

# Benefits Guide



revive<sup>®</sup>

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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**



**customer care@revive.health**

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**THE BENEFITS PLAN YEAR RUNS FROM**

**January 1, 2025 – December 31, 2025**

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# 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, with the exception of weight loss medications. Members are responsible for the cost associated with weight loss medications. 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](mailto: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](mailto: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.





# 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; \$7.99 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

for HDHPs

**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; \$7.99 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**

# Primary Care

**Making exceptional primary care accessible wherever you are.**

Experience healthcare unique to you. With expert guidance and personalized care plans.



No claims/copays

Continuous care

Consults within 1-3 days

Nationwide coverage

## Member Benefits

You have 12 virtual primary care visits per member per year and 12 care visits per covered child per year.

- Care is available for children ages 2+.
- Appointments can be scheduled and, in some instances, are available as early as the same day.
- Appointments are available Monday - Friday from 8 AM to 5 PM ET.
- You have the option to see the same providers every time.
- Get personalized treatment from the same doctor to achieve your ongoing health goals.
- Receive a tailored health strategy following your annual wellness visit to help you thrive.
- All appointments are confidential, protected, and easy to schedule.
- If your doctor orders lab work, orders will be sent to the nearest Quest, LabCorp or facility of your choosing. However, please note that certain labs might not be covered by Revive's services. You can pay for the lab directly, use your HSA or FSA card, or

## Conditions Treated

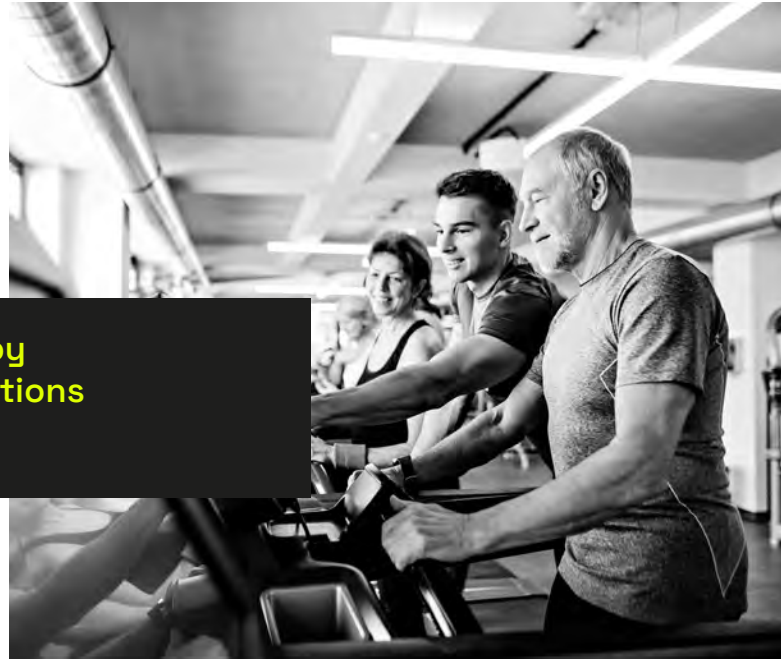
Included but not limited to:

- Arthritis
- Allergic conditions
- Blood pressure
- Diabetes
- GI tract issues
- Hypertension
- High cholesterol
- Respiratory conditions
- Obesity and weight management Rashes

# Weight Health

**We help you achieve a healthy weight by providing access to weight loss medications and expert coaching.**

Reach your weight health goals with professional guidance.



Weight loss medications

Home delivery

Lifestyle coaching

## Member Benefits

- Provider-prescribed weight loss medications for eligible members.
- Personalized coaching sessions that keep you motivated, focused, and moving forward.
- Free home delivery of essential weight loss medications.

## Weight Health Programs

Weight health programs may support overall well-being and healthy lifestyle choices, which can contribute to better outcomes for conditions such as heart health or blood sugar management.

- Fatty Liver Disease
- Gastroesophageal Reflux Disease (GERD)
- Heart Disease or High Cholesterol
- Hypertension (High Blood Pressure)
- Metabolic Syndrome
- Osteoarthritis
- Polycystic Ovary Syndrome (PCOS)
- Sleep Apnea
- Type 2 Diabetes

*Revive's Weight Health Program adheres to state-specific regulations concerning the prescription and availability of weight health medications. In Louisiana (LA), weight loss medications are not prescribed. In California (CA) and Alabama (AL), oral compounded semaglutide medications are not included as part of the program. In Mississippi (MS), compounded GLP-1 products are similarly excluded. These guidelines are established in accordance with applicable state laws and Revive's program policies, which are subject to change. For clarification or additional questions, please contact us directly.*

# Mental Health

Asking for help can be scary. Our expert mental health care isn't.

Our master's level clinicians guide you to the right resources with expert precision.



No claims/copays

Provider matching

Clinical coordination

Nationwide coverage

## Member Benefits

### In-The-Moment Support

Ensure your employees have access to 24/7 mental health support whenever they need it, offering immediate care when every second counts.

### Master's Level Clinicians

Provide your team with the assurance that every call connects them with a master's level clinician for expert mental health support.

### Regular Check-Ins

Help employees stay on track with their mental health goals through regular follow-ups, ensuring continued progress and well-being.

### Safe Space

Guarantee a confidential and secure environment for your employees to seek mental health support anytime, ensuring their privacy and trust.

## How Does it Work

Assess	Support	Thrive
<p>Speak with a master's level clinician who will provide:</p> <ul style="list-style-type: none"><li>Immediate emotional support</li><li>Holistic needs assessment</li><li>Collaborative support plan</li></ul>	<p>Connect you to appropriate support which may include:</p> <ul style="list-style-type: none"><li>Coaching</li><li>Short-term counseling</li><li>Long-term care</li><li>Work-life resources</li><li>Digital and community resources</li></ul>	<p>Provide ongoing support to:</p> <ul style="list-style-type: none"><li>Motivate you to complete your support plan</li><li>Ensure satisfaction with support and resources</li><li>Have a successful resolution</li></ul>

# Summary Plan

## What this plan covers and what you pay for covered services

**COVERAGE FOR:** Family | Plan Type: Virtual Urgent Care, Pharmacy and Weight Health

**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.
What are the Weight Health member benefits?	Personalized coaching sessions that keep you motivated, focused, and moving forward. <ul style="list-style-type: none"><li>• An initial chat-based consultation with a health coach or provider</li><li>• High acuity members receive 13 additional scheduled chat sessions per year</li><li>• Low acuity members receive 3 additional scheduled chat sessions per year</li></ul> Weight loss medications for qualified members, and additional chats to help you stay on top of doses and manage any symptoms.

**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**



**customer care@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.

