

CVS Virtual Primary Care[®]

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Care

 **CVS**Health[®]

Whole-person virtual care for your employees



Primary Care*

Comprehensive, patient-centered care with extra support

- Preventive care with seamless access to labs and specialists
- Wellness and annual health assessment
- Chronic illnesses diagnosis and management (diabetes, high blood pressure, cancer)
- Lifestyle modification
- Pre-operation consultation
- Post-hospitalization discharge care
- Common illnesses and injuries including cold, sinus infections, allergies and more
- Prescriptions & medication refills



24/7 Care*

Urgent care in minutes

- Common illness and injuries
- Chronic illnesses management (diabetes, high blood pressure)
- One-time medication refills



Mental Health Care*

Support when it is needed

- Counseling for anxiety, stress and depression
- Psychiatry for a diagnosis and prescriptions
- Medication management

Single EHR patient profile is connected across sites of care to ensure care continuity and quality



Care Team

- Patient-selected primary care provider
- Physician-led care team
- Clinical care team of a physicians (MD,DO), nurse practitioner (NP), registered nurse (RN), Health Coordinator and CVS pharmacist**



Access

- Preventive visits available within days of scheduling
- Multiple same day urgent visit options



Tools & Tech

- Blood pressure and heart rate monitor
- Health Dashboard
- Secure Messaging

- Family nurse practitioner (FNP)
- Physician's assistant (PA)

- 24/7 including holidays

- Health Dashboard

- Patient selected providers
- Licensed mental health professional (LMHP)
- Psychiatric nurse practitioner (PMHNP)

- Visits available 7 days a week†
- Evening and weekend visits

- Health Dashboard
- Secure Messaging

*Primary Care aged 18+, 24/7 Care aged 18 months+, 13+ aged for counseling and 18+ aged for psychiatric medication management; **Not a patient facing role. Accessible to consult with members of Care Team.; †Limitations may apply based on service. Provider availability subject to change.

Quality, Connected Primary Care



Convenient start to care

- First appointment wait time within ≤ 5 days



Accessible

- Timely provider availability (M–F, 7 AM–7 PM)
- Multiple same-day visit options



Broad services

- Common illnesses and injuries
- Routine checkups
- Medication refills
- Depression screening
- Wellness and health screenings
- Chronic care management
- Asthma, high blood pressure, diabetes, etc.



Quality, connected care

- Providers including patient selected physicians (MD,DO) and nurse practitioner (NP)
- Address members' questions before, between and after visits
- Provide holistic care and find opportunities for longitudinal care
- Coordinate patient referrals and help make connections to in-person care
- EHR interoperable with many brick-and-mortar PCPs and specialists
- Health dashboard captures key dimensions of a patient's health journey including prescriptions, referrals and secure messaging
- Care Teams that represent a variety of cultural backgrounds, race/ethnicities and experience in different care settings



24/7 Care



National care footprint*

- Virtual visits available for adults and children 18 months+



Accessible

- 24/7 and holidays
- Visits available in minutes



Broad services

- Coughs, colds, flu and strep
- Stomach and digestive issues
- Infections (ear, sinus, skin, UTI)
- A one-time medication refill
- Asthma, allergies, birth control
- High blood pressure



Affordable

- Low-cost visits and flexible copays**



Quality, connected care

- Providers including Nurse practitioner (NP) and physician's assistant (PA)
- Health Dashboard captures key dimensions of a patient's health journey including prescriptions and labs

*Limitations may apply based on service, location or health plan.

