

CVS Virtual Care[®]

SPX Enterprises

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CVS Virtual Care, Strategic Account
Executive

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Providing a more convenient and flexible virtual care experience

Patient selected primary care provider
physician or nurse practitioner

Physician-led Care Team

Consistent patient experience, single EHR patient profile is a connected across sites of care

Secure messaging with primary care team and mental health providers

End-to-end clinical referral management with patient and specialist

Medication support where the care team consults with pharmacist* for integrated care plan

Integrated Aetna and care experience guide patients to in-network providers and care management programs



Multiple same-day visit options

24/7 urgent care, visits available within minutes

Mental health counseling and psychiatric care with licensed mental healthcare professionals

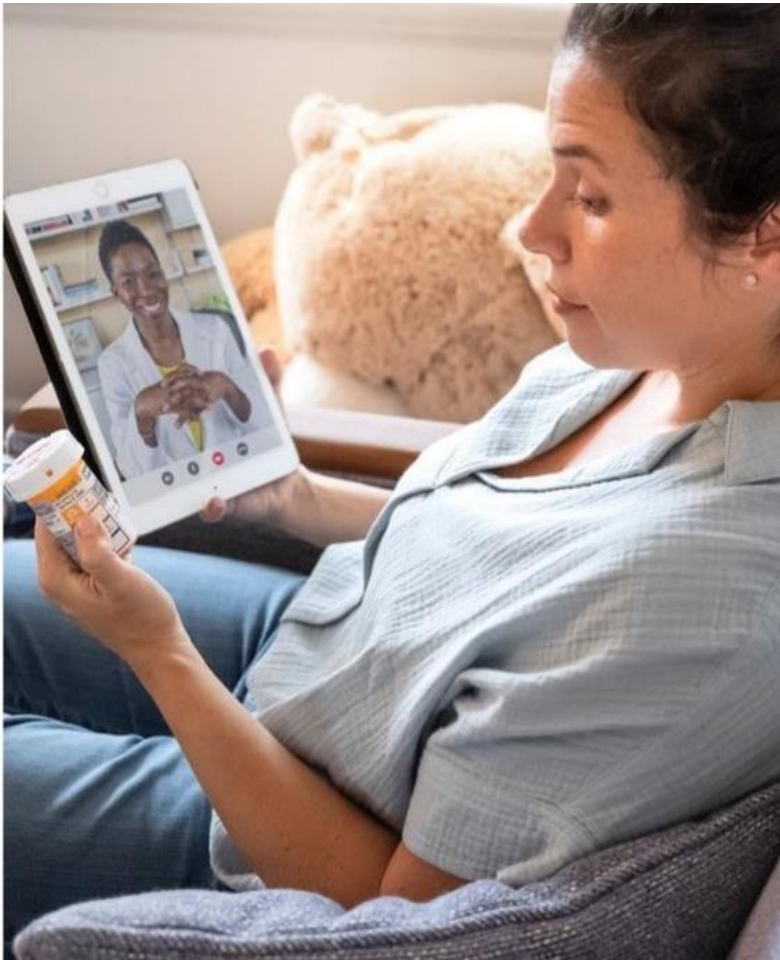
Primary Care

24/7 Urgent Care

Mental Health Care

* Not a patient-facing role. Accessible to consult with members of Care Team

24/7 Urgent Care



	National care footprint¹	• 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 • Skin conditions • High blood pressure
	Affordable	• Low-cost visits and flexible copays²
	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

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

2 Member cost share determined by benefit plan design

Increasing Access to Mental Health Services



	National Footprint¹ 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 PM²)
	Broad services	• Mental health counseling for anxiety, depression, stress and more • Diagnosis, treatment and prescribing³ • 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 benefits⁴
	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

1 Limitations may apply based on service, location or health plan. 2 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; 3. Controlled substances not prescribed; 4. Mental health pricing and member cost share is determined by mental health benefit or health benefit plan design, as applicable

