

Why First Stop Health?

First Stop Health is a virtual care company. We provide three services: Virtual Urgent Care, Virtual Mental Health, and Virtual Primary Care where patients can get access via app, website, or our (888) phone number. Our mission is to help people have reliable, affordable health care experiences by becoming a trusted **first stop** in every patient's health journey. We have an unrelenting focus on clinical quality, personalized patient experience with Care That People Love™. We believe the patient comes first always, and it is with that ethos that we build, hire, manage, learn, and grow as a valued benefits partner.

How Can We Help?

First Stop Health's goal is to transform how Town & Country Supermarkets experiences healthcare. We aim to help make your members healthier and reduce your healthcare costs. The best way to do that is to ensure your people use the solution, see our industry experience below.

Retail Industry Experience

171k+
members

61
clients

41%
Average Utilization

85+
Net Promotor Score

Differentiators:



1) **Our model is designed to be highly utilized.** We excel at helping those hard-to-reach populations, like retail, manufacturing & transportation industries, because they are typically considered 'deskless' employees, paid hourly, work long and off hours, and are typically the people who overuse ER/UCs. We specifically pay attention to and report out on not just HIGH utilization, but the right TYPE of utilization.

2) **We remove the two biggest barriers to care: cost & access.** Clients elect FSH because of what happens between the doctor and the patient once they've engaged with us. Virtual care, delivered at NO COST to patients, focuses on SPEED to access and CARE QUALITY. We run outside of carriers and hospital systems, which allows us to own and operate our own doctors network. This ensures quality, consistency, and holistic care with the patient's best interest at heart.

3) **We guarantee the value with performance guarantees in every contract.** Because our solutions are so highly utilized, truly a first stop for patients, many employers effectively build a virtual first plan with better triage for reduced ER visits, better rates of prevention, and improved management of chronic disease. Savings to the plan and member along with a delightful experience each time.

Town & Country Supermarkets Solution:

- **Urgent Care:** Access to a doctor 24/7 for non-emergency, episodic health issues that could range from allergies, earaches, pinkeye, or skin rashes. Members have access to high quality doctors in a network that is owned and managed by FSH. On average, members connect to doctors in <6 minutes via app, website or phone (video consultations are optional).
- **Preventive Care:** Encompasses routine check-ups and lab or screening referrals to track overall health. Primary Care incorporates early prevention for chronic diseases through regular tests, screenings and whole-person health guidance.
- **Chronic Disease Management:** Allows doctors to assist members with a variety of chronic diseases. Through motivational interviewing and more frequent (no limit on the number of visits), longer visits with a doctor, members can get hands-on based support for better disease management.
- **Mental Health Support and Counseling:** Doctors diagnose, treat & connect to master level mental health counselors. Patients have access in less than 3 days to treat anxiety, depression, grief and loss, marital & family issues, workplace issues and alcohol & drug dependencies with no limit on the number of visits.

Cost: \$11 Per Employee Per Month (Virtual Primary Care+ Urgent Care+ Mental Health)

Price and Guarantee:

- **30% Utilization Guarantee-** For every 1% below, we refund/credit 1.5% of annual spend.