
First Stop Health
Virtual Care for:
LIMRiCC
The Library Insurance Management and Risk Control Combination

Today’s Agenda

About Your Benefits

What you should know about your 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.®



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

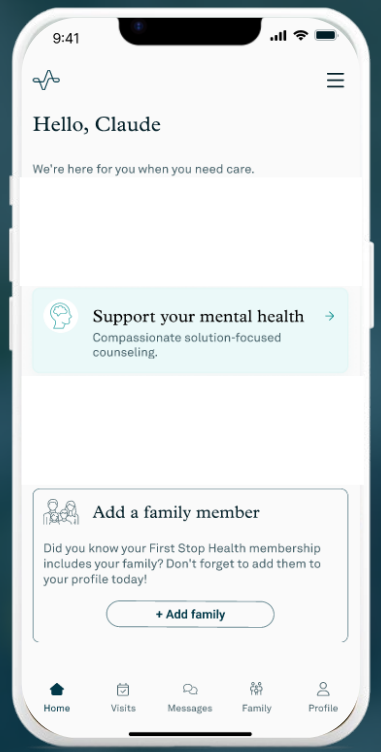
*First Stop Health providers do not prescribe controlled substances. Costs according to your medical plan may apply for prescriptions.

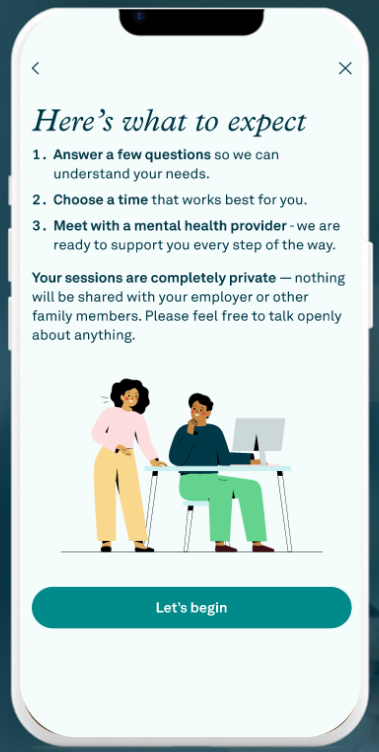
Reasons to schedule care:

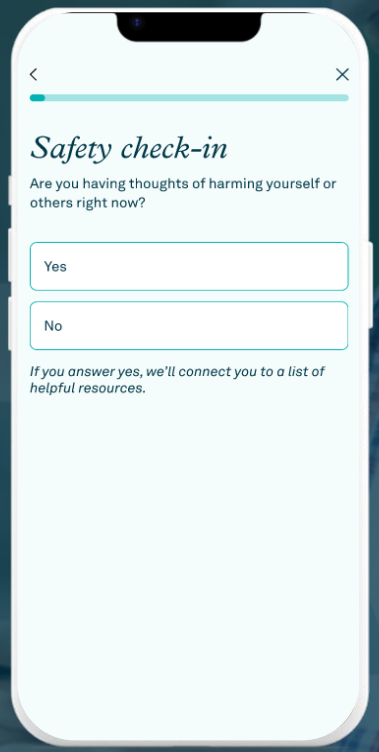
- Anxiety
- Burnout
- Grief & Loss
- Relationships
- Disordered Eating
- Addiction
- Depression
- And More!

