

CVS Health Virtual Care[®] and CVS Health Virtual Primary Care[®]



Expanding access through virtual care

To help deliver on our mission to build healthier communities, Aetna has expanded its telehealth portfolio. Aetna members will have access to two virtual care solutions: CVS Health Virtual Care and CVS Health Virtual Primary Care.

CVS Health Virtual Care is a telehealth offering that provides 24/7 care, as well as mental health services such as mental health counseling and psychiatry services for prescriptions, medication management and mental health evaluations.

CVS Health Virtual Primary Care creates the opportunity to build a primary care relationship, virtually. Eligible members select a provider to help address medical needs and manage their ongoing care. This provider is supported by a dedicated Care Team, available 24/7 via secure messaging. This solution also provides access to 24/7 care and mental health services, meaning employees can cover a wide range of needs including preventive care, health and wellness visits and chronic disease management.

Segments:

National, Public and Labor, Middle Market Key and Select

Funding arrangement:

Self-insured and Fully insured

Client size:

For customers with more than 100 employees

Available in:

All markets for self-insured business and based on state filing approval for fully insured business

CVS Health Virtual Care and **CVS Health Virtual Primary Care** bring value to your clients by helping to lower costs and improve workplace productivity while offering convenient, affordable care services to employees — virtually.

Lower Costs:

- Using virtual care for 24/7 needs, as opposed to urgent care or emergency room visits, can offer a better care experience at a lower cost.
- The Care Team can help to coordinate in-person care with in-network providers and refer to Aetna Care Management for ongoing triage support and health guidance. (CVS Health Virtual Primary Care only)
- Pharmacists can consult with the virtual care team to perform medication reviews and identify lower-cost drug options, if available, helping your employees save money. (CVS Health Virtual Primary Care only)

Convenient Care & Workplace Productivity

- Visits are captured in an interoperable electronic health record (Epic[®]). This means employees can share visit data with other in-network providers, including MinuteClinic.
- Anywhere access to care removes the need to travel, reducing time away from work.
- Virtual mental health services give employees a new, convenient way to receive care.



Want to learn more?

Contact your Aetna representative today.

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Employer Tools and Reporting:

- Monthly utilization reports incorporate Aetna medical claims data, providing insights beyond the first virtual care encounter. (Not available for fully-insured clients)
- Digital marketing support, with optional co-branding, helps build benefit awareness for employees. (Not available for fully-insured clients)
- Data-driven marketing targets employees most likely to benefit from and utilize virtual care which makes for the most of ongoing engagement.

	CVS Health Virtual Care	CVS Health Virtual Primary Care <i>(CVS Health Virtual Care is embedded with this solution)</i>
Care Services	<ul style="list-style-type: none"> • 24/7 services, including minor illnesses, minor injuries, select women’s services, as well as other additional minor acute care services. • Mental Health, including mental health counseling and medication management • Minor dermatological services 	<ul style="list-style-type: none"> • Primary care services including preventative care, ongoing care management and care coordination
Care Team	The program also uses an interoperable electronic health record (Epic®) the member’s other provider can access, allowing to maintain continuity with a consistent quality and patient experience.	
	<ul style="list-style-type: none"> • Minor dermatological services: Nurse Practitioners (NPs) and Physician Assistants (PAs) • Mental Health: NPs, and licensed therapists that members can search and select based on bios 	<ul style="list-style-type: none"> • Physician-led Care Team • Supported by a clinical team of a Nurse Practitioner (NP), Registered Nurse (RN), Licensed Vocational Nurse (LVN) • Inclusion of a pharmacist (where available) who Care Team members can consult with to coordinate care
In-Person Care	<ul style="list-style-type: none"> • Members can connect to in-person care options within their network, including 1,000+ MinuteClinic® locations (if available and in-network). • Electronic coordination to high performing specialists by specialty area 	



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[Aetna.com](https://www.aetna.com)

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