VIRTUAL PRIMARY CARE.
Primary care for the modern world.

MeMD® VIRTUAL PCP SOLUTION INCLUDES

- Virtual Primary Care Visits within 24 Hours
- 24/7 Virtual Urgent Care Visits
- Lab Work & Imaging
- Ongoing Chronic Care Management
- Continuity of Care

VIRTUAL PCP VISITS WITHIN 24 HRS
24/7 VIRTUAL URGENT CARE
LAB WORK & IMAGING
CHRONIC CARE MANAGEMENT
CONTINUITY OF CARE
IMMEDIATE VISITS WHEN YOU ARE SICK OR NEED TALK THERAPY
PRIMARY CARE VISITS
LAB WORK & IMAGING
ONGOING CHRONIC CARE
CONTINUITY OF CARE & PRESCRIPTION DISCOUNTS

A Benefit Boost Membership Product
The Virtual PCP Solution with MeMD® offers valuable services to help members save money on routine healthcare costs. Members can enjoy virtual primary care benefits all year for about the cost of one routine in-person visit along with virtual urgent care visits & talk therapy, lab work & imaging, ongoing chronic care management, & continuity of care.

INSIDE MeMD’s VIRTUAL PCP SOLUTION

PGS 4-7 MeMD® - Primary Care Visit Program
PG 8 How to Set Up Your Account & Access Visits
PG 10-11 Prescription Discount Card Program (through Paramount RX)

REFUND / CANCELLATION POLICY

If you are not completely satisfied with your Benefit Boost Membership Product: Virtual PCP Solution with MeMD, please call your Personal Member Concierge at 866.438.4274. We will be happy to issue a complete refund of membership dues within the first thirty (30) days. We want you to be 100% satisfied with your Benefit Boost benefits and services.

Note: This membership is separate from any other insurance or supplemental plan you have purchased. Please contact your agent for any plans other than this Benefit Boost Membership Product: Virtual PCP Solution with MeMD. If you are canceling, please make sure to cancel using our cancellation phone number at 866.438.4274. Please do not cancel through your agent. Cancel directly with your Personal Member Concierge to make sure your cancellation request is handled promptly and correctly.

THIS IS NOT AN INSURANCE PLAN.
MeMD® makes it simple to access virtual primary care visits.

Get preventative, ongoing and situational care you need without the financial stress with MeMD’s virtual primary care visits within 24 hours for a $0 visit fee¹.

Connection that Matters

+ 1:1 Care Navigation Team
+ See the Same Virtual PCP
+ On-Demand Chat 24/7
+ Intelligent Referrals

1:1 Care Navigation Team
Professional and compassionate care navigators are available for a call or chat to help members sign up, coordinate medical care, facilitate intelligent referrals and in-person care, and answer administrative questions - giving members the personal attention they want and need.

See the Same Virtual PCP
Members are able to select a MeMD virtual care provider from a team of providers licensed in their state. When choosing a provider, members can review a detailed bio that includes the provider’s certification, experience and other relevant information.

On-Demand Chat 24/7
To meet your needs and expectations, MeMD’s platform allows members to call and chat with a member of the care navigation team 24/7/365. This chat feature helps members receive immediate assistance with a range of concerns, such as scheduling or finding an in-person, in-network provider.

Intelligent Referrals
Using MeMD’s advanced technology, care navigators search a member’s insurance network to find a provider that meets quality care expectations and maintains low costs. When a care navigator identifies a specific specialist, the MeMD provider can send medical records and a referral letter to the specialist.

¹$0 therapy visits are capped at five per individual, per month. Each therapy visit above the cap will be charged at MeMD’s then-current standard therapy visit fee rate, which will be collected at the time of service.

¹$0 virtual primary care visits are capped at five per individual, per month. Each virtual primary care visit above the cap will be charged at MeMD’s then-current standard virtual primary care visit fee rate, which will be collected at the time of service.
Convenience & Access is Key

+ Care on Your Schedule
+ Lab Work & Imaging
+ VPC Visits within 24 Hours
+ Ongoing Chronic Care Management
+ 24/7 Virtual Urgent Care
+ Continuity of Care

Care on Your Schedule
Members are in complete control of when they see a provider and which provider they see. Each member will be able to personally select a MeMD provider they think best fits their needs and coordinate appointment times with the care navigation team.