First Stop Health

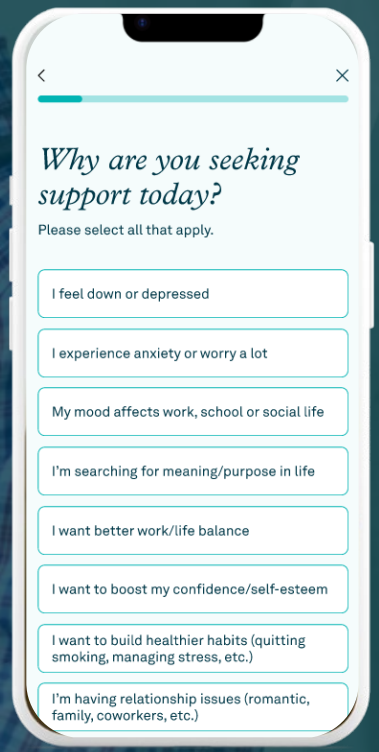
Mental Health Designed with YOU in Mind

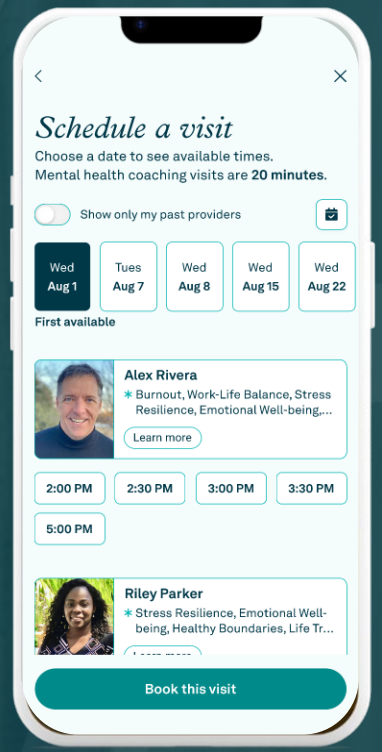












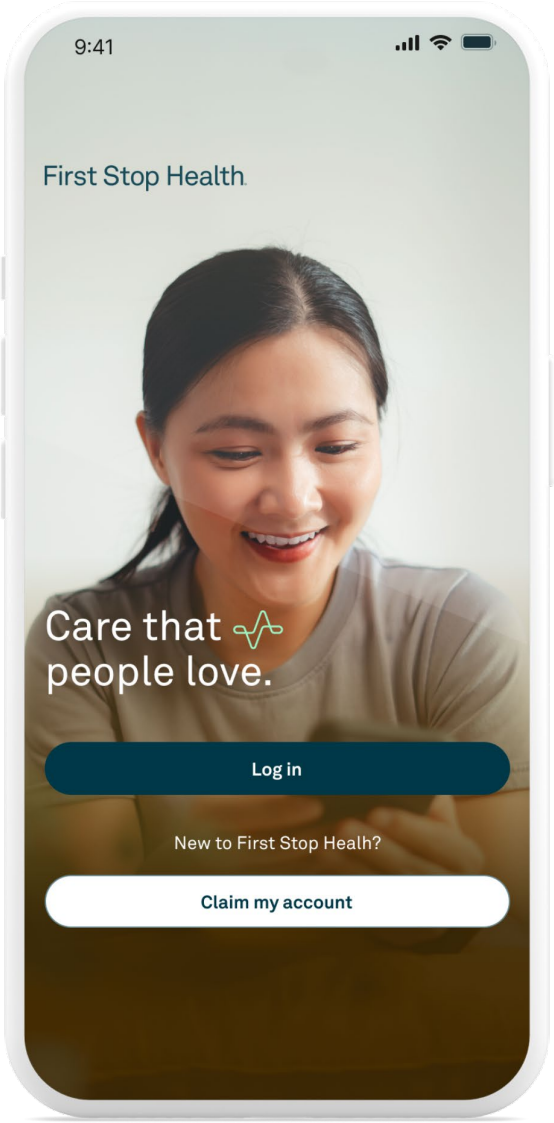
- Awareness of what to expect when scheduling a visit
- Safety check-in which when answered yes, will be taken to a different page for in the moment crisis support
- Individual, couples, family, and teen support
- Survey to help match them with the best fit provider
- Bios of providers to help patients further decide

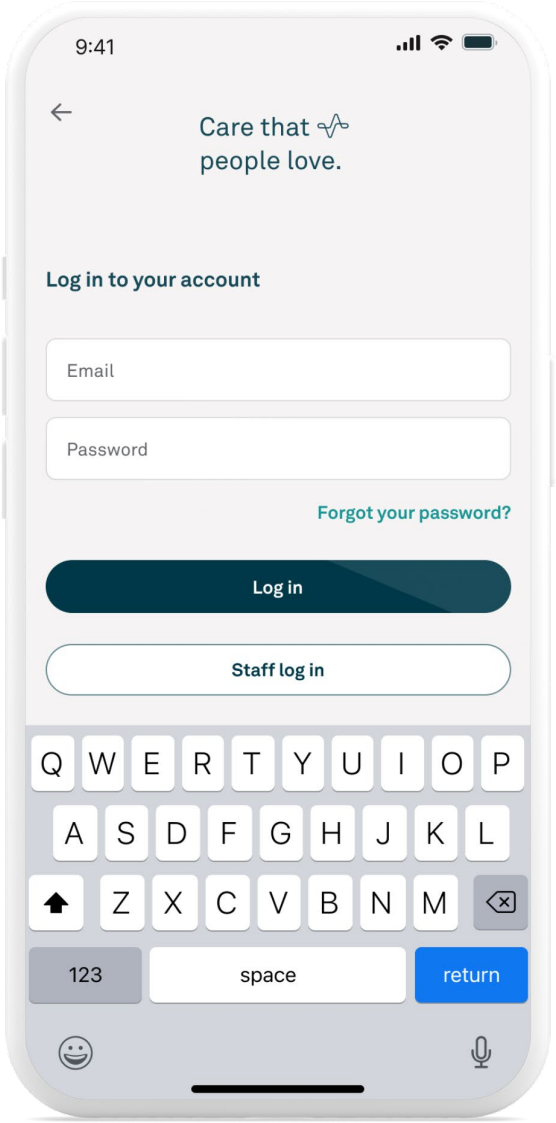
First Stop Health

Getting Care



Care that people love.®





Claiming Your Account

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

- Employee ID or Last 4 Digits of SSN
- Name
- Date of Birth

Returning users simply log in!