**Member cost share determined by benefit plan design

Increasing Access to Mental Health Services



National Footprint* for Holistic Mental Health Care

- Virtual visits available for adolescents aged 13+ and adults aged 18+



Accessible

- Timely provider availability (7 days a week, 8AM–7:30 PM**)



Broad services

- Mental health counseling for anxiety, depression, stress and more
- Diagnosis, treatment and prescribing†
- Depression screening and medication management
- Support with life adjustments and conflict resolutions
- Sleep and related health behaviors



Affordable

- Low-cost visits and flexible copay plan designs to complement mental health benefits††



Quality, connected care

- Providers including Licensed Mental Health Professional (LMHP) and psychiatric nurse practitioner (PMHNP) support a broad range of mental health needs
- Health Dashboard captures key dimensions of a patient's health journey including prescriptions and secure messaging

*Limitations may apply based on service, location or health plan. **Three out of four first-time patients scheduled therapy visits in 7 days or less, based on preliminary data as of 5/10/22 from MinuteClinic Virtual Care. Provider availability through CVS Virtual Care™ is subject to change. †Controlled substances not prescribed ††Mental health pricing and member cost share is determined by mental health benefit or health benefit plan design, as applicable

Primary Care can be managed virtually?



Yes. Our board-certified physicians and nurse practitioners can resolve many health needs virtually — whether it's treating chronic conditions, annual checkups, discussing test results, renewing prescriptions, identifying specialists and more

- Virtual care preserves a critical component to developing a treatment plan: the patient narrative. Just as in an in-person setting, you telling your story and the provider listening will inform next steps including prescription adjustments, lab orders, referrals and more
- Also like in-person, physical observation is also maintained in the virtual setting using video and technology capabilities which can further inform the treatment plan
- To get your vitals for primary care visits, we send you a Welcome Kit with a blood pressure and heart rate monitor*



And if you need a follow-up in person, you won't be on your own. When you pick your virtual primary care provider, you'll also get a Care Team. They can help you find the right provider near you. They'll even help make sure they're in your network

*The Welcome Kit is optional and will be shipped after you schedule your first visit. Your virtual provider will walk you the process for taking your vitals during your visit

Why would I try CVS Virtual Primary Care?



It's easy. With a phone, tablet or computer, you can get care whenever is convenient for you

- Many in-person services are available virtually
- You can seek care based on your schedule, don't need to rearrange or spend time in the waiting room



Services that require you to be in-person – like blood work and immunizations – can be scheduled separately before or after a virtual visit to optimize your time at a location of your choosing



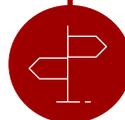
Your Care Team is focused on whole-person care and will help navigate your health care journey including supporting unmet needs, identifying in-network specialists as needed, advising on follow-ups and more

When would I use CVS Health Virtual Primary Care?



You can use it whether you already have a PCP or not

- If you don't have a PCP, CVS Health Virtual Primary Care helps you get the ongoing, preventive and sick care you need, virtually
- And if you do have a PCP, your virtual care team and your existing provider can work together