Quality, Connected Primary Care



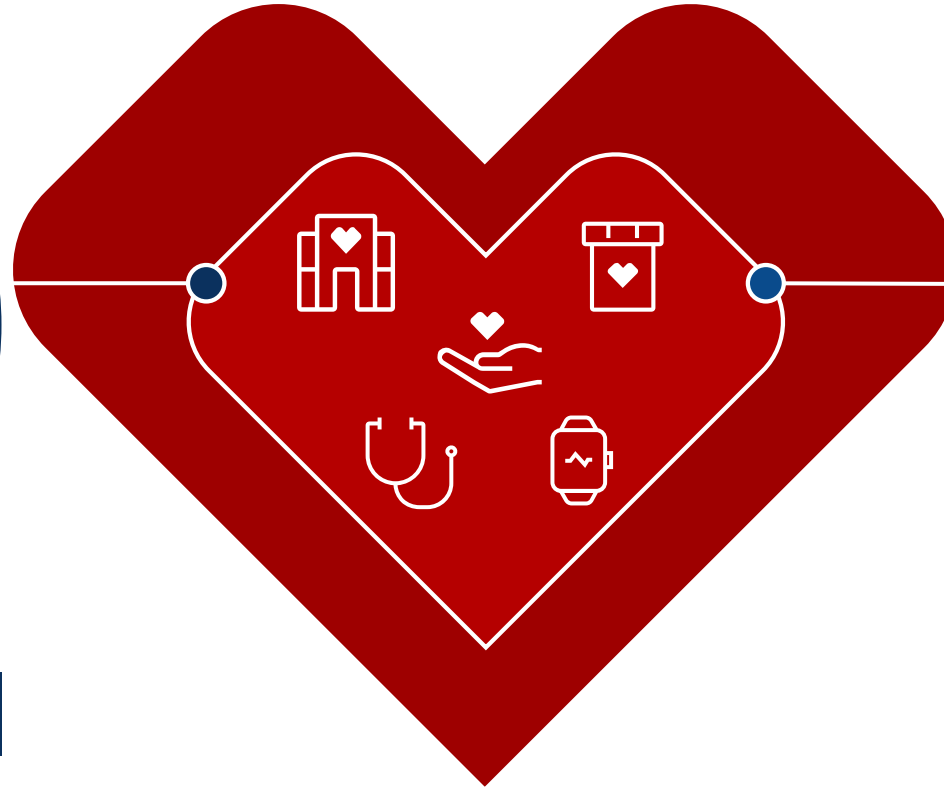
	Convenient start to care	• First appointment wait time within ≤ 5 days
	Accessible	• Timely provider availability (M–F, 7 AM–7 PM) • Multiple same-day visit options
	Broad services	• Common illnesses and injuries • Routine checkups • Medication refills • Depression screening • Wellness and health screenings • 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

Holistic Care with CVS Health Virtual Primary Care



Why Virtual?

Ease & Convenience
Many in-person services
are available virtually



Why Primary Care?

Treat chronic conditions, annual
wellness exam, discuss test
results, renew prescriptions,
identify specialists and more

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

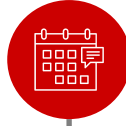


Services that require you to be in-person – like blood work and immunizations – can be scheduled separately before or after a virtual visit to optimize your time at a location of your choosing



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

How quickly can you schedule a visit?