VPC visits within 24 hours
The average wait time for an initial in-person appointment is 24 days. MeMD’s Virtual Primary Care Solution gives members access to their chosen PCP within as little as 24 hours. If their MeMD PCP is unavailable, they will be connected with another NCQA-accredited MeMD provider.

24/7 Virtual Urgent Care
MeMD Virtual PCP also includes Urgent Care, to provide care for minor, situational health concerns like bronchitis, pink eye, UTIs and more. With an average wait time of 12 minutes and an excellent rating on Trust Pilot, virtual urgent care gives patients access to immediate care 24/7/365.

Lab Work & Imaging
Through partnerships with Quest, LabCorp, Green Imaging, and more, members have access to labs and imaging that can be paid for through insurance or with cash. Virtual Wellness visits are available to members once every 12 months at no cost. Six labs are included in the wellness visit, such as complete metabolic panel or clinical urine tests, when using Quest or LabCorp when ordered by the PCP.

Ongoing Chronic Care Management
MeMD’s Virtual Primary Care Solution allows members to receive ongoing treatment and medication for a wide range of chronic conditions including diabetes, asthma, arthritis, anxiety, COPD, and high blood pressure.

Continuity of Care
Continuity of care is essential for improving health outcomes and lowering overall healthcare costs. With easy access to a dedicated virtual primary care provider, a care team that is available 24/7, and an orientation around holistic care, members can get the care and direction they need for their ongoing health.

When medically necessary, MeMD’s providers (except therapists) can submit a prescription electronically for purchase and pick-up at your local participating pharmacy; however, MeMD providers cannot prescribe elective medications, narcotic pain relievers, or controlled substances. MeMD’s providers are each licensed by the appropriate licensing board for the state in which they are providing services and all have prescriptive authority for each of the states in which they are licensed.
What is treated with MeMD’s Solution.
Virtual Primary Care provides comprehensive diagnosis and treatment for chronic conditions, behavioral health, illness or injury, and gender-specific health concerns.

**CHRONIC CARE**
- Asthma
- Diabetes
- Blood Pressure
- Chron’s Disease
- Cystic Fibrosis
- COPD
- Gout
- Autoimmune Diseases
- Migraine
- and more...

**BEHAVIORAL HEALTH**
- Depression
- Postpartum Depression
- Anxiety
- Bipolar Disorder
- ADD / ADHD
- Insomnia
- Obsessive Compulsive Disorder
- and more...

**ILLNESS OR INJURY**
- Acne
- Allergies
- Bites & Stings
- Body Aches
- Bronchitis
- Cough
- Fever
- Flu
- Sinus Issues
- and more...

**MEN’S HEALTH**
- Erectile Dysfunction
- Enlarged Prostate
- Hair Loss
- STIs / Sexual Health
- and more...

**WOMEN’S HEALTH**
- Hot Flashes
- UTI / Bladder Infection
- STIs / Sexual Health
- Vaginal Yeast Infections
- and more...

MeMD® provides access to online medical consultations with physicians, nurse practitioners, and physician assistants who can write prescriptions when medically necessary and permitted by state law. MeMD also provides access to online counseling or talk therapy with behavioral health providers; however, therapists cannot write prescriptions. MeMD is not an online pharmacy, and medications cannot be purchased or dispensed from MeMD directly. The MeMD Service is not a replacement for your primary care physician or annual office check-ups, nor is it a replacement for other treating providers (except in the context of mental and behavioral health services or in the Virtual Primary Care service line where the Provider has explicitly agreed to assume such role). Subject to state regulations, MeMD is available nationwide with providers licensed to practice in your state who use video and/or audio technology.
The MeMD Difference

How We’re Different Than Primary Care

<table>
<thead>
<tr>
<th></th>
<th>MeMD</th>
<th>STANDARD PCP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments within 24 Hours</td>
<td>✅</td>
<td>✗</td>
</tr>
<tr>
<td>24/7/365 Virtual Urgent Care</td>
<td>✅</td>
<td>✗</td>
</tr>
<tr>
<td>Dedicated Care Navigation Team</td>
<td>✅</td>
<td>✗</td>
</tr>
<tr>
<td>Available Nationwide</td>
<td>✅</td>
<td>✗</td>
</tr>
<tr>
<td>Chat with a Care Team 24/7/365</td>
<td>✅</td>
<td>✗</td>
</tr>
<tr>
<td>Intelligent Referrals</td>
<td>✅</td>
<td>✗</td>
</tr>
</tbody>
</table>
DON’T WAIT UNTIL YOU ARE SICK TO SET UP YOUR ACCOUNT

Set up your account in less than 5 minutes. Be ready for when you need it.

