



First Stop Health[®]

Virtual Care for:
DePaul University

Today's Agenda

About Your Benefits

What you should know about your new virtual care access.



Getting Care

How you can get started with First Stop Health.



After A Visit

What you can expect after a visit.



FAQ

Answers to common questions from our members.

About Your Benefits



Care that people love.®



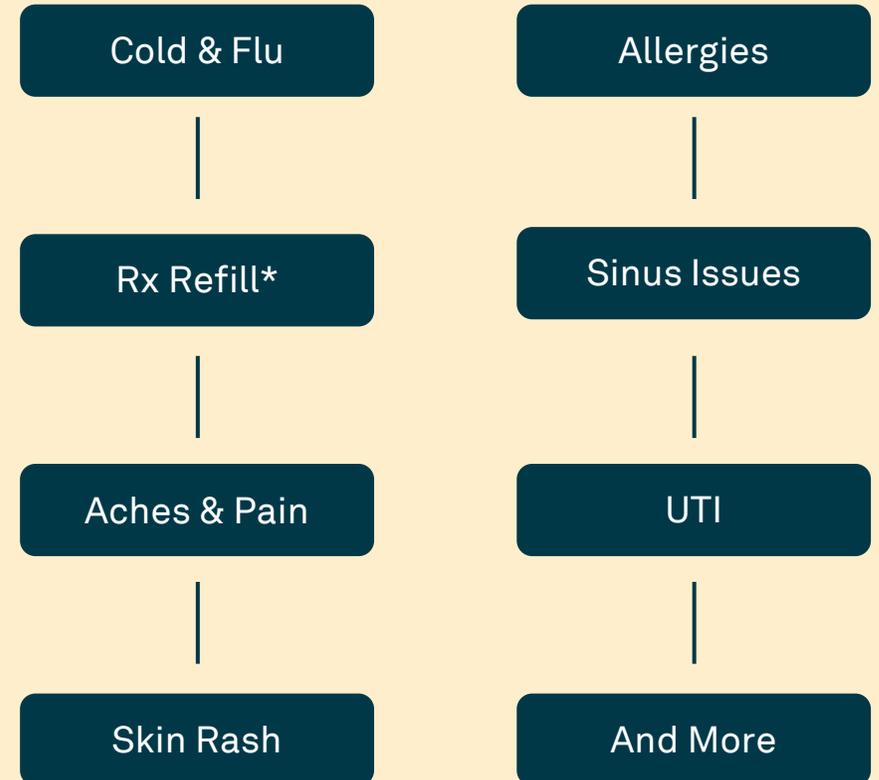
Urgent Care

- **24/7 support via phone or video**, including holidays and weekends
- **Board-certified providers** licensed in your state
- **Prescriptions***, including one-time refills of maintenance medications
- Providers call back in **5 minutes (on average)**

Visit Cost: \$0

*First Stop Health providers do not prescribe controlled substances. Costs according to your medical plan may apply for prescriptions.

Reasons to request a visit:





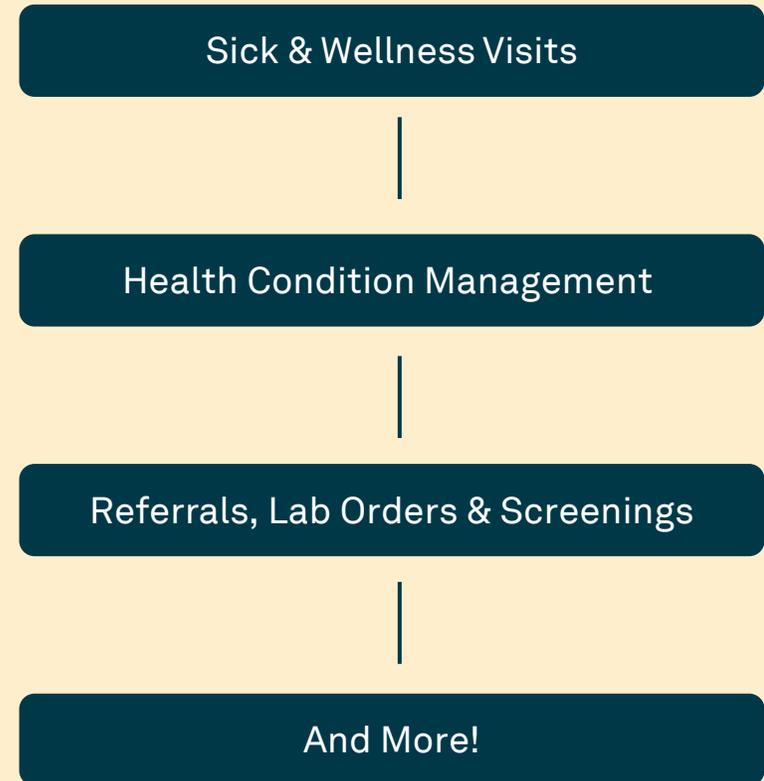
Primary Care

- **Scheduled visits** with a board-certified provider of your choice
- Visits last up to **30 minutes** via phone or video
- **Ongoing prescription management**, including mental health medications*
- **At-home ongoing condition care** for diabetes, high blood pressure, high cholesterol and more

Visit Cost: \$0

*First Stop Health providers do not prescribe controlled substances. Costs according to your medical plan may apply for prescriptions.

Reasons to schedule care:



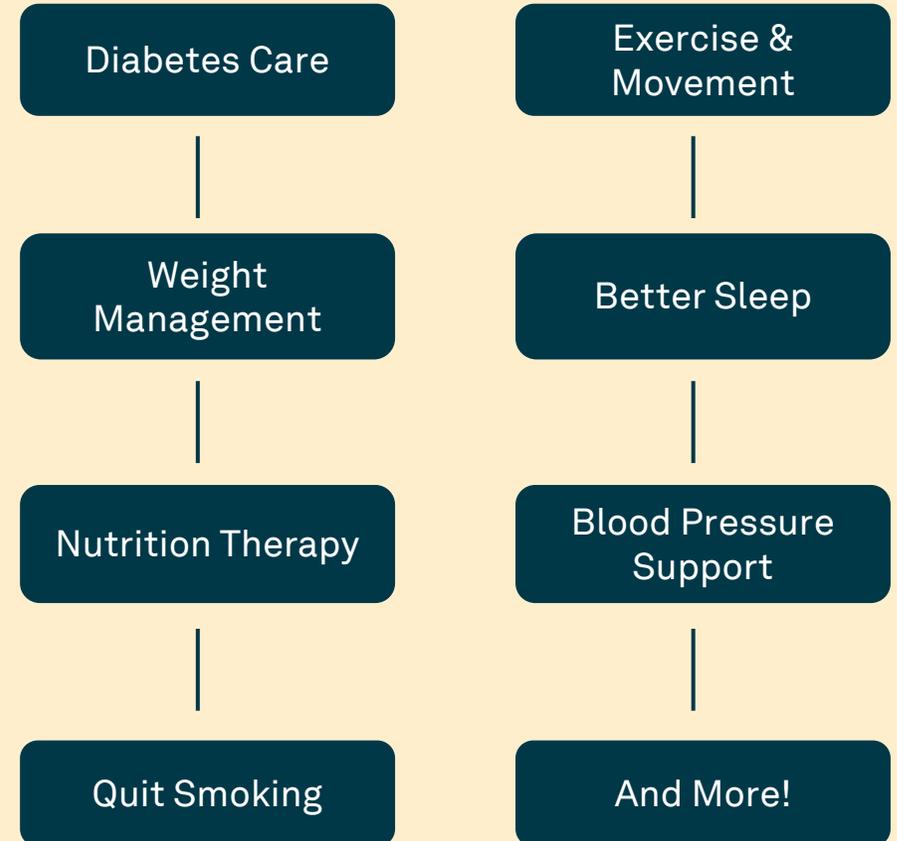


Wellness Specialists

- **Scheduled visits** with a licensed health coach, registered dietitian or certified diabetes educator
- **Video visits** from where you're comfortable
- **Personalized care plans** so you see success
- **Ongoing check-ins** to celebrate success and adjust your plan so you stay on track