CVS Health Virtual Primary Care appointments can be scheduled within 5 days¹ vs. an average of 31² days for an in-person primary care appointment²



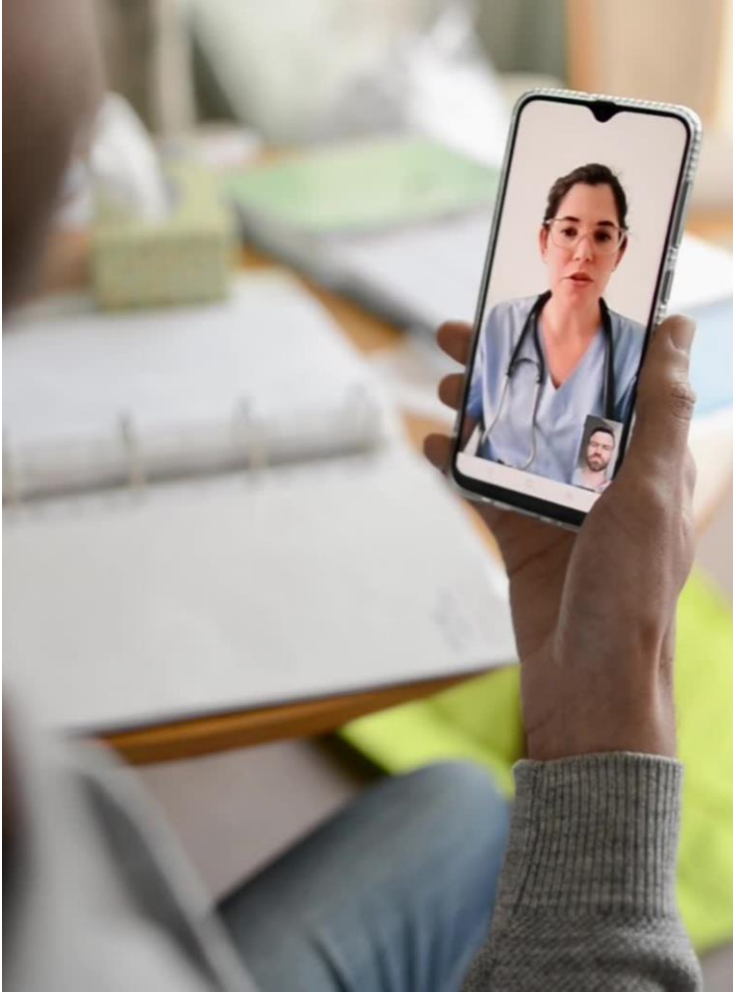
Appointments are available weekdays between 7am – 7pm with minimal wait times



One click to enter virtual visit room

1. Observed average time to treatment 1/1- 9/15/23, availability is subject to change. 2. AMN Healthcare, 2025 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates: January-February 2025

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

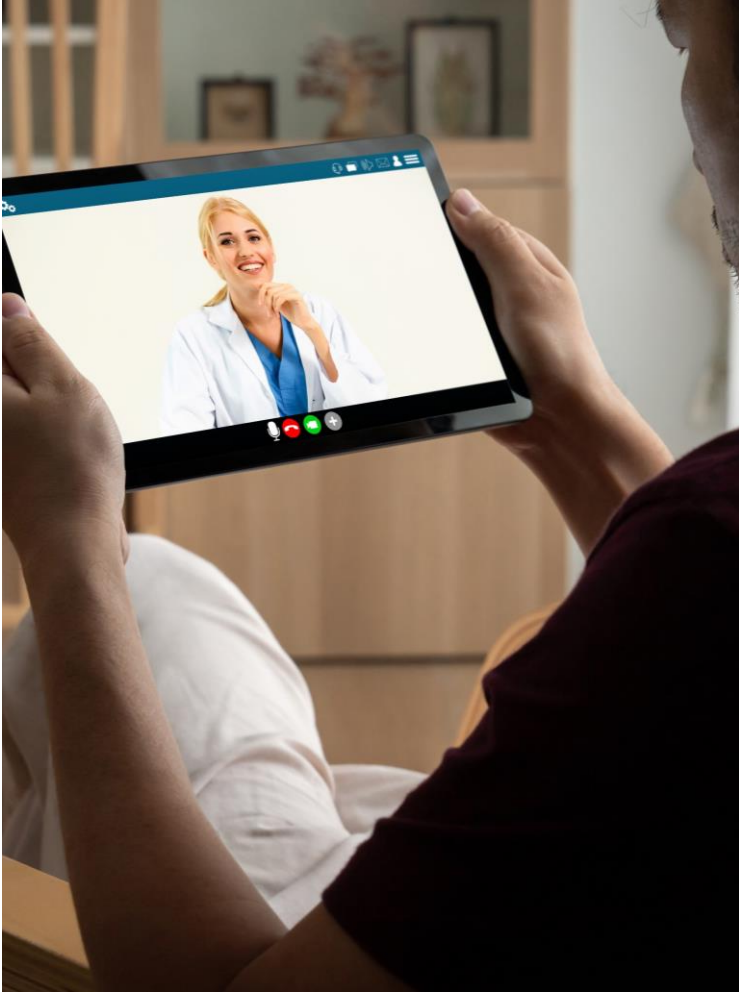
- Virtual care preserves a critical component to developing a treatment plan: the patient narrative. Just as in an in-person setting, you telling your story and the provider listening will inform next steps including prescription adjustments, lab orders, referrals and more
- Also like in-person, physical 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 monitor¹



