

# Navigate Benefits

Our Navigate Benefits solution supports members in finding the right benefits at the right time seamlessly within their Virgin Pulse experience. On-demand guides bring empathy to the experience, providing person-first benefits navigation support. Members have access to a personalized benefits hub and secure digital wallet for saving important ID cards (medical, dental, vision) for easy, centralized access in the moments that matter. Convenient self-admin allows clients to customize and manage how benefits are displayed and presented to the member. For the most flexibility, clients can also create custom public pages, simplifying access for dependents.



**Guides help members find and use benefits**



**Personalization and enhanced search improve discoverability**

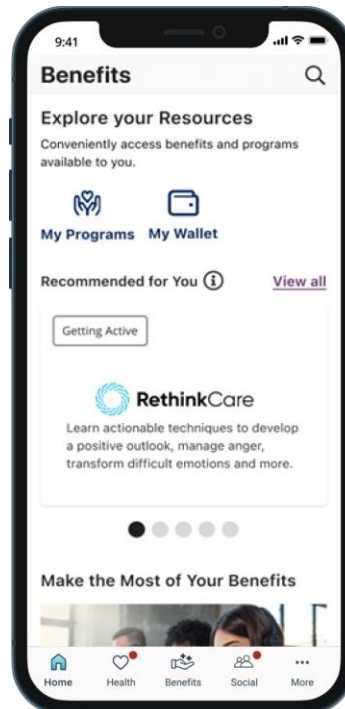


**Public pages support full benefits access needs**

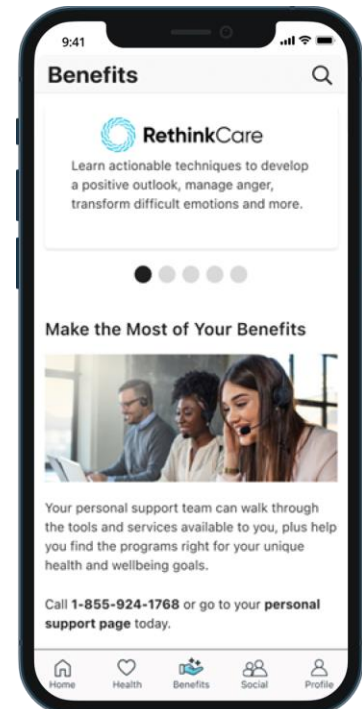
## Navigate Benefits Features

- Guides available by phone and in-app messaging
- Digital wallet
- Personalized recommendations
- Public benefits page
- Enhanced search and design features
- Self-admin for client customization

- ✓ **Easier for employees**
- ✓ **Better for dependents**
- ✓ **Convenient for you**



**Personalized**



**Guides**

## Location on Platform

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

# 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**

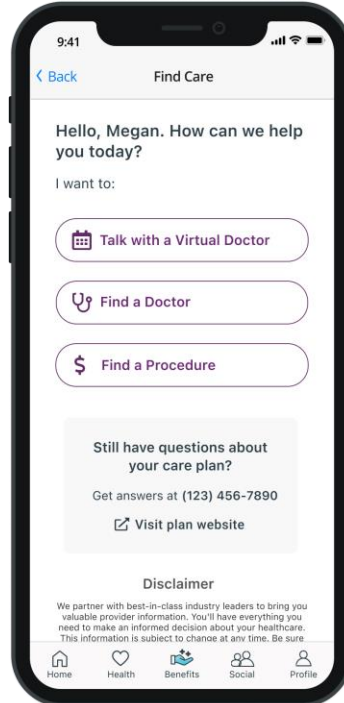


**Steerage to quality care that achieves health outcomes**

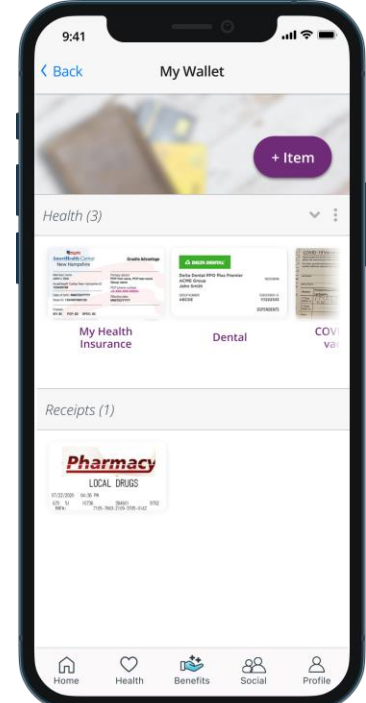
## Navigate Care Features

- Multimodal 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.*



**Find Care**



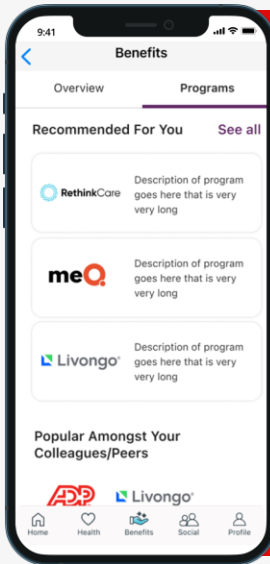
**Digital Wallet**

## 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 in-app messaging and 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.

# VP Navigate

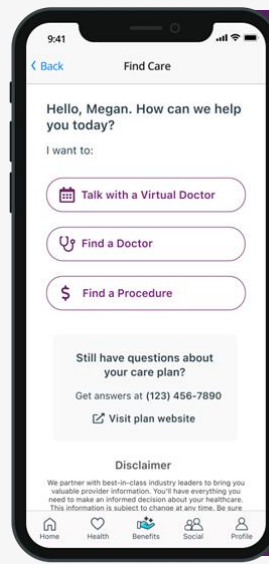
Capture savings with our benefits and care navigation solution



## Navigate Benefits

Increase utilization across all your benefits

- Personalization and enhanced search improve utilization
- Public pages support full benefits access needs
- Guides to help members find and use benefits



## Navigate Care

Improve health outcomes and lower the cost of care

- Transparency that saves costs
- Steerage to quality care that achieves outcomes
- Advocates to help members find and use high value care

Features	Navigate Benefits	Navigate Care
Personalized Benefits Recommendations	✓	✓
My Wallet	✓	✓
Public Benefit Pages	✓	✓
Enhanced Benefits Search and Design Features	✓	✓
Self-Admin	✓	✓
Guides (phone and in-app messaging)	✓	✓
Real-time Cost and Quality Intel		✓
Digital Steerage		✓
Centralized Care Search		✓
Medical Plan Details & FAQs		✓
Accumulator		✓
Medical Claims History		✓
My Document Center		✓
My Finances		✓
Advocates (phone and in-app messaging)		✓