

edenhealth +  SISC

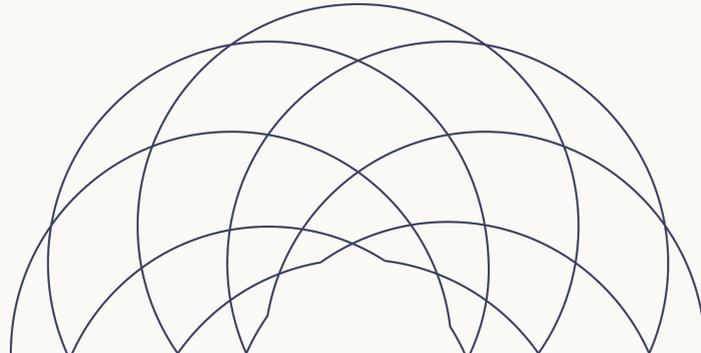
Welcome Webinar

April 11, 2023

Holly Olson
Senior Account Manager, Eden Health



Let's ask the crowd...



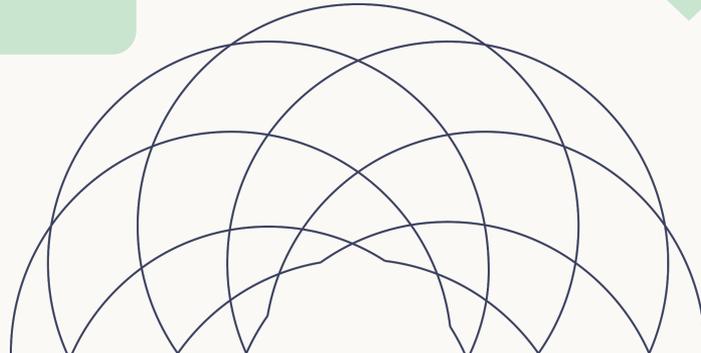
How would you describe your relationship with your PCP?

“I haven’t seen my PCP in over a year.”

“I have a PCP but don’t love them, sometimes it feels very impersonal.”

“They are difficult to contact or too long of a wait time for a very short appointment.”

“I have a great relationship with my PCP and reach out for all my health needs.”



Agenda

Eden Health Overview

A Deep Dive into our Services

Member Experience

FAQs

Create your Account

Q&A

What is Eden Health?

All the Care You Need, All in One Place.



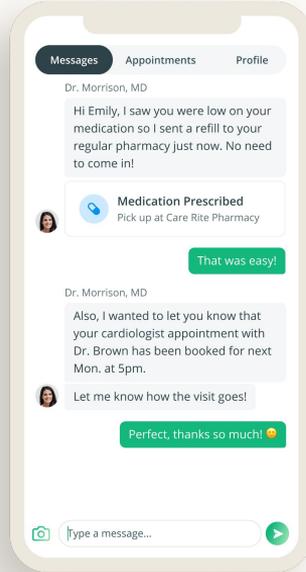
24/7 Virtual Primary Care

Schedule a video visit or chat live with your Care Team using the app



Prescription Refills

Get refills sent to a local pharmacy anytime you run out



Care Coordination

Get support on follow-up care questions, medical records release, and more



In-Network Referrals

Specialty care and imaging referrals within your plan network



Mental Health Support

Virtual visits, coaching, and coordination when you need to talk

A Dedicated Care Team for You and Your Eligible Dependents



PRIMARY CARE PROVIDER

HEALTHCARE
CLINICIANS

MENTAL HEALTH
CLINICIANS

HEALTHCARE
NAVIGATORS



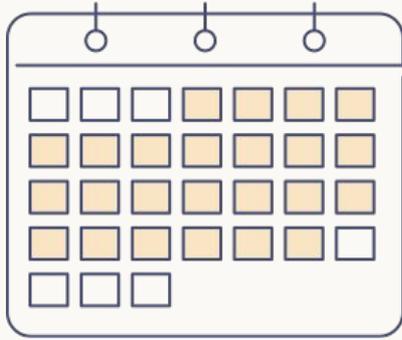
Coordinated Care Outside Of Eden Health with:

SPECIALISTS

EXISTING
PROVIDERS

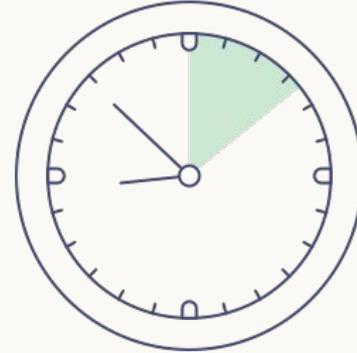
SISC
ADDED VALUE
PROGRAMS

Care That's There For You, 24/7



Without Eden Health

Average time to see a physician is 24 days



With Eden Health

Average response time for Care Team is 15 minutes

A Deep Dive Into Our Services:

Primary Care
Mental Health Support
Care Coordination

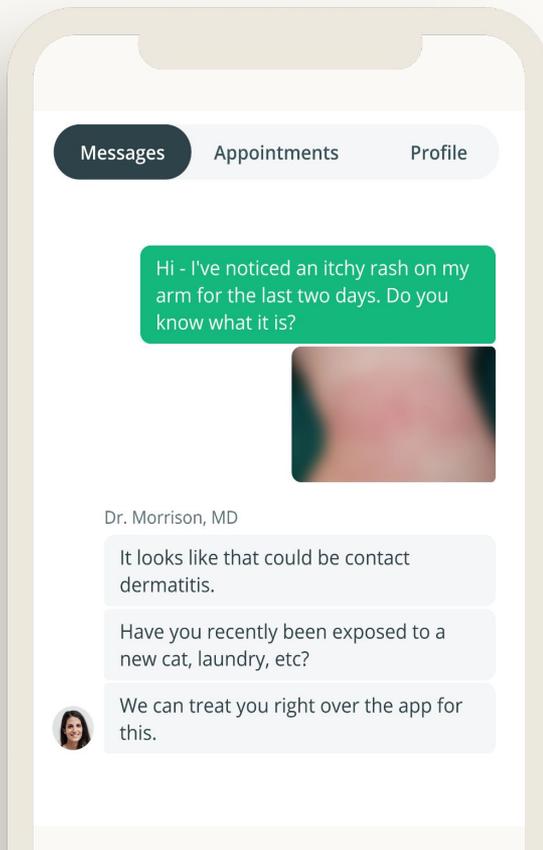
PRIMARY CARE

Access Medical Experts in the Palm of Your Hand.

Message your Care Team day or night, and we'll respond within minutes — **no cost to you.**

Our **primary care services** include:

- Acute Care
- Chronic Care
- Preventative Care
- Specialist Referrals
- Referrals to other SISC programs



 Dedicated Care Team

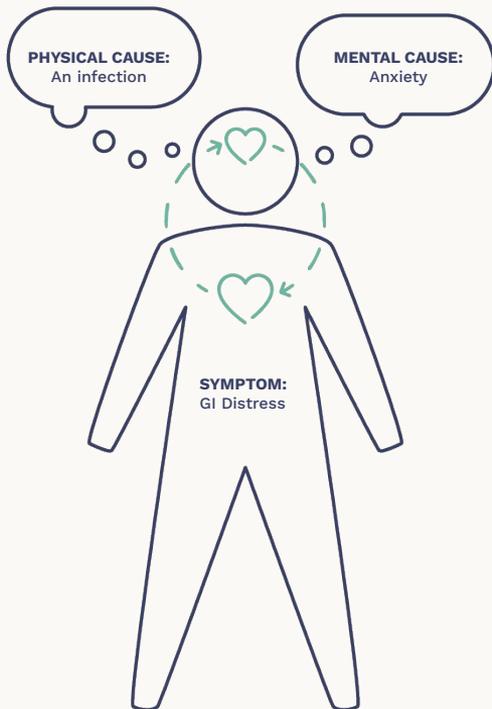
 24/7 Access to Clinicians

 Quick Response Time

 No Cost Virtual Primary Care

Comprehensive Primary Care

Let Eden's Collaborative Care Team look after you and your family's **total** health — mind and body.



