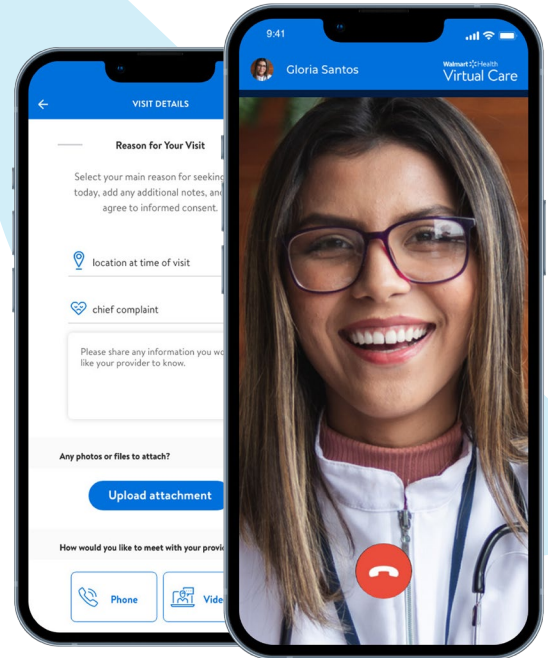


# Convenient, affordable telehealth for you & your family!

We are pleased to announce that you and your family now have access to Walmart Health Virtual Care – your new telehealth service. Telehealth allows you to reach a medical provider for a virtual visit when access to your regular doctor is not available, 24/7/365.



## Q What is telehealth?

Telehealth utilizes technology to give you and your family affordable and convenient access to medical services online. Using Walmart Health Virtual Care's telehealth service and national team of US-licensed, board-certified medical providers, you can connect with a provider online to receive care and a personalized treatment plan, including prescriptions when medically necessary. Telehealth can help when you need medical attention after-hours, when your regular doctor is not available, or when travel is difficult; it does not replace seeing a doctor in-person for your annual office visit.

## Q How does Virtual Care work?

When you have a health issue, either call Walmart Health Virtual Care (WHVC) or visit the website listed below. After you've created your account it's simple to request a real-time consultation with one of WHVC's medical providers. Your provider will review your medical history and perform a video or phone (where permitted) visit within minutes. You will then receive a visit summary and care instructions electronically, with any necessary prescriptions sent to your local pharmacy for pick-up. If you require urgent care you will be immediately referred to the nearest emergency room or urgent care center. The entire telehealth visit is completed on average within 30 minutes or less.

## Q What medical conditions can Virtual Care address?

Below is a sample of medical conditions that WHVC providers can evaluate:

- Abrasions, bruises
- Colds, flu and fever
- Sore throat, cough, congestion
- Allergies, hives, skin infections
- Bites and stings
- Minor headaches, arthritic pains
- Medication refills\*
- Diarrhea, vomiting, nausea
- Urinary tract infections
- Headaches, body aches
- Eye infections, conjunctivitis

### And more!

*\*When medically necessary, providers may prescribe medication that patient can pick up at a local pharmacy. Prescriptions cannot be written for controlled substances.*

## Q Who is eligible to use the service?

The program is available to you, your spouse or domestic partner, and children up to the age of 26.

## Q Does Virtual Care take the place of a primary doctor or specialist?

**No.** The WHVC urgent care telehealth program is designed to supplement care when your regular doctor is not available. For example, in the evening, on holidays and weekends, or when you cannot get an appointment or connect with your regular provider. A primary care doctor or specialist is still the best choice for ongoing treatment and care.

## Q Will I see a quality provider?

**Yes.** Care is provided by our medical team of US-licensed, board-certified physicians, nurse practitioners and physician assistants who practice in healthcare facilities across the United States.

## Q Do I need an email address?

**Yes.** An email address is required in order to create a profile.

## Q Is this service confidential?

**Yes.** WHVC services are HIPAA compliant and completely confidential.

## Q Is a webcam required?

**Yes,** in most cases. Many ailments can be treated via an audio-only visit, though we highly encourage video visits when feasible, since it allows our providers to better assess your condition and deliver the best possible care. A video visit may be required in certain states. Please contact WHVC for further information.

## Q How much does the service cost?

WHVC is being offered to you at a special discounted rate of \$0 for each virtual visit.

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## Next steps:

- 1 Sign in**  
Visit your WHVC website to sign up/activate your virtual care account.  
**Visit:** [wmthealth.com/blackhawkcollege](http://wmthealth.com/blackhawkcollege)  
**Enter Plan Code:** BUA67SB4
- 2 Request a virtual visit**  
For non-emergency health concerns, you can request a visit using your phone, tablet or computer – 24/7/365.
- 3 Speak with a provider**  
Meet with your virtual care medical provider who will assess your symptoms, recommend treatment and prescribe medication if medically appropriate.