Visit Cost: \$0

Reasons to schedule care:





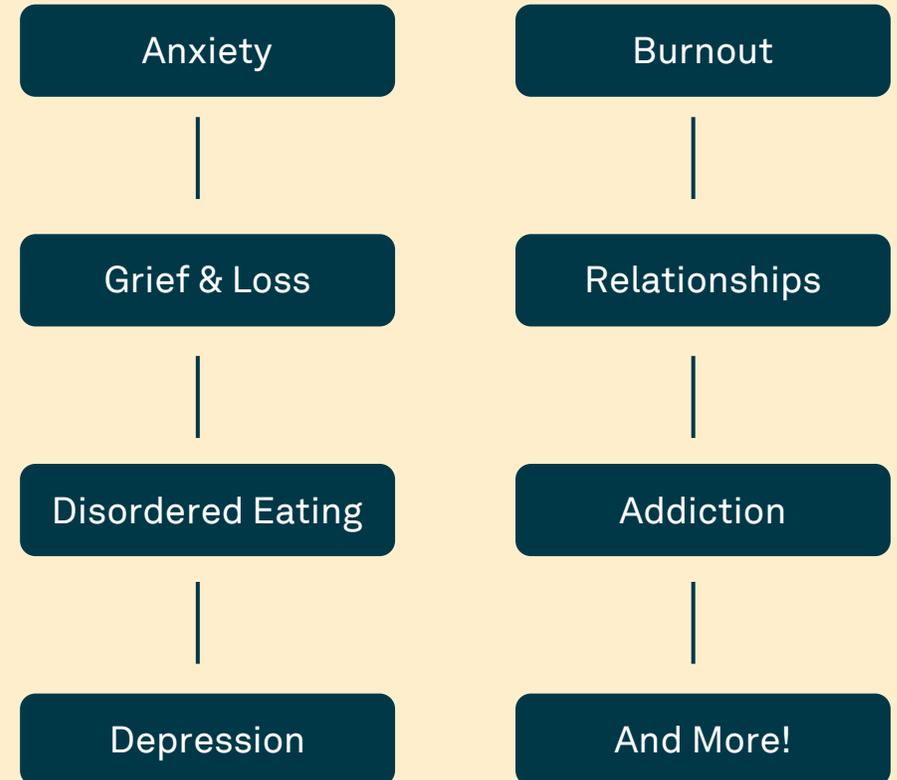
Mental Healthcare

- **Scheduled visits via video** with a licensed therapist or board-certified health coach
- **Prescriptions*** for anxiety and depression provided by our board-certified primary care providers
- **Couples and family therapy** visits available

Visit Cost: \$0

*First Stop Health providers do not prescribe controlled substances. Costs according to your medical plan may apply for prescriptions.