Our **Primary Care services** include:

- ✓ Allergy, Asthma, Cold, Flu
- ✓ Stress, Anxiety, Depression
- ✓ Nutrition & Weight Management
- ✓ Diabetes, High Blood Pressure, & Cholesterol
- ✓ Annual Wellness Exams
- ✓ Prescription Management & Refills
- ✓ Sexual & Reproductive Health
- ✓ Specialist Referrals

We Can Address Questions Such As...

- “Should I be worried about this rash?”
- “I’m having bad stomach pain, what should I do?”
- “I cut my hand while cooking, do I need stitches?”
- “Do I have the flu or COVID?”
- “My allergies are acting up, any suggestions?”
- “Can I get a refill for my inhaler?”
- “I haven’t been sleeping well lately. Can you help me?”
- “Can I book my annual wellness checkup?”
- “When should I start getting screened for colorectal cancer?”

No Matter Where You Are, What Time It is, Or What's On Your Mind.

Our mental health team can help you with the following:

- Depression
- Stress Management
- Grief Counseling
- Anxiety
- Alcohol & Substance Addiction
- Self-esteem
- Chronic Pain
- Life Transitions
- And More



Mental health therapy



Medication management, through our PCPs with psychiatric consultant



Coordination with EAP resources, if available



Aligning treatment and referrals with insurance coverage

We Can Address Questions Such As...

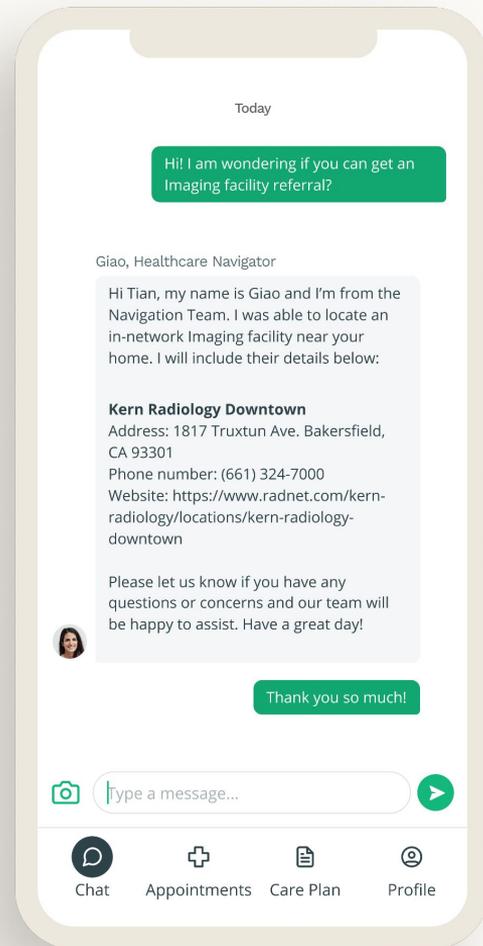
- “Can we talk about my Zoloft dosage?”
- “I haven’t been feeling myself lately, can we talk?”
- “I had a loss in the family. Do you have any resources for grieving?”
- “I’m looking for a therapist. Can you help me?”
- “I’ve been overwhelmed at work recently. Do you have any stress management tips?”
- “I’m having return to office anxiety. Is this normal?”
- “I’m having trouble powering down at night, what do you recommend?”

CARE COORDINATION

Help With Your Specialty Care and Care Coordination Needs.