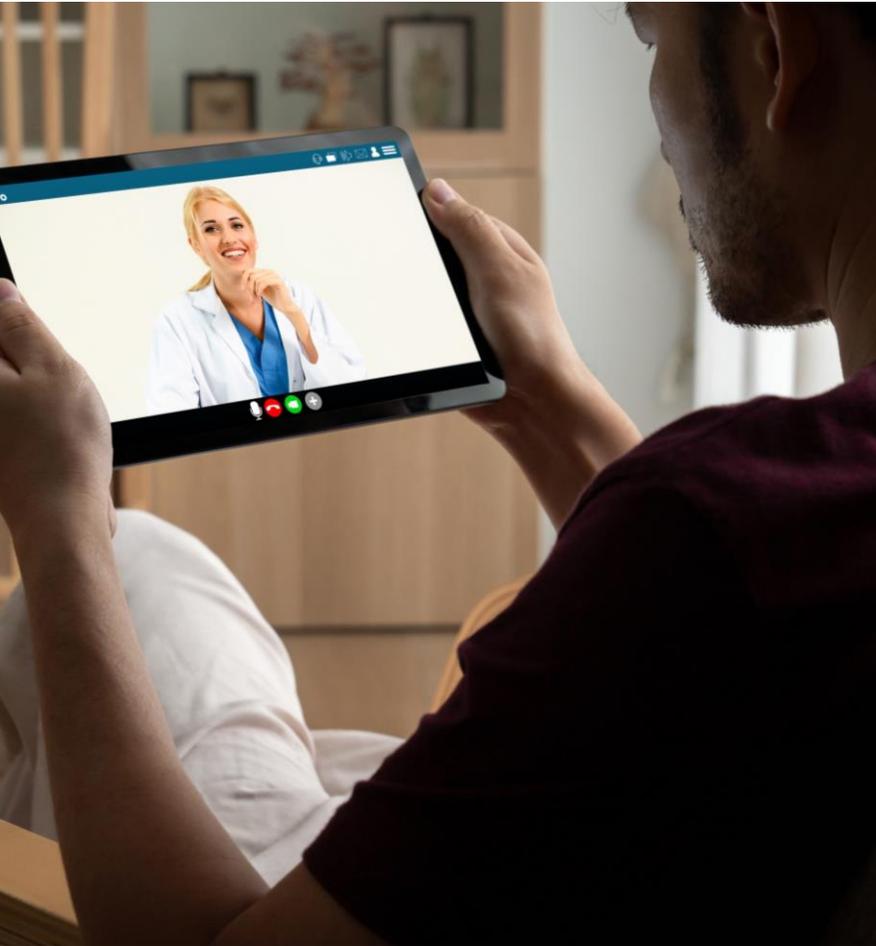


CVS Health Virtual Primary Care gives you convenient, safe and reliable care when you have questions about your health or when you just can't get an appointment with your current in-person provider



Remember, you can keep your current doctor **AND** see a virtual provider

Can I have my annual wellness exam virtually?



Yes. Annual wellness exams are important because they allow your provider to check in on your overall health, discuss any concerns you may have and create a personalized plan to keep you feeling your best. These visits are not just about treating sickness, they are about staying well.

- You can have these visits from the comfort of your home, making it simpler to prioritize your health without the need to travel or spend time in waiting rooms.



Your CVS Health Virtual Primary Care provider is here to make sure you get the care you need. Your wellbeing and time is important to us, and we are here to support you every step of the way.

How quickly can you schedule a visit?



CVS Health Virtual Primary Care appointments can be scheduled within 5 days* vs. an average of 26** days for an in-person primary care appointment**



Appointments are available weekdays between 7am – 7pm with minimal wait times



One click to enter virtual visit room

*Observed average time to treatment 1/1- 9/15/23, availability is subject to change.

**Merritt Hawkins, 2022 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates: March - May 2022

Virtual Primary Care patients are having positive care experiences

*“Did the virtual appointment. It was quick and easy with the CVS app! **Never had to leave the house.**”*

*“**The provider was really nice,** helpful and took her time with me. Felt like I was talking to a friend in a professional way.”*



CVS virtual primary care practice: what patients love



96.9%

**primary care provider
satisfaction score***

Compassionate & Professional Providers – High praise for provider expertise

'The doctor was exactly the right balance of empathy, inquiry, and professional execution.'

Convenient Scheduling & Digital Prep – Patients value the ease of use

'Easy to schedule. Liked having all of the paperwork done ahead of time.'

Seamless Experience – Patients appreciate efficiency and quality

'She was kind, patient, and knowledgeable.'

*CVS Health Internal Data. Post-visit provider satisfaction score from Medallia Survey, Q4 2024. Based on patient responses following primary care visit, n = 96.; Patient verbatims collected via Medallia post-visit surveys, 2023–2024. Responses reflect patient feedback following primary care visit and are used to assess experience and care quality. Verbatims are anonymized and represent the voice of the patient.

CVS behavioral health practice: what patients love

**BH providers
consistently rated
9-10/10
for patient trust and
professionalism***

High Trust & Satisfaction with Providers – Patients feel supported

'I enjoy talking to my counselor. She has helped me a lot with my issues.'

Empathy & Professionalism – Therapists make a difference

'The provider is great. I feel heard and supported every session.'

