

Benefits Guide



revive[®]

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Welcome to your Revive benefits.

Revive is revolutionizing healthcare access and affordability by offering unparalleled convenience and quality care. Life is challenging enough.

Accessing healthcare shouldn't be. With Revive, you have the power to choose when and where you receive care. Whenever you require support, our unwavering team is here to assist you every step of the way. Within this guide you will discover a comprehensive overview of your Revive benefits.

What is Revive?

Revive is a virtual care clinic. We deliver you effortless access to healthcare benefits through our member portal or the Revive app, so you can access care whenever it's convenient for you. Complete your enrollment today and gain instant access to on-demand, personalized care.



1-888-220-6650



customercare@revive.health

THE BENEFITS PLAN YEAR RUNS FROM

January 1, 2025 – December 31, 2025

Questions

Our goal is to make certain that you receive the correct information regarding the Revive benefits. We are here to help with any questions you may have. If you require assistance, please contact Member Support.

- **FOR CLAIMS ASSISTANCE:** There are no copays, no deductibles, and no out-of-pocket costs for these services. If a claim is received, please contact your HR office.
- **PRESCRIPTION DISCOUNT CARD:** You can find your prescription discount card displayed in the Revive App and Desktop.
- **IF YOU REQUIRE FURTHER ASSISTANCE** contact Revive Member Support (call (888) 220-6650 or email customercare@revive.health) or your HR team.



Membership Services

As a Revive member, you have access to the services described in this guide with no copays, no deductibles, and no out-of-pocket costs. **Access to a Revive membership is covered by your employer.**

CONCIERGE SUPPORT SERVICES

For any questions about your membership benefits, reach out to:

(888) 220-6650 or customercare@revive.health

ADDITIONAL HEALTH SUPPORT

If you have other challenges or need assistance and support accessing things like food, shelter, transportation, childcare, job training etc., call our Customer Care team at (888) 220-6650 for help finding the resources and support that you need.

WHO'S ELIGIBLE?

Employees and dependents on your company's medical plan are eligible for this free benefit.



Registration: How to enroll

STEP 1

Scan the QR code or click the **Register Now** button to get started.



Register Now



STEP 2

You will arrive at the page titled **'Account Lookup'**.

Account Lookup

Please provide the information below to locate your account and complete your registration

Enrollment Code

First Name

Last Name

Date of Birth

Member Identifier

Submit

STEP 3

Enter your enrollment code, along with your first name, last name, date of birth, and member ID.

STEP 4

Follow the steps to complete your profile and set a password.

Now you can enjoy seamless healthcare at your fingertips!

Our Customer Care team is here to support you!

Should you have any trouble with registration, accessing your benefits, or scheduling an Urgent Care appointment, reach out to our customer care team.

Urgent Care

**Being sick is inconvenient.
Getting help shouldn't be.**

Experience 80% faster expert medical care from our exclusive network of providers.



No claims/copays

Continuous care

24/7 Consults

Nationwide coverage

Member Benefits

You have 12 virtual urgent care visits per member per year. Throughout the calendar year, you will be notified of how many appointments you have remaining.

- Care is available 24/7/365.
- Rapid, same-day appointments — 94% of visits occur in less than 20 minutes.
- Ability to schedule appointments for your convenience.
- Exclusive provider network trained to provide the quality care you deserve.
- In-person care referrals when needed.

Conditions Treated

Included but not limited to:

- Allergies
- Cold Sores
- Conjunctivitis
- Ear aches
- Fever and flu
- Insect bites and stings
- Lyme disease
- Neck and back pain
- Pink eye
- Strep throat
- Sinusitis
- Respiratory infections
- URIs / UTIs

Scheduling Urgent Care

STEP 1

Getting Started

Scan the QR code or if you're viewing on a screen, click the button below to get started.



Member Portal



STEP 2

Begin Your Visit

Select 'Start Visit' on your virtual urgent care tile.

STEP 3

Visit Request

You will be brought to the **Visit Request** page, where you can add any information about your health concern, and request the appointment. If this is your first visit, you will be asked to set your preferred pharmacy.

STEP 4

Submit your visit request!

It's that easy. You will receive an email confirming your visit details.

Visit Request

When would you like to engage to the doctor
As soon as possible ☒ A future time/date ☐

Contact Information (for this visit)

Callback Number Email Address

Main Complaint
Please describe your primary concern or symptoms prompting your visit today

Medications
Are you allergic to any medications? No ☒ Yes ☐

Think you may need a prescription? [Download Your Pharmacy ID Card](#) ⓘ

Image Upload
You may upload photos that may be helpful to the doctor to view visible symptoms...