Our Healthcare Navigators work with our clinicians to support you through your healthcare journey. Helping you focus on what matters most: YOUR HEALTH!

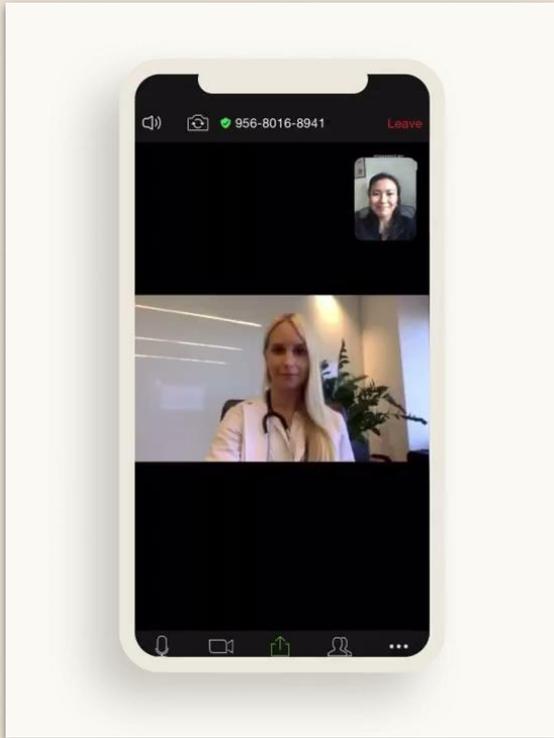
- Speciality care and imaging referrals within your plan network
- Medical records release
- Eden appointment scheduling
- Patient support for Eden-provided services



We Can Address Questions Such As...

- “I need to get some lab work done, can you help me find an in-network facility?”
- “I need to reschedule my appointment with my Eden PCP, can you help with this?”
- “I want to transfer my medical records, how do I upload them through the app?”
- “How can I view my Care Plan in the Eden app?”
- “Where can I go to view all of my SISC added value programs in one place?”

