

# VP Navigate

VP Navigate™ supports members in personalized benefits navigation - finding the right benefit at the right time seamlessly within their Virgin Pulse experience. VP Navigate is a collection of digital tools that helps members better understand their medical plan benefits, find higher quality, lower cost providers, and sort through all of the benefit offerings they receive with smart searching and recommendations. VP Navigate 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.

**Simplify finding and using benefits**

**Drive cost savings through steerage**

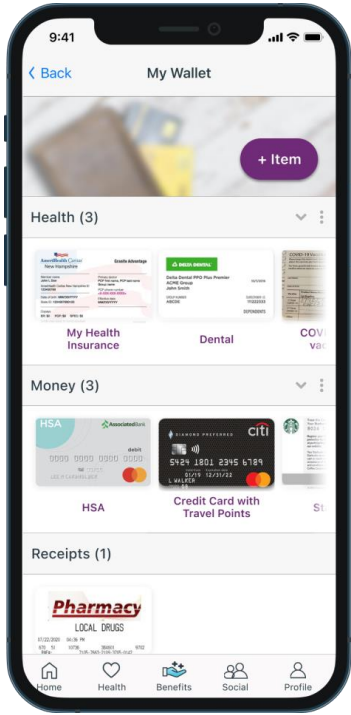
**Steer towards quality providers to achieve health outcomes**

### VP Navigate Features

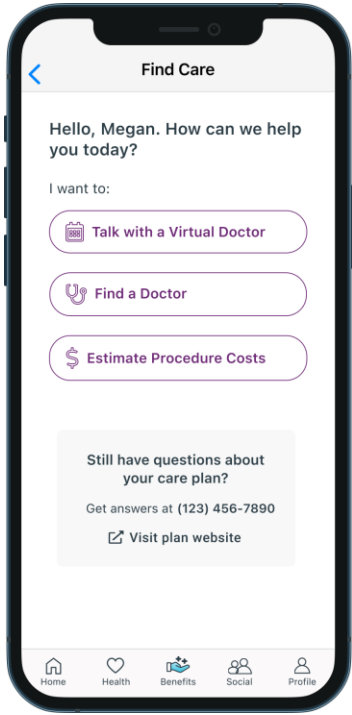
- Digital wallet
- Medical plan overview
- Medical plan benefit FAQs
- View plan accumulators
- Individualized plan tips
- Centralized care search
  - Find a doctor
  - Virtual doctor visits
  - Estimate procedure costs
- Medical claims history
- Member steerage\*
- Guides†

\*Steer members towards preferred providers, quality providers, or fair price facilities.  
†Health and Benefits Guides available as Add-on

Digital Wallet



Find Care



## Location on Platform

Resides on the *Benefits* page of the Virgin Pulse app on desktop and mobile.

# VP Navigate with Advocacy

VP Navigate with Advocacy complements the intuitive self-service digital experience with the human touch of our Health & Benefits Guides. These benefits and health experts can advocate for members and assist them in overcoming barriers to access care and help with adherence to healthcare guidance if questions arise. They help members improve life quality and health metrics, and better utilize the member's available benefits. They can work directly with providers, health, and community resources to coordinate continuity of care for members with chronic conditions. Members can access Health & Benefits Guides with a simple click.



**Help members navigate the complicated healthcare system**



**Drive adherence to treatment plans**



**Work directly with care providers to coordinate care for conditions**

**VP Navigate with Advocacy takes the digital experience to the next level with Health & Benefits Guides**



## Location on Platform

Members can click-to-call Health & Benefits Guides on the Benefits page. Health & Benefits Guides communicate with members by phone. They will conduct calls and schedule follow-ups as needed. Their notes can be shared with the member's primary coach to maintain continuity if coaching is enabled.