Simple & Accessible Care – Easy-to-use platform and quality support

'Fast, convenient, and on time. I was able to get an appointment the same day.'

*CVS Health Internal Data. End of Session Questions for Counseling Relationship, SIGNAL System Patient Feedback Scores, November 2024 – January 2025. Based on 61,125 completed virtual and in-person behavioral health visits where the metric was recorded. Scores reflect patient-reported ratings on therapeutic alliance; Medallia post-visit survey patient verbatims; Source: CVS Health Internal Data. Patient verbatims collected via Medallia post-visit surveys, 2023–2024. Responses reflect patient feedback following behavioral health visits and are used to assess experience and care quality. Verbatims are anonymized and represent the voice of the patient.

Patient Testimonials

Primary Care



- My provider was fantastic. Great bedside manners, very knowledgeable, very professional. I can't think on one negative thing to say... she was wonderful.
- I feel like I get excellent care from my provider. She is a wonderful doctor and genuinely cares. I get better care through virtual care than I ever did previously using traditional in person care. I really appreciate that CVS offers this service. Thank you.
- For the first time doing a virtual visit, it was great. My provider covered more things than a traditional doctor and helped me to keep everything in network, too!
- My provider was very patient and didn't interrupt when I was talking. It showed that she really heard and understood what my concerns were.
- The nurse I spoke to and the provider I met with were the most respectful and empathetic people. I will absolutely be back! Thank you so much!
- My provider was very helpful and listened to my concerns. She came up with a plan for me and ordered long past due check ups.

24/7 Care



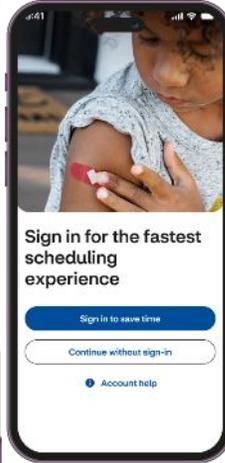
- My provider was very friendly and professional. She took the time to listen to my symptoms and discussed the options for treatment. The whole process was quick and easy.
- Excellent. Short wait time, very personable provider, and quick refill of my prescription. Couldn't have asked for a better experience.
- The provider who conducted my virtual visit was excellent. She was competent, professional and thorough. And also, kind, caring and personable. Great assessment of my condition and recommendations for my treatment plan.
- This is a great service! My provider was so kind, warm, welcoming.
- My provider was fantastic. I set up a virtual appointment at 3am on a Friday morning because I was in excruciating pain due to a pinched nerve. She called me in a prescription, took the time to educate me on what was happening with my nerve, why it happens, and what I can do to heal and prevent it from happening again.
- I was very happy with the level of care and attention that was taken during my visit. I felt heard and understood and that was greatly appreciated.