If you haven’t used a service like MeMD® before, try it once and you’ll want to use it again. Best yet, this Virtual PCP program is for wellness, immediate medical visits or talk therapy and is a $0 visit fee to all Members³.

To Set Up Your Account & Access Virtual PCP
Use the Link on your ID Card or Member Portal at https://members.ubaapplication.com

³$0 therapy visits are capped at five per individual, per month. Each therapy visit above the cap will be charged at MeMD’s then-current standard therapy visit fee rate, which will be collected at the time of service.

³$0 virtual primary care visits are capped at five per individual, per month. Each virtual primary care visit above the cap will be charged at MeMD’s then-current standard virtual primary care visit fee rate, which will be collected at the time of service.

⁴When medically necessary, MeMD’s providers (except therapists) can submit a prescription electronically for purchase and pick-up at your local participating pharmacy; however, MeMD providers cannot prescribe elective medications, narcotic pain relievers, or controlled substances. MeMD’s providers are each licensed by the appropriate licensing board for the state in which they are providing services and all have prescriptive authority for each of the states in which they are licensed.

Note: If you purchased the Benefit Boost Plan and the Virtual PCP Solution subscription memberships together, you will only set up one MeMD account link, the Virtual PCP account link provided on your ID cards and located on the Member Portal.
BANISH SICK WITH JUST A CLICK!
Your nationally recognized United Business Association Prescription Discount Plan provides discounts on ALL FDA approved prescription drugs. There are no limited drug lists, no waiting periods or deductibles and your Discount Drug Card—which you will receive in the mail—is active the moment you present it to the pharmacy.

Significant Savings

On average, you’ll save 15% off the cash price for Brand drugs and 40% off Generic drugs. In the event a pharmacy’s price is lower than our discounted price you will always receive the lowest price available. This plan applies to your entire family. Everyone deserves to save. All family members are eligible for this benefit. Please present your card every time you need to fill a prescription for instant savings. There are absolutely no restrictions.

Everyone Can Save

Your Discount Drug Card is widely accepted at over 54,000 participating pharmacies across the United States, including all national and regional chains, pharmacy associations, as well as many of your local community pharmacies. If your community pharmacy is not enrolled, ask them to contact member services at 1-800-974-3454; we always welcome new participation.

Web Tools

Use the link in your Member Guide.

✔ Locate a participating pharmacy

✔ Get your discounted pharmacy pricing

✔ Research your drug & cost effective alternatives
Participating Pharmacies

Your card is accepted at over **54,000** pharmacies nationwide. If your local pharmacy is not participating please have them contact member services to obtain the proper enrollment materials. The list below shows just some of the most recognized pharmacies in the network.

<table>
<thead>
<tr>
<th>Albertsons</th>
<th>EPIC</th>
<th>Longs</th>
<th>Sav-On</th>
<th>Walmart</th>
<th>A&amp;P</th>
<th>Giant Eagle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marcs</td>
<td>Supervalu</td>
<td>Wegmans</td>
<td>Bi-Lo</td>
<td>HEB</td>
<td>Meijer</td>
<td>Target</td>
</tr>
<tr>
<td>Winn Dixie</td>
<td>Costco</td>
<td>HY-Vee</td>
<td>Osco</td>
<td>Tops</td>
<td>CVS</td>
<td>Kmart</td>
</tr>
<tr>
<td>Rite Aid</td>
<td>United</td>
<td>Duane Reade</td>
<td>Kroger</td>
<td>Safeway</td>
<td>Walgreens</td>
<td></td>
</tr>
</tbody>
</table>
SIGN UP
Contact Your Agent Today!

Get a Quote for this and other UBA Plans at ubamembers.com