

What is Virtual Primary Care?

Virtual Primary Care (VPC) lets you connect with a board-certified primary care physician (PCP) by phone or video. You can receive personalized healthcare without visiting a doctor's office — including routine check-ups, preventive care, and ongoing health management.

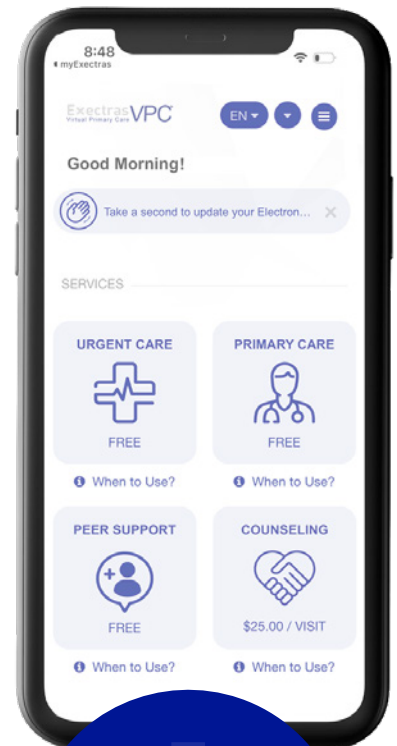
Your PCP can diagnose and treat common illnesses and chronic conditions such as diabetes, obesity, and hypertension, and can submit referrals to specialists when needed.

What can Care Coordinators Help With?

- Scheduling appointments for any virtual service
- Arranging lab tests or other medical services
- Providing referrals to specialists
- Communicating with your provider for follow-ups or questions
- Helping you access and navigate your benefits and services
- Clarifying eligibility and coverage questions

Benefits of “My Health Center”

- Track your complete medical history (appointments, surgical history, etc.)
- Manage prescriptions added by your doctor
- Upload and store medical documents
- View consultation and visit history
- Manage dependents on your plan
- Complete and track health questionnaires
- Choose your preferred pharmacy
- Receive updates and messages directly from your providers



What are the available service hours?
MONDAY - FRIDAY
7am - 7pm CST





When should I use Virtual Primary Care?

Schedule a **Virtual Primary Care** consultation for:

- Treatment of common illnesses
- Ongoing management of health conditions
- Lab tests and routine screenings
- Health assessments and evaluations
- Medication management and refills
- Referrals to in-network medical specialists



When should I use Virtual Urgent Care?

Use **Virtual Urgent Care** for same-day issues that aren't emergencies, such as:

- Sudden or unexpected illnesses
- Minor injuries or infections (sprains, rashes, UTIs, ear/sinus infections)
- Cold, flu, or allergy symptoms
- Fever, cough, or sore throat
- Minor burns, cuts, or skin concerns

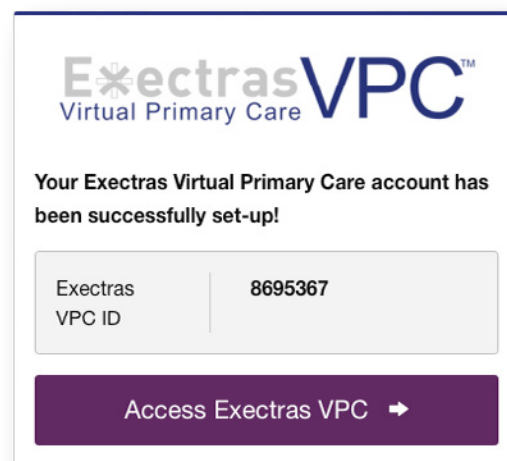
How do I schedule an appointment?

Online:

- Log into app.myexectras.com or the Exectras app.
- Go to Employee Benefits and click on Virtual Urgent & Primary Care.
- If it's your first time, click Get Started to activate your account.

By Phone:

- Telephone Access Hotline is 888-502-1831



Restrictions on Virtual Primary Care Services

- Appointments must be scheduled at least 3 hours in advance
- Consultations are by appointment only (no walk-ins)
- Patients must be 2 years or older
- No DEA-controlled substances will be prescribed
- Appointments should be scheduled with your preferred provider

Services available through Virtual Primary Care

- Establishment of a Primary Care Physician
- Ongoing management of healthcare needs
- Medication management and refills
- Lab tests and routine screenings
- At-home lab kits (for limited tests)
- Health assessments and evaluations
- Review and interpretation of lab results
- Referrals to in-network specialists
- Access to specialty care (Psychiatric or Behavioral Health) if eligible



Costs for Virtual Care Services

Costs vary by plan. You'll see applicable fees in your portal and pay when scheduling

Benefit	Your Cost
Virtual Urgent Care Visit	\$0 Copay
Virtual Primary Care Visit	\$0 Copay
Behavioural Health Counseling Visit	\$25 Copay
Labs Ordered by Provider	Covered by insurance or member pay
Other Services Ordered	Covered by insurance or member pay

Lab Orders & Scheduling

During your consultation, your provider may order labs. Afterward, Care Coordinators will:

- Schedule lab or imaging appointments
- Help you use your insurance or Olyn's preferred pricing
- Provide access to your VPC Portal to download or show your lab order





Payment for Lab Orders

- **Using Insurance:** Care Coordinators will direct you to an in-network lab. The lab will bill your insurance, and you'll pay any applicable costs directly to them.
- **Paying Out-of-Pocket:** Care Coordinators can apply preferred pricing and collect payment by phone when scheduling. A receipt will appear in your portal.



Appointment Confirmation

You'll receive text reminders:

- 24 hours before your appointment
- 5 minutes before your appointment begins



Late Cancellation & No-Show Policy

If you cancel within 24 hours or do not show up, you'll be responsible for the full consultation fee.

Repeated no-shows may result in restrictions or additional fees.



Can I Choose My Provider?

Yes! When scheduling, you can choose based on:

- Availability
- Gender preference
- Language preference



How to Access Your Appointment

At your scheduled time:

1. Log in to your online portal
2. Click your video consultation link or
3. Answer the phone if you selected a phone visit