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

1. 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

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

CVS Health Coordinators enable a white glove referral process for primary care patients



When a VPC provider makes a **specialist or diagnostic referral** for a patient...



CVS Health Coordinator



Contacts the patient to support logistics, e.g., locations



Verifies **in-network status** using

- Payer-specific in-network **specialist identification platform** (e.g., Aetna Smart Compare), if available
- **Payer website**, and **calling specialist's office** to confirm status



Submits referral pre-authorizations through Availity or eFax, if necessary to submit manually



Retrieves specialist /diagnostic visit notes once visit is completed

>99

% of referrals to in-network providers¹

80

% of applicable referrals with completed visits²

1. 2025 VPC data

2. Applicable referrals excludes instances where patient was unable to be contacted, called 1-3 times, did not want to move forward with the referral, or cancelled the appointment

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



CVS primary care practice: what patients love

90%

Primary care provider
satisfaction score¹



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

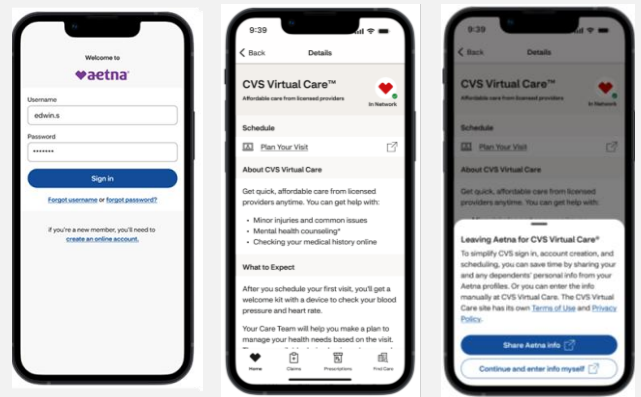
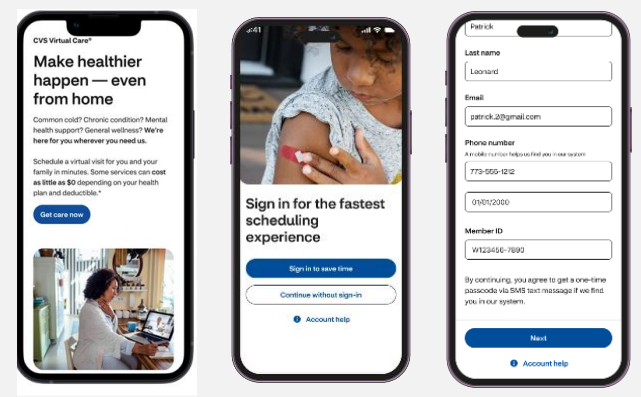
1. Based on surveys completed Q1 2026. Patient satisfaction defined as survey responses of 9 or 10 from 0-10 scale. Responses reflect patient feedback following primary care visit and are used to assess experience and care quality. Verbatims are anonymized and represent the voice of the patient