Pharmacy
Select a local pharmacy for urgent care medicine

Pharmacy

Filling prescriptions can be a hassle. We've made it fast & easy.

More than 1/3 of Americans say they haven't filled a prescription for medication because of its cost.



No claims/copays

Free home delivery

Fast & easy refills

Nationwide coverage

Non-HDHP Member Benefits

Over 1,000 preventative medications available via home delivery.

- Access to 1,000+ of the most commonly prescribed generic medications and formulations.
- It takes about 3-5 business days to process, send, and receive your prescription.
- All medications come in an unmarked box for privacy purposes.
- One (1) free medication shipment/month; \$5 per additional shipment. More than one prescription can be sent in a shipment.
- If you are currently taking a medication that is on our list, you can transfer it to our mail-order pharmacy to receive that medication at no charge.



Prescription Explainer

Over 70 medications available at retail.

- 70+ urgent care medications available at 70,000 pharmacies.
- If your virtual urgent care visit provider prescribes an urgent medication, you can pick it up at your local retail pharmacy at no added cost by presenting your Revive pharmacy card.

Pharmacist Consultations

Get quick, reliable answers to all your medication-related questions.

Pharmacy Discount Card

Our discount card ensures affordability for medications not covered on our formulary.



Complete Formulary

Pharmacy

Filling prescriptions can be a hassle. We've made it fast & easy.

More than 1/3 of Americans say they haven't filled a prescription for medication because of its cost.



No claims/copays

Free home delivery

Fast & easy refills

Nationwide coverage

HDHP Member Benefits

Over 500 preventative medications available via home delivery.

- Access to 500+ of the most commonly prescribed generic medications and formulations.
- It takes about 3-5 business days to process, send, and receive your prescription.
- All medications come in an unmarked box for privacy purposes.
- One (1) free medication shipment/month; \$5 per additional shipment. More than one prescription can be sent in a shipment.
- If you are currently taking a medication that is on our list, you can transfer it to our mail-order pharmacy to receive that medication at no charge.

Pharmacist Consultations

Get quick, reliable answers to all your medication-related questions.

Pharmacy Discount Card

Our discount card ensures affordability for medications not covered on our formulary.



Prescription Explainer



Complete Formulary

Summary Plan

What this plan covers and what you pay for covered services

COVERAGE FOR: Family | Plan Type: Virtual Urgent Care and Pharmacy

COVERAGE PERIOD: 1/1/2025 – 12/31/1025



The Summary Plan will answer important questions about the Revive virtual care clinic and pharmacy benefits. Which includes effortless healthcare benefits access delivered to you through the member portal or the Revive app, so you can access to care whenever it's convenient for you. **As a member, you will have access to the services described in this summary with no copays, no deductibles, and no out of pocket costs. Access is covered by your employer.**

Important Questions	Why this matters?
What is the overall deductible?	No copays, no deductibles, and no out-of-pocket costs.
Who is Eligible?	Employees and dependents on your company's medical plan are eligible for this free benefit.
What are the Urgent Care member benefits?	12 virtual urgent care visits per member per year. Care is available 24/7/365. Common Conditions Treated: Allergies, Cold Sores, Conjunctivitis, Earaches, Fever and Flu, Insect Bites and Stings, Lyme Disease, Pinkeye, Strep Throat, Sinusitis, Respiratory Infections, URIs / UTIs.
What are the Pharmacy member benefits for Plan Members not on a HDHP?	Over 1,000 free medications available via home delivery. Over 70 medications available at retail. Pharmacist consultation. Pharmacy Discount Card: Ensures affordability for medications not covered on our formulary.
What are the Pharmacy member benefits for Plan Members on a HDHP?	500 preventative medications. Pharmacist consultation. Pharmacy Discount Card: Ensures affordability for medications not covered on our formulary.

Your Rights to Continue Coverage: You can get help if you want to continue your coverage after it ends, please contact your HR office.

Your Grievance and Appeals Rights: If you are dissatisfied with a denial of coverage, you may be able to appeal. For information about your appeal rights please contact your HR office.

Claims Reimbursement: There are no copays, no deductibles, and no out-of-pocket costs for these services. If a claim is received, please contact your HR office.



Empowered self-care and healthcare starts here.

Activate your free account today and redefine your healthcare experience. If you need help getting started, contact your benefits manager or our concierge support team.

CONCIERGE SUPPORT

For questions about your benefits:



1-888-220-6650



customercare@revive.health



Member Portal

Visit the desktop portal for your best experience, or download our mobile app from the App Store or Google Play. The app delivers the same quality of care, but may look different than the web portal as our journey evolves.

