



launch kit.

revive³

welcome.

👋 Welcome to the Revive experience! ✨

We're thrilled to partner with you to bring top-tier health benefits to your team. This guide is designed with you in mind and filled with best practices and resources to help you achieve maximum activation and utilization of your Revive benefit. We believe that together, we can significantly impact your employees' well-being.

Inside, you'll find everything you need to support your efforts. We're here to ensure you feel confident and empowered every step of the way. Let's make this journey a success together!



revive^o

meet your customer success team.

Our dedicated customer success team ensures you get the most value from **Revive**, offering personalized support and expert guidance every step of the way.



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- Program strategy and planning
- Day-to-day program management, reporting, and review
- Service questions, requests, technical issues, and troubleshooting



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- Daily account management operations oversight
- Quality assurance supervision
- Implementation support



Randi Bauernshub

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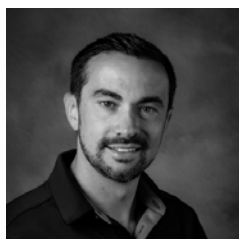
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- Executive oversight

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communications overview.

BEST PRACTICES

The success of our implementation process thrives on the solid partnership between Revive and your organization. It is designed to elevate employee awareness, engagement and utilization to new heights. Together, our communications will foster a seamless connection for your employees, enhancing their understanding of the benefits available to them.



We recommend white-listing the following email domain to ensure emails are getting through to you and your employees:

@revive-healthcare.com

REGISTRATION CAMPAIGN

On the start date of your benefit, we recommend that you send your employees a series of emails prompting them to register. Your customer success manager will provide you with an editable email template to use.

This series introduces the transformative benefits of a fully integrated healthcare platform, focusing on convenience, comprehensive care, and the empowerment of individuals to take control of their health. Each email builds off the last, creating a narrative that highlights the simplicity and impact of registration.





registration campaign.

Email 1: Introduction

This email introduces the new Revive Virtual Care Clinic and outlines its key features: 24/7 urgent care, pharmacy savings, and weight health support. The purpose is to create awareness and excitement while encouraging employees to register and activate their benefits.

Email 2: Always Available

This email highlights the virtual clinic's round-the-clock availability and reinforces its benefits, including no-cost urgent care, convenient pharmacy services, and weight health resources. The goal is to remind employees of the service's value and prompt them to register for immediate access.

Email 3: Virtual Urgent Care

This email focuses on the urgent care feature, emphasizing instant access to care, zero out-of-pocket costs, and a trusted provider network. Its purpose is to highlight the convenience of virtual care and motivate employees to register before they need to use it.

Email 4: Don't Forget to Register

This email serves as a final reminder for employees who still need to activate their accounts. It reiterates the benefits of the virtual care clinic and encourages employees to register immediately to take advantage of their available no-cost healthcare solutions.

visual references.

ACCOUNT ACTIVATION EMAIL

When an individual submits their registration, they will receive the following email message to complete their enrollment.

Complete your enrollment

Hi Jane,

To complete your enrollment and begin using your new benefits, please click the button below.

Complete your enrollment

If you didn't request this email, your email address may have been entered by mistake. You can safely ignore or delete this email.

If you have questions or need help, please contact us at [888-220-6650](tel:888-220-6650).

revive[®]

Revive

5000 Sawgrass Village Circle, Suite 4Ponte Vedra, FL 32082

ongoing support.

Need some extra help? We're here.

If you need some support promoting this benefit, we've got your back. Here's some insight into other ways we can currently support.

DIGITAL MATERIALS

We can provide co-branded digital materials upon request.

PRINT MATERIALS

If you require physical materials, please contact your customer success manager for costs.

CUSTOMER SUCCESS CONNECTS

Your customer success manager will work with you to set an appropriate cadence for reviewing program metrics.



Experience 80% faster urgent care and free pharmacy services.

Revive offers you 24/7/365 access to rapid urgent care with an exclusive provider network that delivers quality care, and free home delivery for over 1,000 medications.

Urgent Care	Pharmacy Services	Weight Health
<p>24/7 Access Nationwide: Members can consult with providers at any time, from anywhere in the U.S.</p> <p>Fast Response: Most consultations occur within minutes, resolving urgent health concerns swiftly.</p> <p>No Out-of-Pocket Costs: Members enjoy seamless, cost-free access to urgent care, with no claims or copays required.</p> <p>Up to 12 urgent care visits without any charges.</p>	<p>Extensive Drug Coverage: Our formulary includes over 1,000 maintenance medications and 70+ urgent medications.*</p> <p>Free Home Delivery: Members receive their prescriptions conveniently at home, eliminating the need to visit a pharmacy.</p> <p>Pharmacy Discount Card: For medications not included in our formulary, our discount card ensures members still have access to affordable pricing.*</p> <p>Regular monthly delivery of medications at no cost.</p>	<p>Weight loss medications: Available for qualified members with ongoing nurse chats to help them stay on top of doses and manage any symptoms.</p> <p>Personalized Coaching: Chatting with a nurse or health coach keeps members motivated, focused, and moving forward.</p> <p>Holistic care: Access to premium subscriptions of tools like MyFitnessPal and FitOn to track fitness and nutrition.</p>

How to enroll

STEP 1 Scan the QR code or click the **Register Now** button to get started.

STEP 2 You will arrive at the page titled 'Account Lookup'.

STEP 3 Enter your enrollment code, along with your first name, last name, and Member ID.

STEP 4 Follow the steps to complete your profile and set a password.



Register Now

*In-OP plan members are limited to preventative medications through mail-order.

www.revive.health

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.

1-888-220-6650

customercare@revive.health

launch checklist.

SPONSOR PORTAL

- ☐ During the implementation process, your customer success manager or implementation specialist will set up an opportunity to walk you through the sponsor portal and its capabilities. This is an essential part of your sponsor-level access and provides insight into how your employees use Revive.

ANNOUNCEMENT EMAIL

- ☐ Send your employees an email informing them of the Revive benefit using the email template provided. If you can't find the template, please reach out to your customer success manager.

REGISTRATION CAMPAIGN

- ☐ Send your employees an email informing them of the Revive benefit using the email template provided. If you can't find the template, please reach out to your customer success manager.

REMINDER COMMUNICATIONS

- ☐ Send your employee population reminder communications throughout the year. Your customer success manager can provide you with reminder communication templates and can always offer additional templates upon request.

CONNECT WITH YOUR CUSTOMER SUCCESS MANAGER

- ☐ Contact your customer success manager for any program support you may need.



revive with benefits.

We are so excited to have you onboard and are eager for your employees to get engaged with Revive.

Should you need additional support, please reach out to your customer success manager or contact our customer care team.

CONCIERGE SUPPORT



888-220-6650



customercare@revive.health