visit.



Q | What if my condition cannot be treated Virtually?

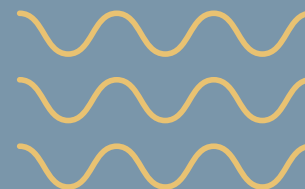
A | Most acute care and chronic care medical conditions can be diagnosed and treated virtually. For acute or chronic conditions that cannot be safely managed virtually, your Provider may recommend an in-person visit to a doctor that is in your medical network with your comprehensive health plan.

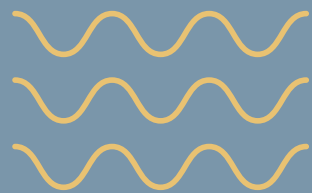
Q | Can your doctors prescribe narcotics or other controlled substances?

A | Controlled substances have the potential for addiction and must be carefully prescribed. Due to the nature of telemedicine, we cannot monitor these risks, follow-up on a continual basis, or provide an in-person assessment.

Q | Can Urgent Care doctors be my primary care provider?

A | Yes, In most circumstances you can select an Urgent Care physician you like to be scheduled for your Virtual Primary Care physician; however, that physician's schedule will determine the availability of your next Virtual Primary Care appointment. If you require an on demand (sameday) appointment, it may be a different physician.





RX (PRESCRIPTION) FAQ

Q How much will I pay for medication with my Membership?

A If your medication is on our free medication list, there will be no charge for the medication. You can pick up your prescription locally or receive the medication shipped to your home with a 30- or 90-day supply. Your membership includes several free monthly shipments of your medications (multiple medications can be included in a single shipment).

Q How many days' supply can I receive for my membership prescription?

A You can receive a 30 or 90-day supply (depending on the medication). The prescribing doctor will make this decision. Most maintenance prescriptions are 90-day supplies.

Q What if I prefer picking up my medication locally?

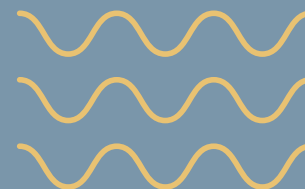
A If you need a medication that is available as part of our list but choose to purchase the prescription from your local pharmacy, you will not be charged. When you go to the pharmacy, DON'T FORGET to bring your RX CARD.

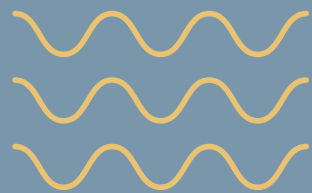
Q What if I need an urgent care prescription right away?

A Your membership includes the bulk of the most commonly prescribed urgent care medications that you can pick up at your local pharmacy for no charge. You can download your pharmacy ID card from the member portal.

Q Where do I get my pharmacy ID card?

A You can obtain your Pharmacy Card on the MediOrbis App in your member portal.





Q

What if I run out of my medication?

A

If you take a regular, recurring medication and have run out and cannot wait for the mail order process or need a prescription right away, the best option is to have your doctor send the prescription to your local pharmacy and use your discount card to fill the prescription.

Q

If I am filling or refilling a prescription by a provider that is not part of my membership, can I still use the RX card?

A

Yes, you can use your RX card at a local pharmacy for any medications that are on your membership list of FREE prescriptions. You should transfer your medication(s) to us to have your refill processed for free. First search for your medication on to see if it is included and contact the RX number in the MediOrbis app to complete the transfer. Remember to have your medication information in front of you to make the process easier.

Q

What if I do not have refills left on my medication(s) that you are filling for me?

A

If your membership with us includes an urgent care or primary care benefit with our doctors or nurse practitioners, you can schedule an appointment with a care provider to discuss refilling your prescription(s) prior to running low so that you do not miss a dose. If you do not have these benefits with us, you can have your doctor prescribe your medication(s) directly. Please provide your doctor with the RX information on your RX Card.

Q

Can I transfer my prescription and the remaining refills if it is included on the medication list?

A

Yes, Contact Walker RX at the number located in the MediOrbis App Member Portal. If your medication is on the list, you will be presented with options to transfer it to our pharmacy. Please have your prescription with you to help fill in all required fields. Your prescription will be evaluated, processed, and shipped for arrival.