Post-visit survey de-identified patient verbatims 11/1/23 – 2/29/24

Convenient access to care and support

Aetna Health App

Sign-in



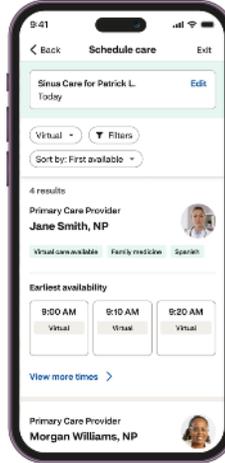
Program Eligibility Check



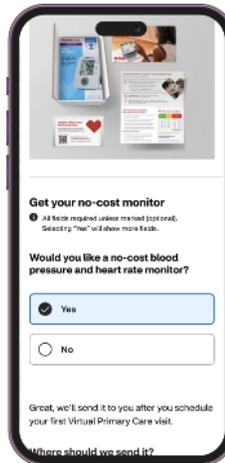
Find Care



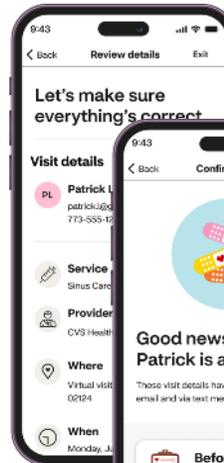
Schedule Appointment



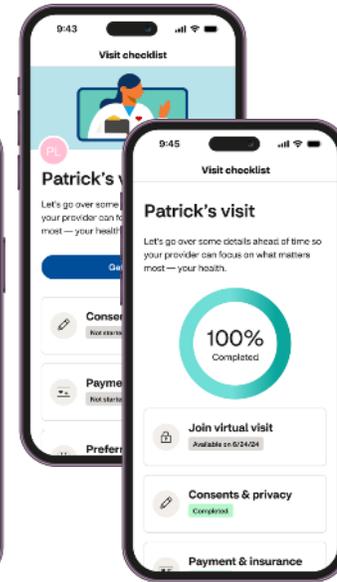
Welcome Kit



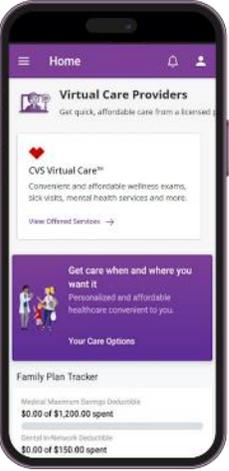
Confirmation



Pre-Visit Tasks



Join Visit Notification



CVS Health Landing Page

FOR ILLUSTRATION ONLY. SUBJECT TO CHANGE.

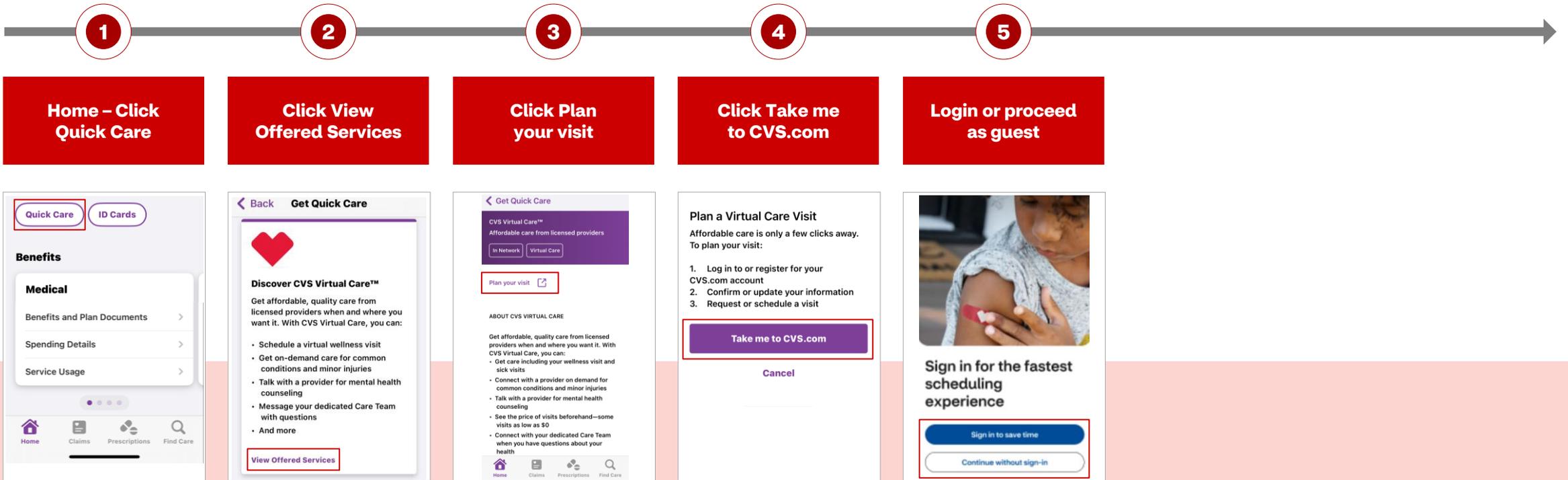
Welcome Kit

Patient will receive blood pressure and heart rate monitor, brochure and magnet at no extra cost to them when they opt-in during scheduling their first virtual primary care visit.



