

# introducing clever health smart virtual care<sup>tm</sup> better, faster, easier!



board certified **doctors**, licensed **therapists**, even licensed **veterinarians!**

## virtual urgent care

- **async** start to finish avg 5 min 5 sec
- **synchronous phone or video**
- **7 out of 10** prefer async vs. synchronous
- available **24/7**

## virtual primary care

- schedule appts
- **care team** coordination
- recommends **follow up** care
- specialist **referrals**
- order **labs**

**DOWNLOAD NOW!**  
enter last name, date of birth, zip code



**\$0 co-pay**

- cold, flu, sinus infections
- fever, cough, allergies, asthma
- skin conditions, pink eye
- UTI's, fatigue, migraines, and more!

**\$0 co-pay**

- screenings and labs
- diabetes, high blood pressure
- routine health maintenance
- high cholesterol and more!

Board certified doctors licensed to practice medicine in your state. Doctors diagnose, treat and prescribe medication if medically necessary. Doctors do not prescribe for substances controlled by any federal (DEA) or state agency or other drugs that may be harmful because of their potential for abuse. |© 2024 Clever Health, Inc., all rights reserved. v0124 | FLEX3 | CH5

If you are in a crisis situation, please **call or text the 988 Suicide & Crisis Lifeline** or **chat 988lifeline.org** for help.

# mental health support + virtual veterinary



## bella chatbot

- **interactive** chatbot
- **on demand** 24/7
- ai technology built by psychologists specializing in **anxiety** and **depression**

**\$0 co-pay**

18% reduction of depression symptoms

28% reduction of anxiety symptoms

as simple as a text

anywhere, anytime

## mental wellness

- **licensed** mental health professionals
- **7 days a week**, 7am-10pm **scheduled** appointments
- **bella** ai chatbot 24/7

**\$0 co-pay**

family counseling, PTSD, trauma

anger, feeling overwhelmed

depression anxiety

medication management

## virtual vet

- **licensed** veterinary professionals
- for **cats and dogs**
- advice and guidance **every day** of the year

**\$39/visit**

guidance emergent situations

preventive medicine guidance

ongoing illness

behavioral questions and more!

a better, more **clever** way...

**GET THE APP NOW!**

**1**

download the clever health app by scanning the qr code below:



**2**

enter last name, date of birth and zip code. **onboard** and **create** your story.

**3**

receive **support** from your care team... better days are on the way!

## CLEVER HEALTH SMART VIRTUAL CARE FAQ's

### VIRTUAL URGENT CARE

**1 How can I connect to a physician?**

You may choose to connect to a physician via phone, video or asynchronous.

**2 What is an Asynchronous consults, why don't I need to talk to a physician?**

Asynchronous consults are clinical protocols approved by physicians. On average 75% of the time a physician can diagnose, recommend treatment, and prescribe (if medically necessary), based on the physician reviewing the intake form the member submits. Every asynchronous consult is reviewed by the physician.

**2 Can a physician please call me? I answered the questions for my visit today, and I would like to talk to the physician to clarify some of my answers.**

If you completed a visit and would still like to speak with a physician, please start a new visit and when choosing the reason for this visit, scroll to the bottom and choose, "can't find what you're looking for"; then choose "connect to a physician". This will allow you to connect via a phone call or video call so you can have a conversation.

**3 I have reviewed my treatment plan; I have additional questions what do I do?**

If you have questions, please click on the "follow up button" at the bottom of your treatment plan. This is available for up to 24 hours after you have completed your consult.

**4 I finished my smart virtual care visit, but I can't find my treatment plan. Can you help me?**

Open the Clever Health app, click on your menu icon (the three lines on the top left-hand side of the Home Screen) and select "Visits". You can then view the "Visit and Treatment Plan" and any medications you are prescribed. If you have any issues, please let us know via the "Support" button in the app.

### VIRTUAL PRIMARY CARE

**1 How do I establish a virtual primary care physician?**

You can start by selecting your primary care provider with whom you can build an ongoing relationship. You'll also work with a dedicated team of care coordinators who get to know you as a person, not just another patient. From the annual checkup to managing chronic conditions, ongoing wellness needs and more complex challenges, members have access to trusted medical care and personalized support.

**2 Can I see the same physician?**

Yes, you may request the same physician.