Convenient access to care and support

**CVS
Landing
Page**
www.cvs.com
/virtual-care

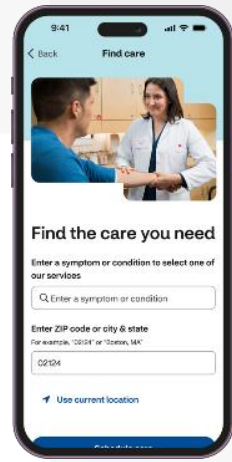
**Aetna
Health
App**

Sign-in **Program
Eligibility Check**

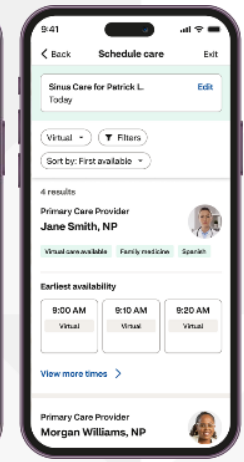


Single Sign-On (SSO)

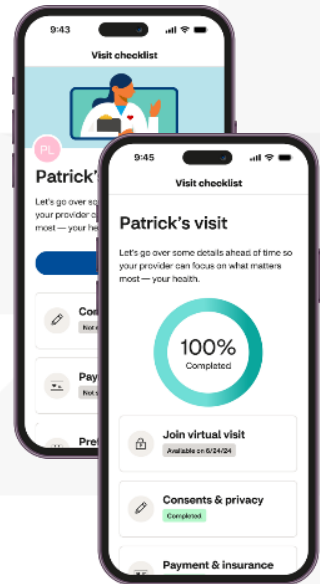
**Find
Care**



**Schedule
Appointment**



**Pre-Visit
Tasks**



**Join Visit
Notification**



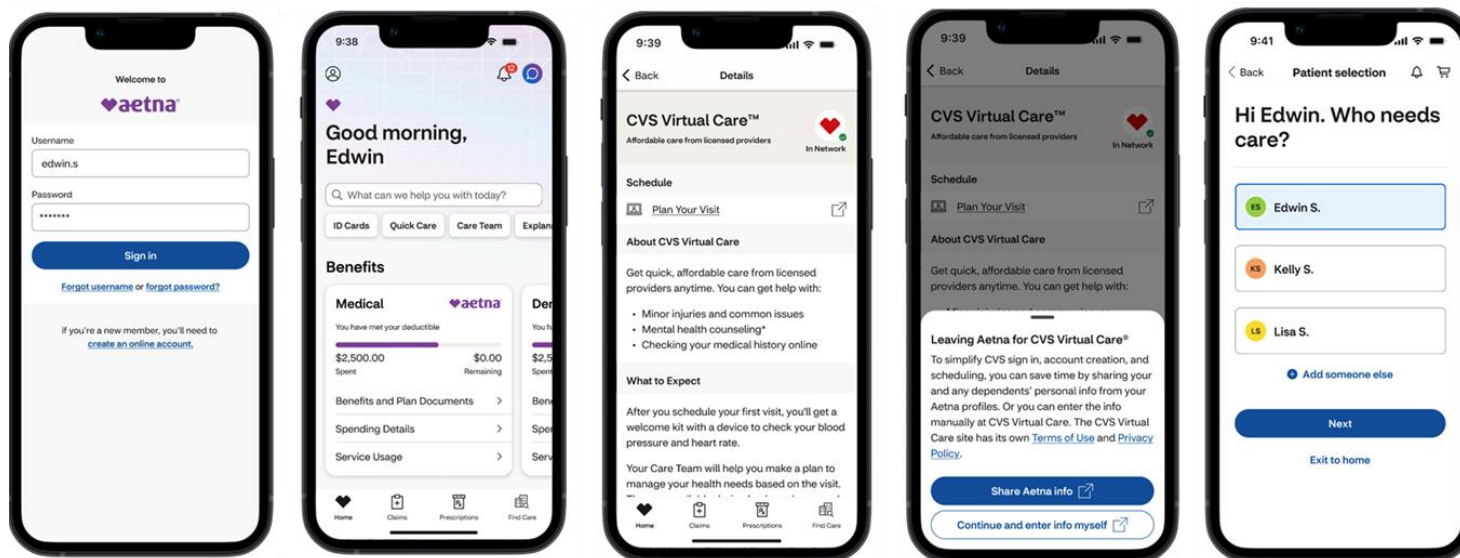
Aetna Health Single Sign-On (SSO)