First Stop Health



Prefer to talk to a person?

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

Getting started.

Log in at firststophealth.com or the mobile app to:

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

After a Visit

Follow-up and coordination of care

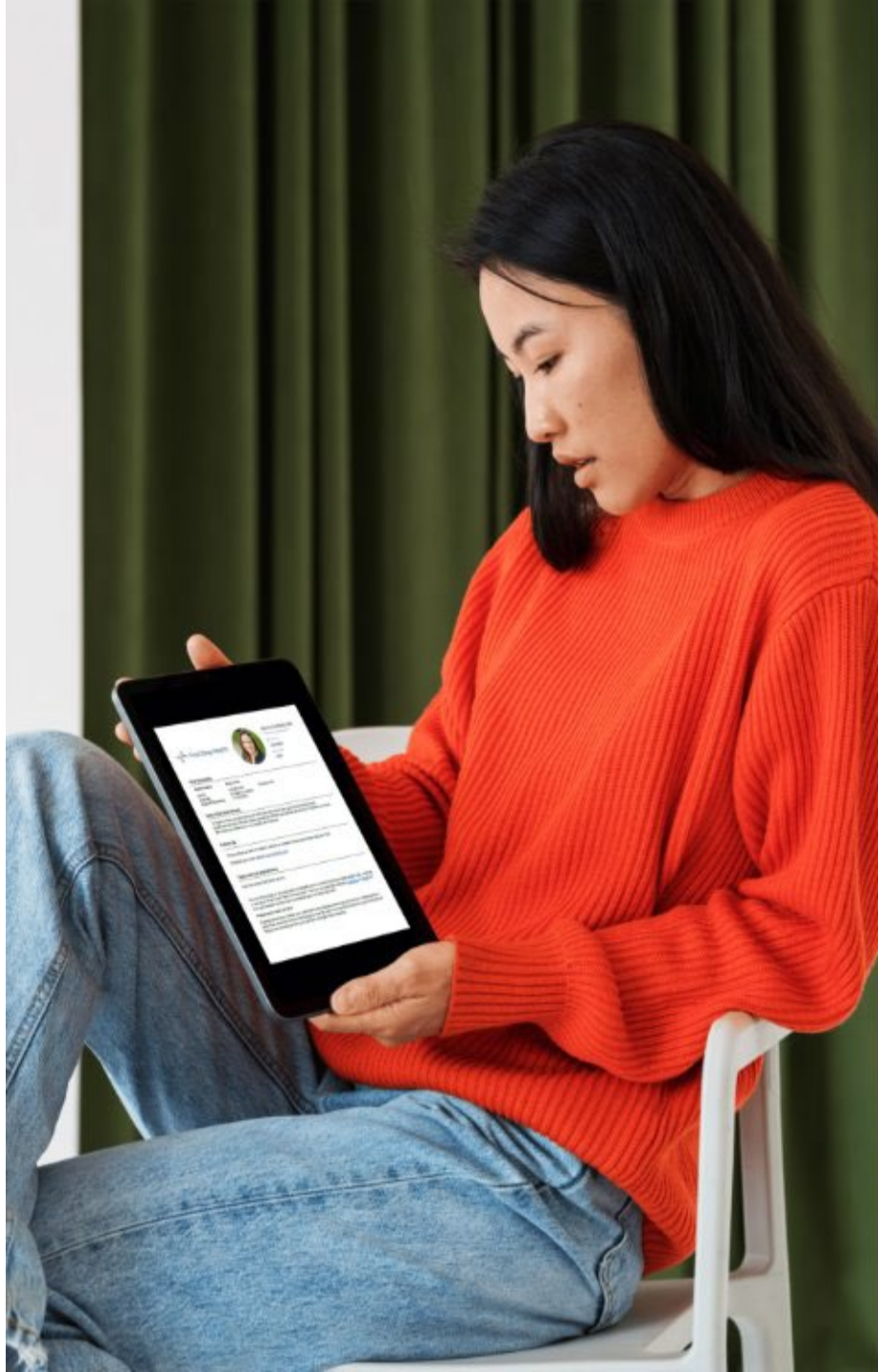
Visit Follow-Up

Through the app or website, you can find:

Information or instructions from your providers! You can use our **secure message center** to communicate with your provider.

We're here to support you.

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



FAQs

FAQ

What communications should I expect from First Stop Health?