**3 How do you handle bloodwork, imaging, and labs?**

Your primary care physician can order lab work, imaging studies, referrals, and vaccinations. If needed, your Care Coordinator will assist you in connecting to an in-network lab or facility of your choice. Results will be reviewed with you by your provider.

### MENTAL WELLNESS

**1 How does Clever Health Mental Wellness work?**

Members can schedule appointments with licensed and trained mental health professionals via phone or video chat to get the help they need between the hours of 7 a.m. and 10 p.m. seven days a week.

**2 What conditions can Clever Health Mental Wellness help with?**

Our licensed mental health professionals are trained to aid in depression, stress, eating disorders, addiction, relationship problems, anxiety, grief and more.

**3 Can Clever Health Mental Wellness help with emergency crisis situations?**

If you are in a crisis situation, please call the Suicide Prevention Lifeline at (800) 273-8255 for help. If a member calls Clever Health Mental Wellness during a crisis situation, we will stay on the line and transfer the member to the Suicide Prevention Lifeline for further help.

**4 Can I talk to the same therapist every time**

Yes, you may schedule with the same therapist.

**5 How much does Clever Health Mental Wellness cost?**

Check with your organization for the cost of your mental wellness visit.

**CLEVER RX**

**1 I'd like to move my prescription to a different pharmacy! What do I do?**

Same Chain Different Location: If you are staying with the same pharmacy chain and simply moving the script from one location to another, you can easily contact the pharmacy and have the medication moved to your location (e.g., moving from one Walgreens to another Walgreens). We can also support you by moving your medication for you as well by clicking the "Support" button in the app.

Different Pharmacy Chain: If you are not staying within the same pharmacy chain, let us know via the "Support" button in the app. We will contact the first pharmacy to cancel your prescription there and then contact the new pharmacy to fill the script (e.g., moving from a CVS to a Walgreens).

**2 Are Clever RX discount prices guaranteed?**

The majority of the time, YES, the price listed on your Clever Health/Clever RX mobile app voucher will match the price you pay at the pharmacy. However, the availability of specific drugs at the local pharmacy level can cause price differences. EG: a pharmacy may fill your prescription with a different, but equivalent drug, manufactured by a different company than what Clever listed, which may lead to a price difference. We do conduct the most ultimate sleuth work, to accurately determine the price based on the most popular drug used to fill prescriptions and by analyzing multiple data points. To confirm the exact price of a prescription, contact your friendly neighborhood pharmacy ahead of time and have a quick convo. Confirm that your Group #, Member #, BIN and PCN will be accepted with no hesitations!

**3 I'd like a medication refill. How many times can I request a refill?**

In most cases you can get your prescription refilled via Clever Health in accordance with state and federal guidelines. In the case you cannot, our prescribing physician will inform you why and guide you accordingly.

**4 Can I get prescribed antibiotics?**



Yes, however our physicians do not guarantee prescriptions. It is up to the physician to recommend the best treatment. We understand the negative consequences that may result from over-prescribing. Our physicians will only write prescriptions in instances where such medication is absolutely necessary.

## GENERAL INFORMATION

**1 I am eligible through my organization, but the app is not recognizing me as eligible. Can you help figure this out so I can use Smart Virtual Care?**

Have no fear, Clever Health is here. First, please verify that you've entered your last name, date-of-birth (DOB) & ZIP code correctly... accidents happen! Next, if you've recently moved or had a name change, try your old name or ZIP code. We'll need to update your credentials, but in the meantime, we may be able to find you with your old information. To update your info or if you're still an in-app mystery (aka unable to find), reach out to us at (855) 583-2009."

**2 I can't remember my 6-digit PIN. How do I reset it?**

Take a deep breath, all is going to be okay. If you enter your PIN incorrectly five times in a row, the app will log you out. Then, you will be prompted to log in again, where you will have the opportunity to reset your PIN. Easy peasy!

**3 Can I log in different member accounts on the clever health app?**

Each eligible adult dependent or spouse will log into their own app on their own mobile device. Dependents 17 years of age and younger may be logged in under the primary or spouse mobile app.

**4 Should I keep Clever Health app open on my phone while I wait for the physicians to join my video?**

Yes. Remember if your phone goes into sleep mode, wake it up! Please also keep your clever health app open, in most cases the wait time may be up to 10 minutes.

**5 Will work/school excuses be provided if needed?**

Yes. For example, the member will be able to check during the process that they need a work/school excuse. This will be included with your treatment plan for you to download.