Why it matters

- Frictionless access drives high utilization
- Removes login barriers that delay care
- Converts awareness into completed visits
- Improves member satisfaction
- Strengthens Plan Sponsor ROI

The Impact

Easer Access → Better Outcomes → Lower Cost of Care

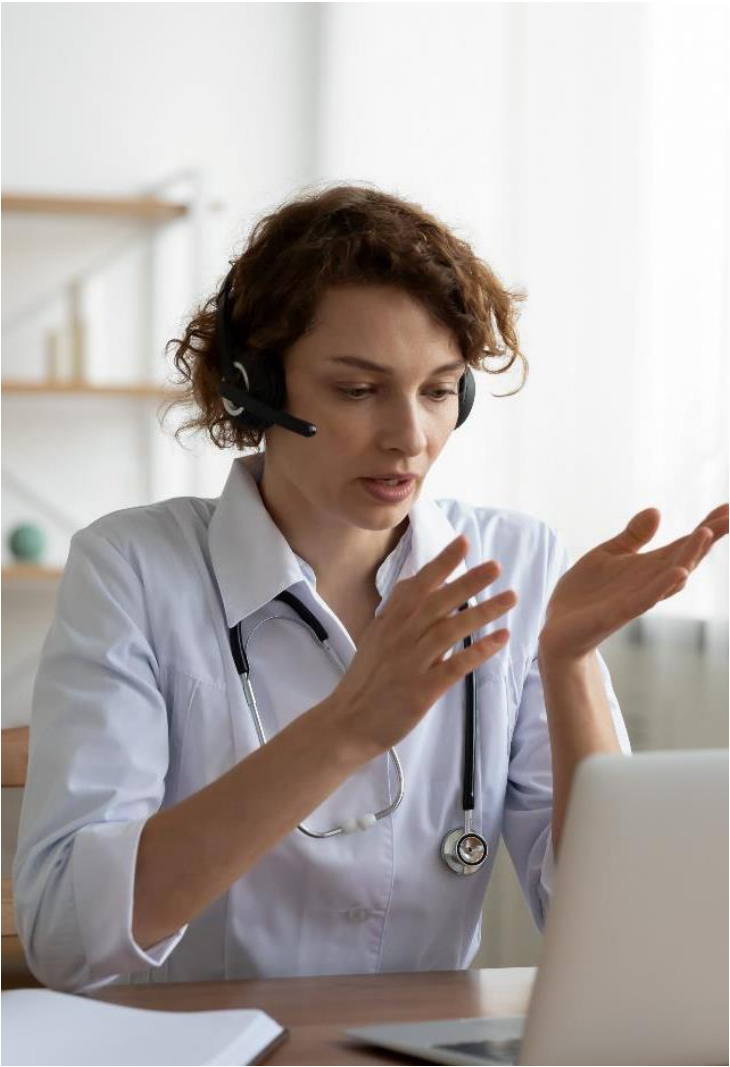


Easy and accessible patient support services

CVS Virtual Care Call Center

1-866-211-5678

	Automated Menu Options	Hours
	Option 1: Technical Support (Scheduling and appointment assistance)	24/7
	Option 2: Insurance & Billing	Monday-Friday: 9:00AM-5:30PM EST
	Option 3: Pharmacy & Prescriptions	24/7
	Option 4: Clinical Support	24/7



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