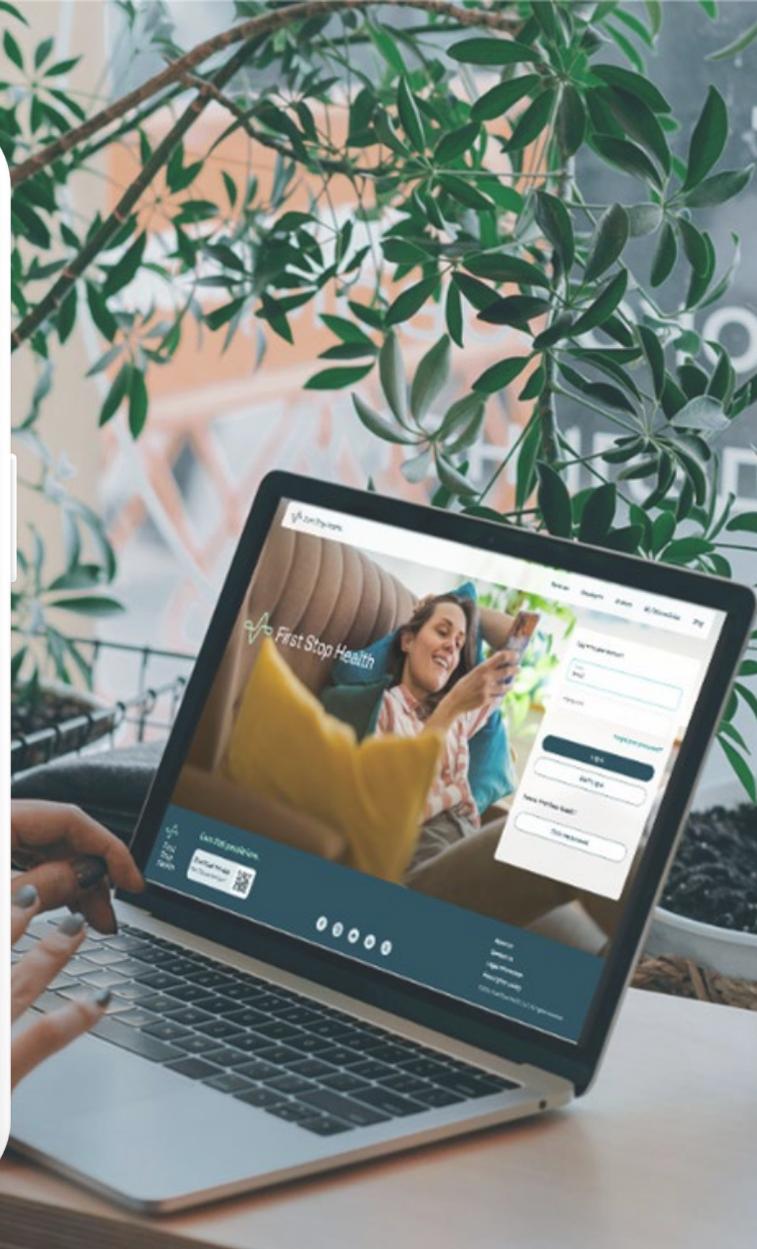
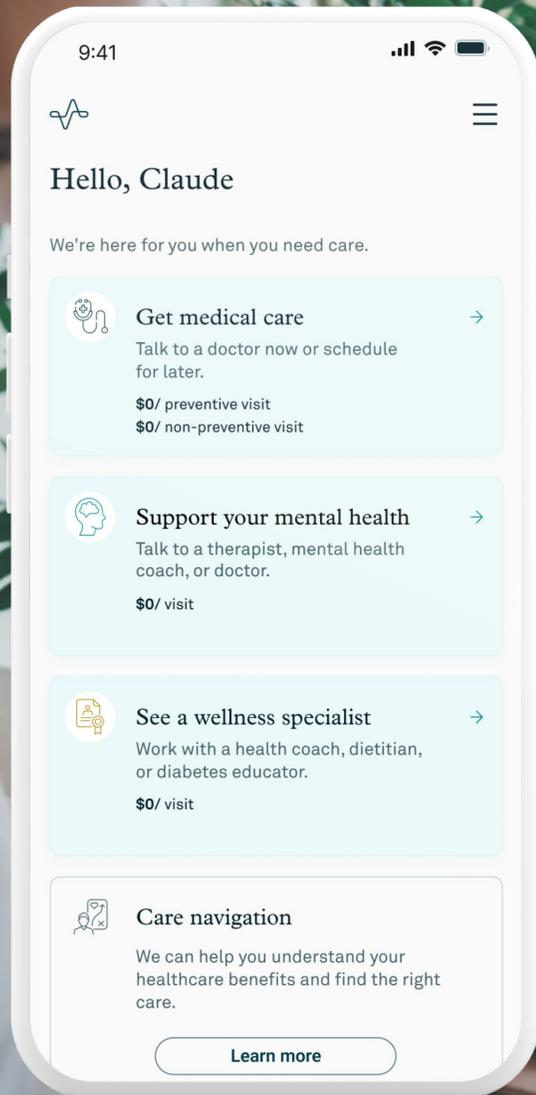
Reasons to schedule care:



Getting Care



Care that people love.®



Getting started.

Log onto fshealth.com or the mobile app to:

- Request or schedule a visit
- View, rate and listen to past visits
- Update profile
- Access our secure message center

Prefer to talk to a person?

Just call **888-691-7867** to get connected to the best care for you.



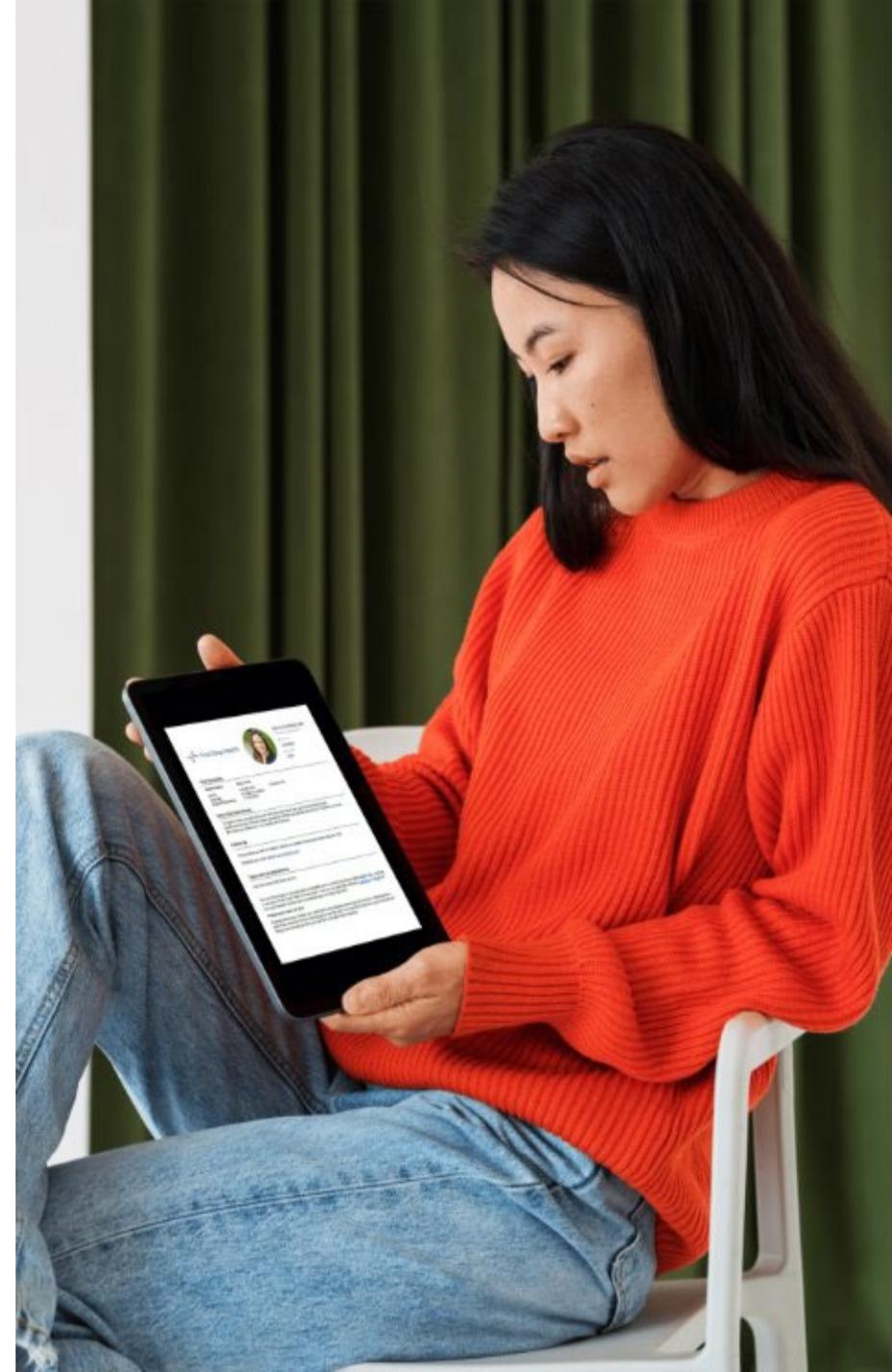
Visit Follow-Up

Through the app or website, you can find:

Medical Visit Follow-Ups

- Instructions from your provider
- A recording of your visit
- A sick note, if requested during your visit*
- Which pharmacy you selected to use and medication if prescribed
- Secure message center for further support

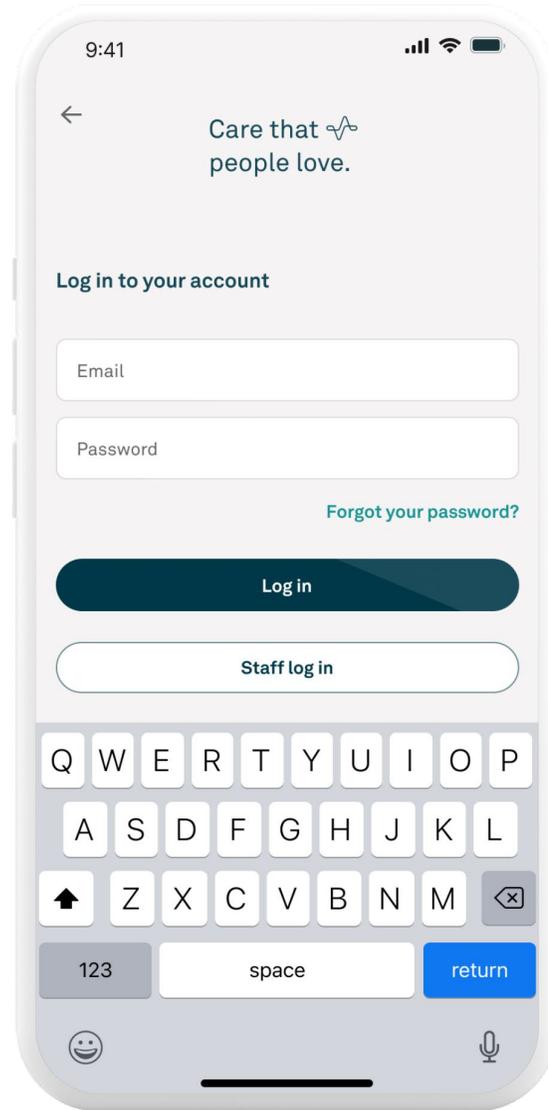
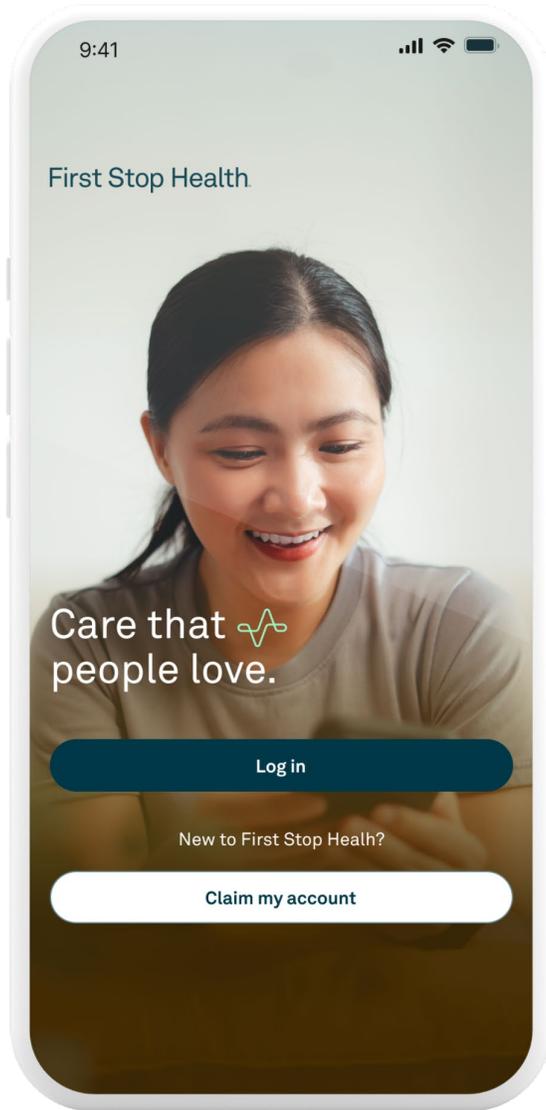
**Sick notes are not meant to replace your employer's policy*