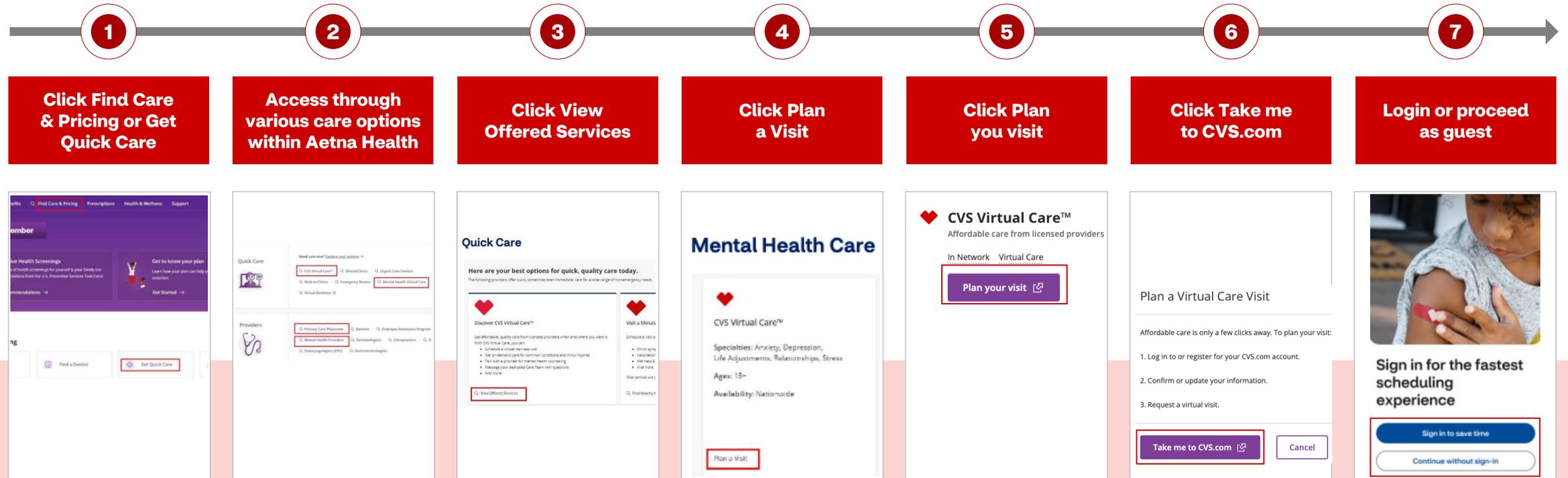
Access Points 1

Aetna Health App



Access Point 2

Aetna Health
Aetna.com



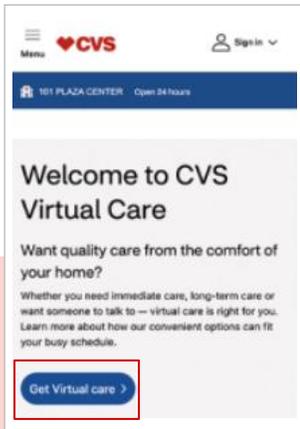
OR

Access Point 3

CVS VC Landing page
cvs.com/virtual-care/

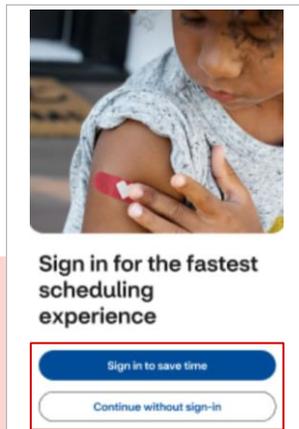
1

Click Get Virtual Care



2

Login or proceed as guest



Register Today!

Extend to in-person care when needed, at nearby MinuteClinic® locations** or in-network provider clinics.

