

Navigate Care

Our Navigate Care solution supports members in finding high quality lower cost care seamlessly within their Virgin Pulse experience. On-demand care and claims advocates help members navigate the complicated healthcare system and drive adherence to treatment plans. Members have 24/7 access to a best-in-class collection of digital tools to help them better understand their medical plan benefits and find higher quality lower cost providers, aided by smart searching and personalized recommendations. Features include medical plan details such as balances and accumulators, digital wallet, provider search, procedure search, steerage towards high-quality providers, cost transparency for procedures, and recent medical claim details, all complemented by our live advocates who humanize the entire experience.



Advocates help members find and use high value care



Transparency that saves costs



Steerage to quality care that achieves health outcomes

Navigate Care Features

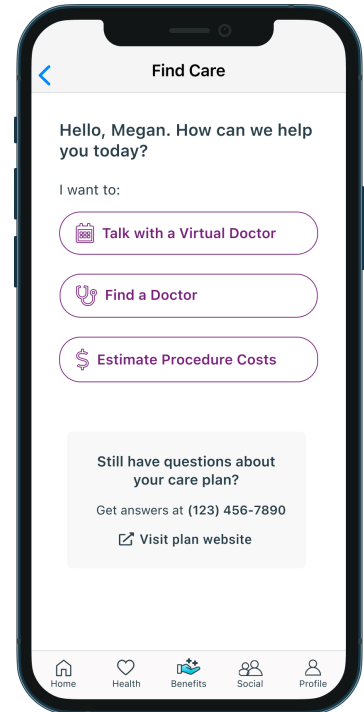
- Advocacy
- Digital wallet
- Medical plan overview
- Medical plan benefit FAQs
- View plan accumulators
- Individualized plan tips
- Centralized care search
 - Find a doctor
 - Virtual doctor visits*
 - Estimate procedure costs
- Medical claims history
- Member steerage**

**Connection to client telehealth*

***Steer members towards preferred providers, quality providers, or fair price facilities.*



Digital Wallet



Find Care

Location on Platform

Resides on the *Benefits* page of the Virgin Pulse app on desktop and mobile, where members can also click-to-call Advocates. Advocates support members by phone and will schedule follow-ups as needed. Their notes can be shared with the member's primary coach to maintain continuity if coaching is enabled.