

Introducing CVS Health Virtual Primary Care™



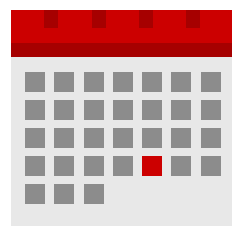
At CVS Health®, we are committed to improving the health care experience by providing omnichannel solutions that meet the needs of consumers when and where they want them, which is why we are launching CVS Health Virtual Primary Care.

Why is this needed?

Traditional primary care can be inconvenient and difficult to access. CVS Health Virtual Primary Care is designed to make it easier and more convenient to access care.

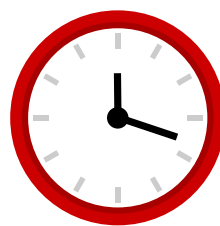
26 days

Average time to schedule an appointment with a primary care provider¹



18 minutes

Average length of a primary care provider appointment²



25%

of Americans do not have a primary care physician³



¹ Merritt Hawkins, 2022 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates: March - May 2022
² Measuring Primary Care Exam Length Using Electronic Health Record Data, Medical Care: January 2021
³ JAMA Network, Characteristics of Americans With Primary Care and Changes Over Time: December 16, 2019

How does CVS Health Virtual Primary Care work?

It gives members access to primary care, mental health services and 24/7 on-demand care virtually.*

<p>Meet Emma — a 35-year-old professional and mother of two.</p>	<p>Emma chooses a physician-led care team</p>	<p>She creates a CVS.com account, registers for the virtual primary care program, chooses a physician and gets a supporting care team.</p>
	<p>She schedules a new patient virtual primary care visit.</p>	<p>Emma receives her welcome kit, which she elected to receive when she registered. It includes a blood pressure (BP) monitor.</p>
	<p>She receives care when it's convenient for her.</p>	<p>Emma receives a comprehensive virtual exam that includes addressing her mental health needs. If needed, her care team shows her how to use the BP monitor.</p>
	<p>She can easily take care of any post-visit needs.</p>	<p>Emma's physician recommends a flu shot and follow-up services which she can receive at any convenient in-network location, including MinuteClinic®. Her care team then provides ongoing support as needed through virtual and digital follow ups.</p>

* Limitations may apply for 24/7 on-demand care

What services are available?

<p>24/7 on-demand care*</p> <p>Available to adults and children over 18 months</p> <ul style="list-style-type: none"> Coughs, colds, flu and strep Joint, head and stomach pain Infections (ear, sinus, skin, UTI) One-time medication refills 	<p>Mental health services</p> <p>Available to adults ages 18 and up</p> <ul style="list-style-type: none"> Anxiety and mood disorders Depression screening Medication management Support with stress, life adjustments and conflict resolution Sleep and related health behaviors 	<p>Primary care services</p> <p>Available to adults ages 18 and up</p> <ul style="list-style-type: none"> Chronic illnesses (asthma, diabetes) Sick care Wellness and annual health assessment Follow-ups from in-person visits Medication adjustments and refills
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* Limitations may apply based on service, location or health plan

What are the benefits of CVS Health Virtual Primary Care?

<p>Timely virtual appointments</p> <ul style="list-style-type: none"> Schedule primary care visit within days Talk with licensed therapist 7 days a week Access 24/7 quick care for minor illnesses and injuries 	<p>Member-selected physician-led care team</p> <p>Select a provider and get a supporting care team consisting of nurse practitioners who can consult with a CVS pharmacist when needed</p>	<p>Help navigating care</p> <p>Physician-led care team can provide health guidance and help navigate to in-person care if needed at any in-network provider, including MinuteClinic</p>	<p>360-degree view of health at any time</p> <ul style="list-style-type: none"> Health information Lab results Medications Personalized tips
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Visit [CVS.com/virtual-care](https://www.cvs.com/virtual-care) to learn more.



About CVS Health
 CVS Health® is the leading health solutions company, delivering care like no one else can. We reach more people and improve the health of communities across America through our local presence, digital channels and over 300,000 dedicated colleagues — including more than 40,000 physicians, pharmacists, nurses and nurse practitioners. Wherever and whenever people need us, we help them with their health — whether that's managing chronic diseases, staying compliant with their medications or accessing affordable health and wellness services in the most convenient ways. We help people navigate the health care system — and their personal health care — by improving access, lowering costs and being a trusted partner for every meaningful moment of health. And we do it all with heart, each and every day.