Introducing Virtual Primary Care: SimplyVirtualSM HMO

A first-of-its-kind plan with a virtual-first care model

Virtual primary care is a new, innovative model for health care that gives members 24/7 access to PCPs through virtual visits with Doctor On Demand. Members have the freedom to receive virtual visits from anywhere – at home, in the workplace, while traveling on vacation – all with a lower PCP visit cost share than office-based offerings.

Available 1/1/21 for Connecticut-based employers in the Large Group market

The virtual-first model offers:

- **Seamless continuity of care** – preventive care, chronic disease management, urgent care and integrated behavioral health are all provided on a smartphone, tablet or computer.

- **A compassionate, efficient experience** – meeting the member where it is most convenient, with more emphasis on shared decision-making and taking the time to guide through medical concerns.

- **A dedicated care team** – members have access to an entire care team, including nurses, care managers, nutritionists and personalized care plans, 24/7/365.

- **Prescriptions and refills** at local and select mail order pharmacies.

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**How SimplyVirtual HMO works**

Adult members age 19+ enrolled in SimplyVirtual HMO will access their PCP using the Doctor On Demand app or website.

Members under the age of 19 will select Harvard Pilgrim network PCPs and continue to receive office-based care.

PCP visits are conducted virtually through video and voice communication via their smartphone, tablet or computer – allowing real-time interaction between provider and patient.

Virtual PCPs will refer members for office-based care: specialist consultations, labs, x-rays and immunizations. Referrals are required for most specialist visits and members will access Harvard Pilgrim’s seamless, six-state network.

**Member experience**

Upon enrollment, members will:

- Register with Doctor On Demand
- Select and virtually meet their PCP*
- Receive a Care Kit which includes a thermometer, blood pressure cuff and welcome materials

Once the member is registered, Doctor On Demand will contact them with more resources:

- Welcome to Doctor On Demand
- Walkthrough kit
- How to set up a wellness appointment

**About Doctor On Demand**

Doctor On Demand is a nationwide healthcare service that provides video visits with board-certified physicians, psychiatrists and licensed psychologists via smartphones, tablets, and desktop computers.

Patients download the Doctor On Demand app or visit www.doctorondemand.com, provide a list of their symptoms, and are connected for a video visit within minutes. Prescriptions, if needed, are sent directly to the pharmacy of choice. Doctor On Demand physicians can also order lab work, allowing for the treatment of a broader range of conditions and chronic care management.

**Get started today**

If you have questions or would like to request a quote, please contact your account executive.

*A member must establish a relationship with a provider by registering with Doctor On Demand, and completing a PCP appointment in the same state.*