Member Experience

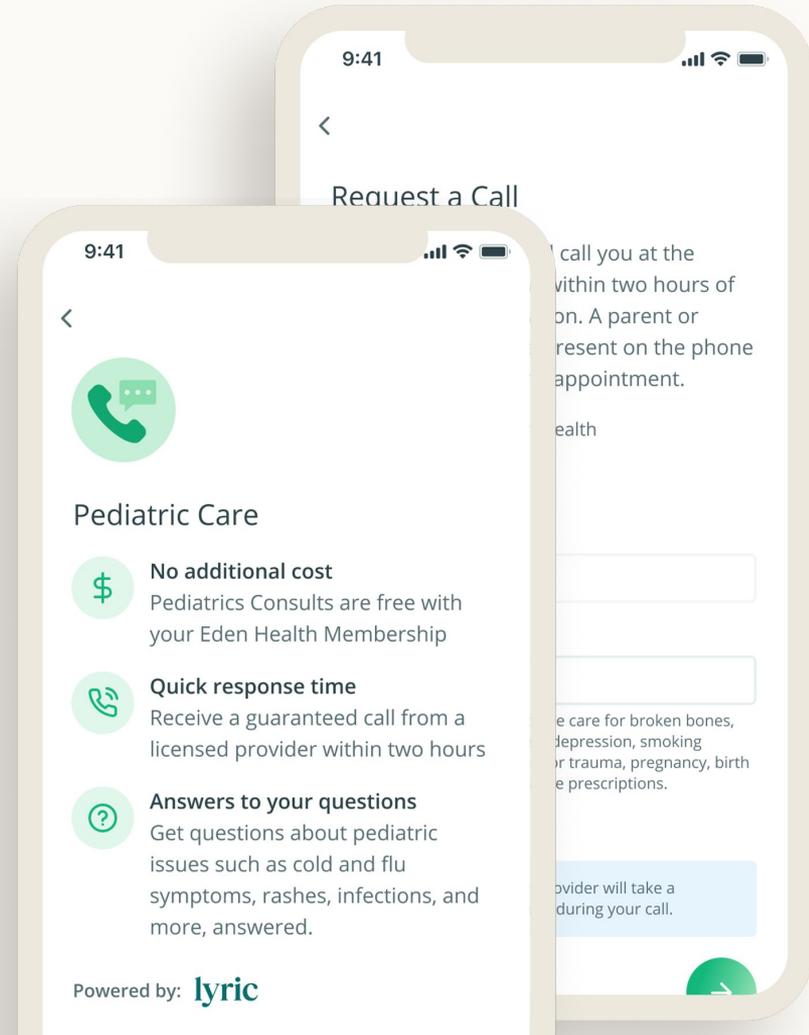


Virtual Urgent Care Pediatric Consults

Have a child between the ages of 2 and 17 with an urgent medical issue? Eden Health is here to support the needs of your enrolled dependents through our Virtual Urgent Care Pediatric services **powered by Lyric.**

Virtual Urgent Care Pediatric consultations provide quick and easy care to common pediatric health questions 24/7, free of charge:

- Cold/Flu
- Sinus infection
- Headaches
- Bronchitis
- Ear Infections
- Fever
- Pink Eye
- Yeast infections
- Stomach viruses
- Rashes
- Stomach ache
- UTI



Actual Patient Story



I'm so happy I could cry!! This is the first time in my life I feel like I'm getting the help I need. You've brought a human experience to healthcare!

- Real Eden Patient

FAQs

What does Eden Health cost to each employee?*

Full access to your Eden Health Care Team is available at no cost.

What if I have technical issues?

Contact support@edenhealth.com

How secure is my health information?

All protected health information is encrypted while at rest using current industry standard encryption. As a healthcare practice, Eden Health is a covered entity under The Health Insurance Portability and Accountability Act of 1996 (“HIPAA”).

Does Eden Health take my insurance?

SISC is providing Eden Health memberships to eligible SISC members at no cost. If you need care from an outside provider, Eden will work with you to find referrals to labs and specialists that are in-network with your specific plan.

Who is eligible for Eden Health?

Eden Health is available to members 18+ enrolled on an active or <65 SISC Anthem or Blue Shield PPO Plan at no cost. HSA members are not eligible for this benefit.

Does Eden Health report anything to my employer?

No personal health information is shared with your employer without your consent, ever. It's all confidential.

Onsite Support



If you are interested in having Eden visit your district for a registration event, please contact your SISC District Account Manager for more information.

- Eden Health

How to Register for Your Account

Download the Eden Health App

Search “Eden Health” in the App Store or Google Play

Or

Scan the appropriate QR code below:



Validate Membership



Who is paying for Eden?

My Employer
My company is sponsoring my membership.
I will use my work email to verify.

My Insurance
My Insurance benefits cover my membership.
ALLIED

OR

[I have an Access Code](#)

Not sure which plan you are? Contact support@edenhealth.com

We'll find and match your account to get you started

Legal First Name Legal Last Name

Date of Birth If you don't have a company email use whatever email you have on file with your employer.

Month

Work Email

Zip Code

[Find My Account](#)

Build your patient profile

Legal First Name Legal Last Name

Preferred Name (optional)

Pronouns (optional)

Date of Birth Day Year

Sex

You can always send us a message to let us know how we should address you—we want to get it right.

