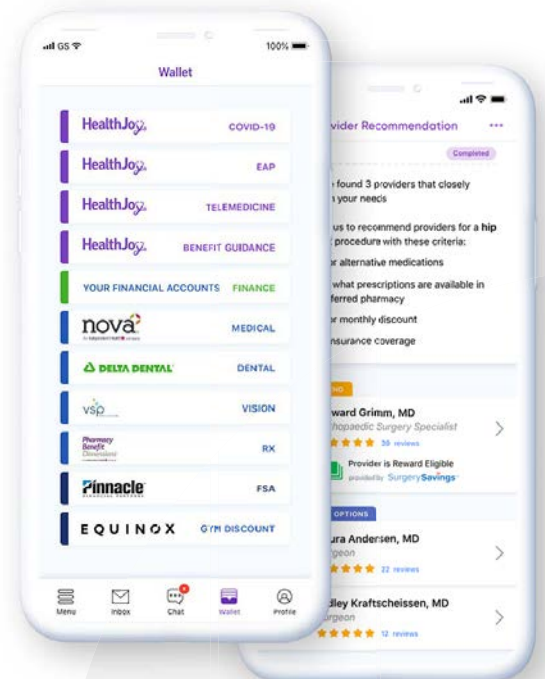




Benefits are Complicated. HealthJoy Makes it Simple

HealthJoy is the first stop for all your healthcare and employee benefits needs. We're provided for free by your employer and personalized for you. You'll have instant access to an up-to-date benefits wallet with all your benefits cards and our healthcare concierge is always available to help you.

You can use the HealthJoy app throughout the year to identify prescription savings, request a review of your medical bills for errors, and chat with our concierge team about upcoming procedures and services. We'll save you time, money, and a ton of aggravation.



Core Platform



Benefits
Wallet



Healthcare
Concierge



RX Saving
Review



Appointment
Booking



Provider
Recommendations



Broadcaster



Medical
Bill Review



Virtual Care Suite

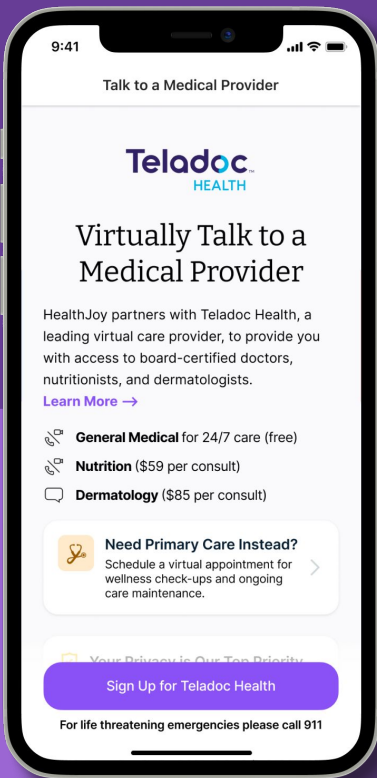
Included:

- Virtual Exercise Therapy
- General Medical

Additional Cost (provided upon request)

- Primary Care
- Chronic Care
- Mental Health
- Employee Assistance Program (EAP)

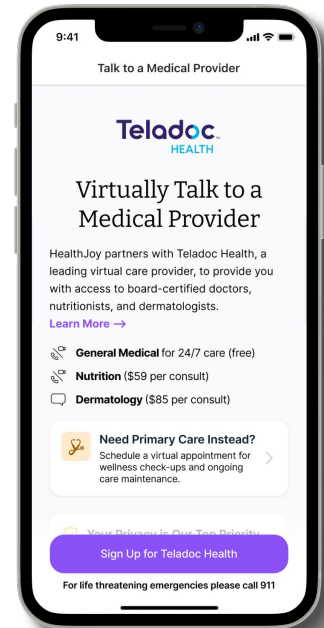




General Medical

General Medical

General Medical provides critical care 24/7 for non-emergency conditions like cold and flu, sinus infections, and allergies, as well as care for specialty needs such as dermatology and nutrition consultations.



Request an on-demand visit or schedule a visit at your preferred time

Secure a telemedicine visit available in several language options via interpreter, including American Sign Language (ASL)

Connect with U.S. board-certified physicians with an average of 20 years' experience



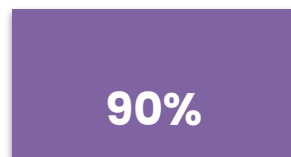
Avoid trips to the doctor's office and costly visits to the emergency room

General Medical

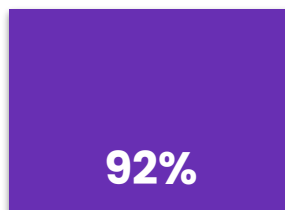
How It Works

- Access the service through the HealthJoy home screen and quickly connect with a licensed care provider via phone or video for a broad range of everyday healthcare issues, from cold and flu to a rash or sunburn, as well as dermatology and nutrition consultations
- Request an on-demand visit or schedule a visit at your preferred time. Receive a diagnosis as well as treatment, and prescriptions when necessary
- Receive a visit summary to your file and send a prescription to your local pharmacy if necessary

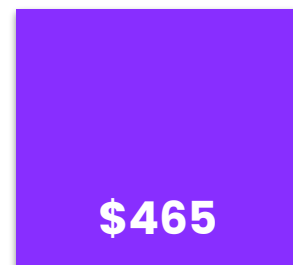
Outcomes



**Member
satisfaction**



**Resolution rate on
first visits**



**Average claims
savings per visit**

“With five kids at home you can imagine the amount of time spent at doctors’ offices as they spread the flu to each other. I can set up an appointment and never leave home. This service is a lifesaver.”

– **Misty, General Medical User**



General Medical FAQs

When should I use General Medical services?

You should choose General Medical any time you want to talk to a doctor in minutes about non-emergency health issues like sinus problems, respiratory infections, allergies, flu symptoms, rashes and many other illnesses. Doctors are available 24/7 within the HealthJoy app. Your doctor will diagnose your symptoms and provide a treatment plan, which may or may not include a prescription.

Can Teladoc Health handle emergency situations?

You should not use Teladoc Health if you are experiencing a medical or mental health emergency. In the event of a medical emergency, please call 911.

Will I talk with a real doctor?

The providers in our General Medical care offering are board-certified internists, family doctors, psychiatrists, dermatologists and pediatricians licensed to practice medicine in the U.S. When you request a visit, Teladoc Health will connect you with a doctor licensed in your state or province.

All providers can diagnose, treat and prescribe medications for common, non-emergency health issues by phone or video.

Does the doctor review my medical history before a visit?

You will complete a brief medical history prior to requesting your first visit. This is similar to filling out forms before an in-person doctor visit. You can update your medical history at any time within the HealthJoy app.

Your medical history is stored on Teladoc Health's HIPAA-compliant, encrypted central server. Before each visit, the doctor will review your medical history with a specific focus on chronic illnesses, current medications, allergies and changes in your medical condition.

Can I request a specific doctor?

Depending on the plan your employer is on, you may be able to select a specific doctor for your visit. All Teladoc Health doctors are board-certified, and state licensed. To become an official Teladoc Health doctor, they go through a credentialing process. All Teladoc Health doctors are thoroughly trained on how to provide the best virtual care experience.