Schedule a virtual visit quickly and easily

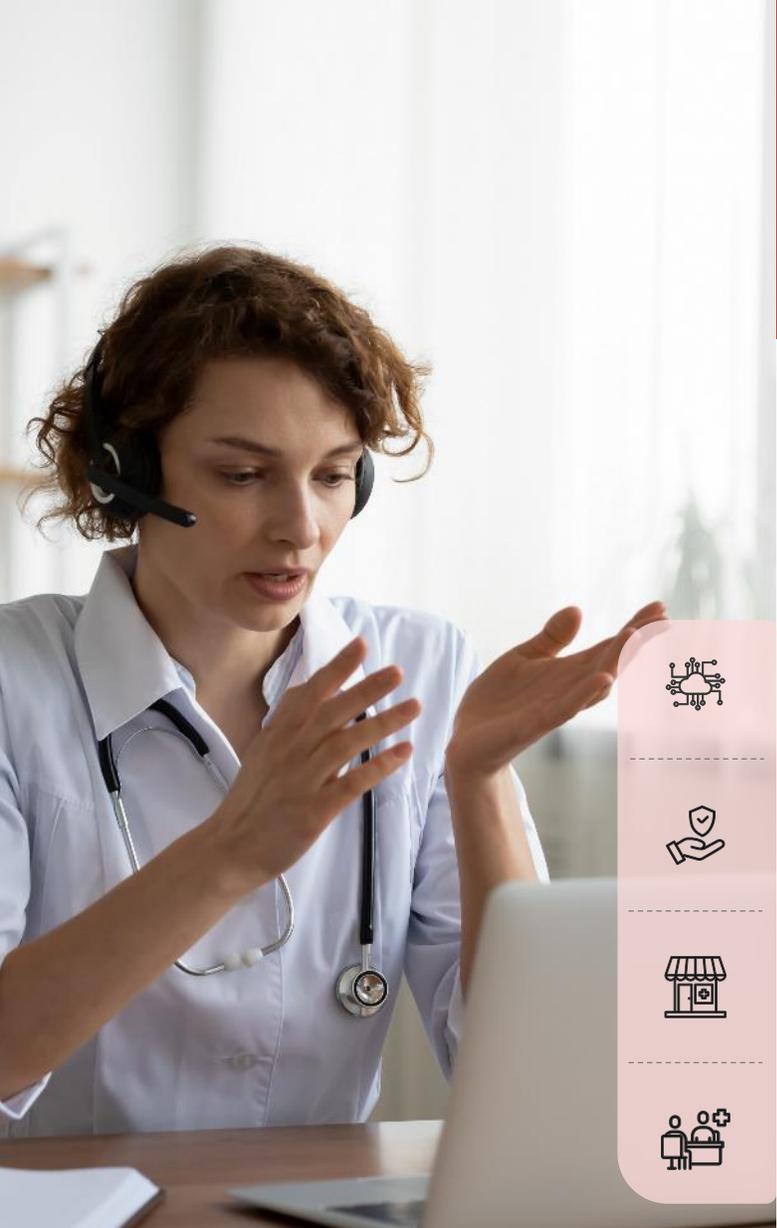
Mental health services available by appointment 7 days a week. Plus, you'll be able to develop an ongoing relationship with your chosen counselor.



Get started today

Scan the QR code or go to **CVS.com/virtual-care** to register and schedule an appointment.

Appendix



Easy and accessible patient support services

CVS Virtual Care Call Center

1-866-211-5678

Automated Menu Options

Hours



Option 1: Technical Support

- **Monday–Friday:** 8:30AM-7:00PM EST
- **Saturday & Sunday:** 10:00AM-6:00PM EST



Option 2: Insurance & Billing

- **Monday-Friday:** 8:00AM-8:00PM EST
- **Saturday:** 9:00AM-5:30PM EST
- **Sunday:** 10:00AM-6:30PM EST



Option 3: Pharmacy & Prescriptions



Option 4: Clinical Support

CVS Virtual Care services are only available in the U.S. Limitations may apply based on service, location or health plan.

