

Frequently Asked Questions for PlushCare

Quality Primary Care. Anytime, Anywhere.

Visit virtually with a board-certified primary care doctor when it's convenient for you.



**Doctors from Top 50
U.S. Medical Schools**



**24/7 Care Team
Support**



**Convenient App
for Virtual Visits**



**Same Day
Appointments**

What is PlushCare?

PlushCare offers virtual primary care services in all 50 states, giving you access to same-day visits with best-in-class doctors from your phone or computer. More than just urgent care, you'll get a dedicated doctor who can treat a wide range of chronic conditions while giving you the full primary care experience, including providing prescriptions, lab orders, and specialist referrals. You'll also get a Care Team of nurses and Care Coordinators to support you between your doctor visits. Virtual primary care visits and other PlushCare services are covered under the Fixed Indemnity Medical Plan.

How much does a virtual primary care visit with a PlushCare doctor cost?

Virtual primary care visits and other PlushCare services are covered under the Fixed Indemnity Medical plan at no additional cost (up to the \$4,500 annual outpatient maximum).

What kind of medical care does PlushCare provide?

PlushCare's board-certified doctors can care for a majority of the same conditions as an in-person primary care provider. Here are just a few of the common reasons people use PlushCare:

- Urgent issues like migraines, sinus infections, bronchitis, allergies, cold & flu, strep/sore throat, UTIs, yeast infections, rashes, and pink eye
- Everyday and chronic care needs like high blood pressure, high cholesterol, diabetes, thyroid issues, asthma, back pain, birth control, and PrEP
- Behavioral health conditions like anxiety, depression, and insomnia

Do PlushCare doctors prescribe medications?

Yes! When medically appropriate, PlushCare doctors can prescribe nearly all medications that are not controlled substances.

Can a PlushCare doctor be my primary care provider (PCP)?

Yes! Patients may select a PlushCare doctor as their PCP.

What happens if I need a prescription or lab work?

PlushCare is connected with all major retail pharmacies and most independent pharmacies nationwide, so you can have your covered prescriptions filled at the pharmacy of your choice, even if you're traveling. Covered lab work can be completed at any Quest or LabCorp location in the US.

Who should I contact if I have questions or encounter an issue?

You can reach the PlushCare Care Team through in-app messaging, by sending an email to info@plushcare.com, or by calling PlushCare at 1-800-221-5140.

Does PlushCare have to replace my existing primary care physician?

No. Your PlushCare virtual primary care doctor and other PlushCare services can be utilized alongside services your existing primary care physician provides. However, your PlushCare virtual primary care doctor can replace your existing primary care physician if you so choose.

Can my existing primary care physician get a record of my PlushCare visit?

Yes! With your consent, an electronic copy of your PlushCare virtual primary care visit may be sent to your existing primary care provider.

How It Works:

1.

Activate Your PlushCare Account

Go to www.plushcare.com/esc to set up your PlushCare account and verify your member ID.

2.

Choose Your Physician

Choose a doctor who's right for you. Browse profiles to learn more about their background and read real patient reviews.

3.

Schedule Your First Appointment

Pick a time that works best for you and schedule your first visit with your new PlushCare doctor.

Connect With A Doctor Today. www.plushcare.com/esc | 1-800-221-5140

The Fixed Indemnity Medical Plan is underwritten by BCS Insurance Company, Oakbrook Terrace, IL. This is not a complete description of benefits. Plan limitations and provisions apply. See your SPD for plan details.