

## Included with all plans

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## CENTIVO Care.

**No matter which plan you choose, you'll have access to FREE virtual primary care with Centivo Care.**

Centivo Care offers quality care, convenience, and a personal relationship with your doctor.

- No waiting rooms or commute
- Dedicated doctor and care team
- Same and next-day virtual appointments that aren't rushed
- Wellness, sick care and chronic condition management
- Licensed mental health providers
- Prescriptions and refills
- Coordination with in-person doctors
- In-app scheduling and messaging

## Virtual urgent and behavioral health care

When your regular provider isn't available, you'll have 24/7 access to virtual urgent and behavioral health care through MDLIVE for all plans. This is an easy alternative to in-person urgent care for minor health concerns. You also get access to board-certified mental health professionals.

## Pharmacy

Pharmacy benefits are provided by CVS Caremark. Coverage is automatically included when you enroll in a medical plan. You'll have access to both retail and mail order pharmacy services.

## Getting started

You'll receive your Centivo member ID card at the start of your plan year\* along with a link to your digital welcome guide. Be sure to review your welcome guide for helpful tips on using your plan.

Once you have your ID card, create your Centivo account in the Centivo app or online at [my.centivo.com](https://my.centivo.com). There, you'll be able to:

- View or print your ID card
- Search for in-network doctors and facilities
- View referrals (if required by your plan)
- Access your coverage details
- View your Explanation of Benefits (EOB) statements
- Send a message to Centivo Member Care

\* For new members. If you were on the plan last year, you will only receive a new member ID card if your plan details have changed.