You'll learn more about your new benefit through:

- Emails from info@firststophealth.com
- Text messages (on occasion)

FAQ

How much does this cost?

It's FREE to use!

This virtual 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.

Here is your cost breakdown:

Mental health visit:	**$0**
Coaching visit:	**$0**

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.

FAQ

Who can use this service?

You can share the care!

First Stop Health services are provided to ALL MEDICAL-ENROLLED EMPLOYEES and your COVERED DEPENDENTS.

- 13 and over can use First Stop Health’s mental health services.
- Once you've claimed your account, you can add your covered dependents to your profile!

FAQ

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!

FAQ

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

Let's break it down.



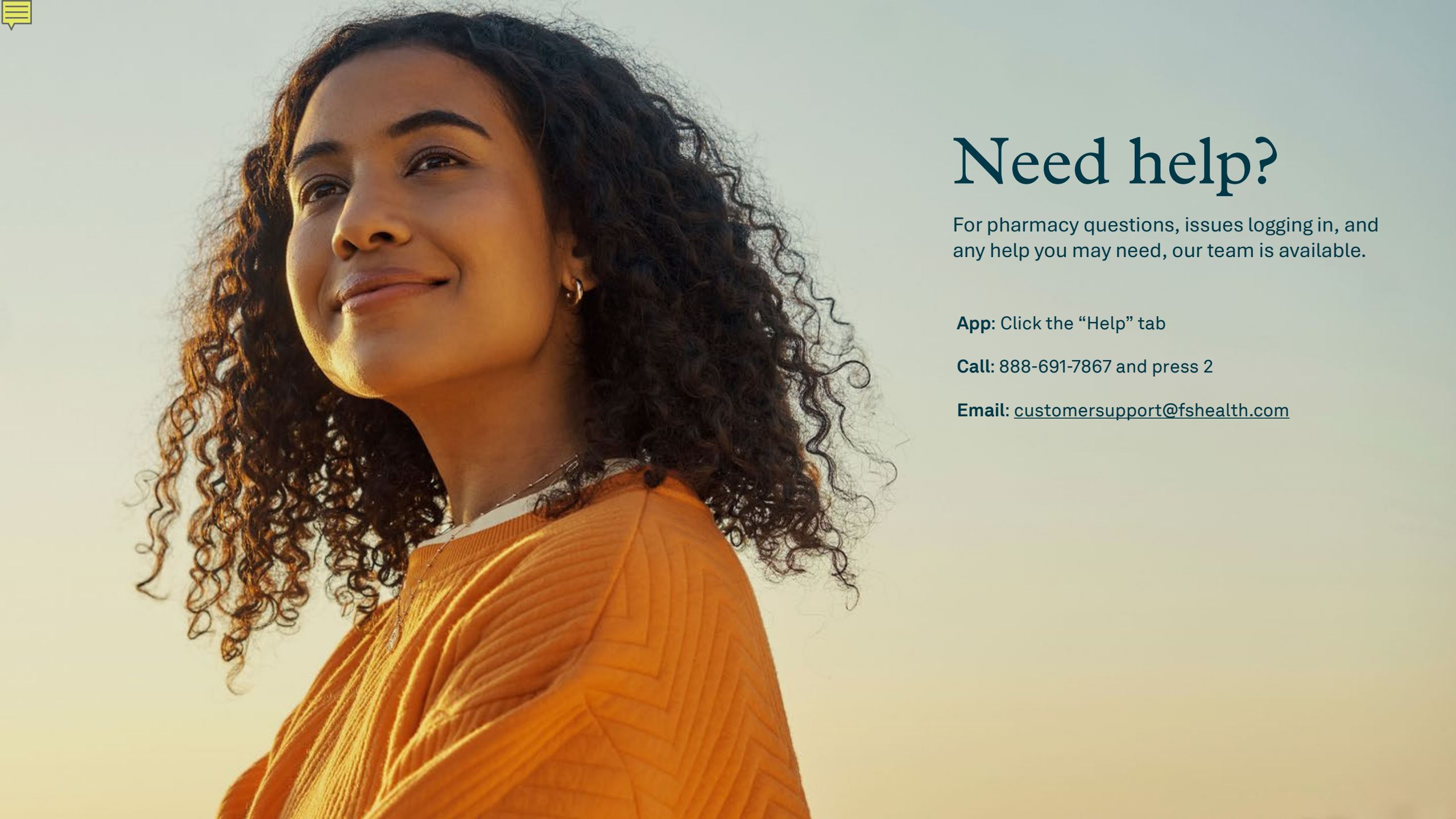
Getting Scheduled

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



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: customersupport@fshealth.com

thank you

firststophealth.com

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follow us!

First Stop Health

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