How to get care:

- 1 Log into the **mobile app**, visit our site **fshealth.com** or call **(888) 691-7867**.
- 2 Choose the **type of care** you need.
- 3 Answer a few **quick questions** before getting scheduled. Our intake process takes <5 minutes.
- 4 **See your provider** for convenient, compassionate care.





Claiming Your Account

If you're a first-time user, set up your account with credentials like

- Last 4 Digits of SSN
- Name
- Date of Birth

Returning users simply log in!



FAQs



What communications should I expect from First Stop Health?

You'll learn more about your new benefit through:

- Emails from info@fshealth.com
- Text messages (on occasion)
- At-home welcome mailer



How much does
this cost?

It's FREE to use!

This telehealth benefit is free because your employer pays for your membership! You will never receive a bill from First Stop Health, which is separate from insurance.

The cost of prescriptions, recommended screenings and any specialists you may be referred to are applicable to your medical plan.

Our care team does our best to save you money by prescribing generic medications when possible and referring you to specialists in your insurance network.



Who can use this service?

You can share the care!

First Stop Health services are provide to all medical-enrolled employees and covered dependents starting 1/1/2026.

- All ages are welcome to use 24/7 urgent care
- Adults over 18 can schedule primary care and wellness specialist visits
- Those over 13 can use mental health
- Once you've claimed your account, you can add your covered dependents to your profile!
- * HMO does not have access to Primary Care*



Who will I be speaking to?

Meet our care team!



Medical Providers

We have board-certified providers who are licensed in all 50 states.



Mental Health Providers

Mental health care is provided by our licensed therapists and board-certified health coaches.



Wellness Specialists

To support your wellbeing, we also have board-certified wellbeing & mental health coaches, registered dietitians and certified diabetes educators.



Can I use this
while traveling?

Yes! Take us on-the-go!

You can use First Stop Health services from all 50 states. It's simple with the First Stop Health app!



How long does it
take to get connected
with a provider?

Let's break it down.



Primary Care & Wellness Specialist Visits

You can schedule your visit with a provider of your choice. Availability includes weekends and after-hours.



Urgent Care Visits

If your need is more urgent, a doctor will call back in minutes after you request a visit.



Mental Healthcare Visits

After filling out a brief questionnaire, you'll be matched with the best type of care for your needs. You'll then schedule a visit with the provider of your choice.



Need help?

For pharmacy questions, issues logging in, and any help you may need, our team is available.

App: Click the “Help” tab

Call: 888-691-7867 and press 2

Email: member_services@fshealth.com