

Introducing our virtual primary care plan: **SimplyVirtualSM** **HMO**

**"I can see my PCP at home,
at work, even at the beach!"**

Virtual primary care is a new, innovative model for health care that gives you 24/7 access to primary care providers (PCPs) through virtual visits with Doctor On Demand. You have the freedom to have virtual visits from anywhere—at home, in the workplace, while traveling on vacation—all with a lower PCP visit cost share than if you went into an office.



The virtual primary care model offers:



Seamless continuity of care – your preventive care, urgent care and behavioral health are all available from your smartphone, tablet or computer



A compassionate, efficient experience – meeting you where it is most convenient, with more emphasis on shared decision-making, and providers who take the time to guide you through your medical concerns



A dedicated care team – you 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

How SimplyVirtual HMO works

Adult members age 19+ enrolled in SimplyVirtual HMO will access their PCP using the Doctor On Demand app or website. PCP visits happen virtually through **video and voice communication** on your smartphone, tablet or computer.

Members under the age of 19 will select Harvard Pilgrim network PCPs and continue to receive office-based care. When needed, your DOD PCP will refer you for office-based care, including but not limited to: specialist consultations, labs, X-rays and immunizations. Referrals are required for most specialist visits and you'll use Harvard Pilgrim's New England network.

Getting Started

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 members are 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.

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