[Next](#)

Accept terms and policies

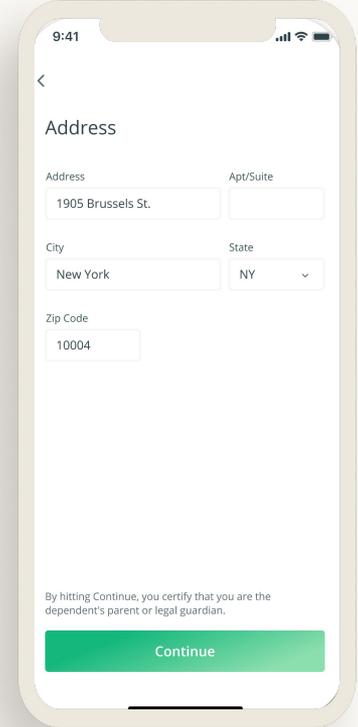
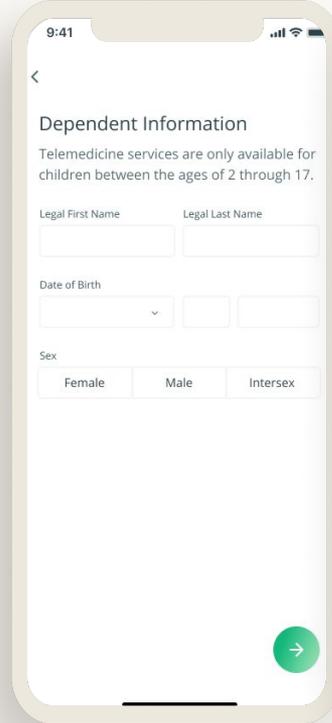
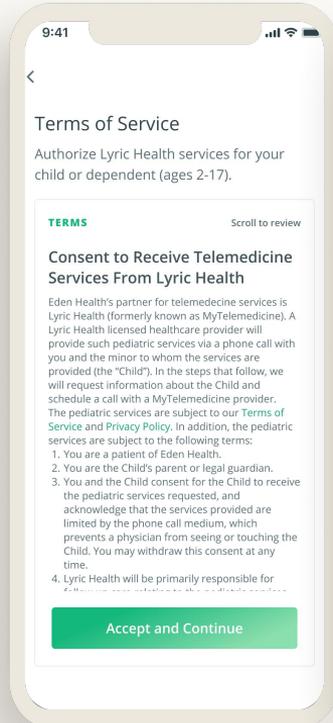
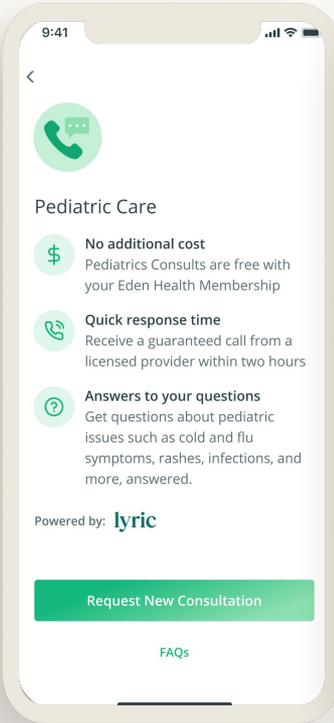
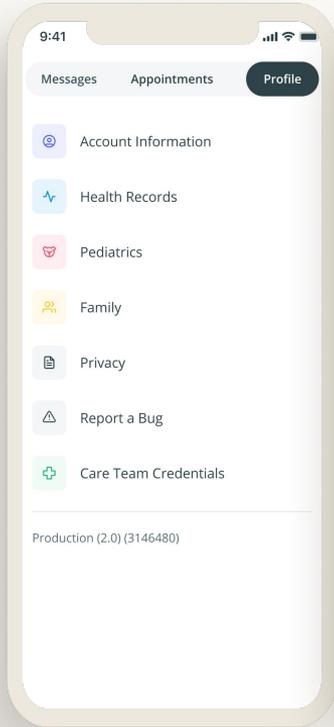
1 OF 3 **Terms of Service** ACCEPTED ✓

2 OF 3 **HIPAA Policy** ACCEPTED ✓

3 OF 3 **Privacy Policy** ACCEPTED ✓

[Finish Set Up](#)

Booking a Pediatric Appointment



Questions?



edenhealth