



COUPE HEALTH

## Clinical Programs

Coupe Health is fully integrated with multiple partners to create a unique and superior experience for its members. The following is a high level overview of these partners and the clinical care solutions available.

# Virtual Care



Doctor On Demand provides access to board certified doctors, psychiatrists or licensed psychologists via video conferencing for a small fee or at no cost for some plans. You can connect via video from anywhere your home, work or even on vacation. Use the Doctor On Demand app or website to talk to a doctor when it's convenient for you.

## Personalized care for you mind and body.

Doctor on Demand allows you to be treated for a wide range of issues including:

Urgent Care

Mental  
Health

Preventative  
Health

Chronic  
Care

Skin Care

See a Doctor Now

# Diabetes & Cardiovascular Disease Management



As a Coupe Health member, you have access to Livongo for diabetes and hypertension. It is a health benefit at no cost to you to help make it easier to live with diabetes and high blood pressure. Livongo is available to you, your spouse, or your dependent(s) enrolled in the Coupe Health plan who have been diagnosed with diabetes and/or hypertension. Participants will receive a free glucose and blood pressure monitor, unlimited test strips, and coaching support.



[Join Now](#)

# Mental Health



Learn to Live is a confidential online Cognitive Behavioral Therapy program. This form of therapy focuses on problem solving and changing behaviors. You can take online programs for the following conditions: Depression, Social Anxiety, Stress, Substance Use, Anxiety, Worry and Insomnia. The programs help you identify the problem(s), understand how your mind works, then learn and practice ways to deal with the problem(s).

Learn to Live offers customized online programs based on the proven principles of Cognitive Behavioral Therapy (CBT). The programs are confidential, accessible anywhere, and based on years of research showing online CBT programs to be as effective as face-to-face therapy



[Get Started](#)

# Personal Health Assistant



Your Personal Health Assistant is here to help you navigate through your healthcare journey. The MyPHA program is a free, confidential service that is included in your Coupe Health plan benefits.

## MyPHA will reach out based on:

- New diagnosis from your doctor
- New medication filled
- Precertification for a procedure
- Determination of benefits request
- Other medical updates

## MyPHA coaching services:

- Education regarding health concerns
- Options for future care
- Nutritional guidance
- Disease prevention / management
- Support throughout your health journey

Contact your Health Valet to get started.

📞 1-833-749-1969

✉ HealthValet@coupehealth.com

# Expert 2nd Opinion Services



2nd.MD

2nd.MD provides expert medical opinions via video or phone consultations with leading medical specialists. Members must receive a diagnosis and/or treatment plan from a licensed medical practitioner or remain undiagnosed after multiple visits to specialists. The 2nd.MD care team assists the member in selecting a specialist, providing medical records to the specialist for review, and scheduling the specialist consultation.

To access 2nd.MD services, you need a referral from your Personal Health Assistant (PHA). To get started, contact your Coupe Health Valet.

 1-833-749-1969

 HealthValet@coupehealth.com

# Fertility, Pregnancy, and Parenting

oviahealth™

---



Ovia Health's mobile apps Ovia Fertility, Ovia Pregnancy, and Ovia Parenting as daily companions as members navigate their health and parenting journey. While the apps are available for free on the App Store and Google Play, linking the app to a member's Coupe Health benefit unlocks all of Ovia's features, including unlimited 1-on-1 coaching and related benefits navigation.

Start Your Journey

# Digital MSK Care



Hinge Health offers a comprehensive virtual physical therapy program in the palm of your hand. Hinge is comprised of a team of licensed doctors of physical therapy who create custom programs to guide preventative exercises and physical recovery from the convenience of your own home. In addition to physical therapy, Hinge has board-certified health coaches trained in behavior change to provide support and motivation to keep you on track.

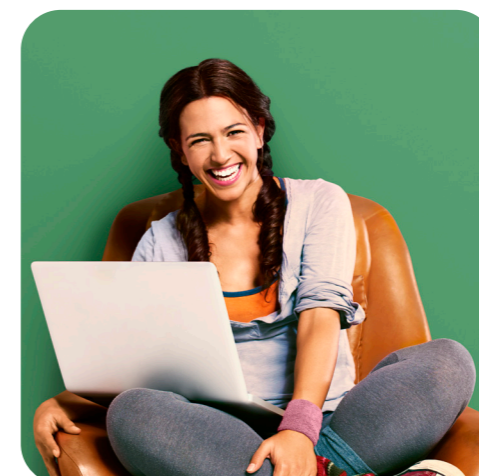
Programs built on science.  
Care **handled with heart.**

Whether your pain is intense or moderate, persistent or comes and goes, get care you can count on.



A care plan designed for you.

Low-impact exercises prescribed just for you, right in the Hinge Health app.



An expert team in your corner.

1-on-1 support from your personal health coach or physical therapist, helping you meet your goals.



Exercise that works with your busy life.

Do your sessions anytime, at home or anywhere you're comfortable - all right from your phone.

[Reduce Your Pain Now](#)



# Weight Management and Healthy Eating



Wondr Health is an online skill-building program that teaches you not what to eat, but when and how to eat to lose weight and keep it off. The program focuses on behavior change, taking care of your Vital Needs, and how to start adding physical activity into your life. No more foods to buy, points to count, or guidelines on what you can and cannot eat.

## The **3 stages** of Wondr:

### 1. WondrSkills™

Learn simple, repeatable skills through weekly master classes.

### 2. WondrUp™

Reinforce and practice WondrSkills through weekly personalized, curriculum.

### 3. WondrLast™

Build momentum towards your healthiest self in the maintenance phase of the program.

Make Changes Now

# Employee Assistance Program



With Carelon, members can find support for a variety of challenges. Meet with one of the Carelon counselors to get assistance balancing all of life's hard moments. You are matched with an expert based on your unique situation. You'll get personalized guidance and helpful advice you can use right away to navigate life events and reach personal goals.

The Carelon staff will listen to your concerns and help you or your family members find resources to manage:

Marriage and relationships

Financial matters

Mental health

Substance abuse

Stress

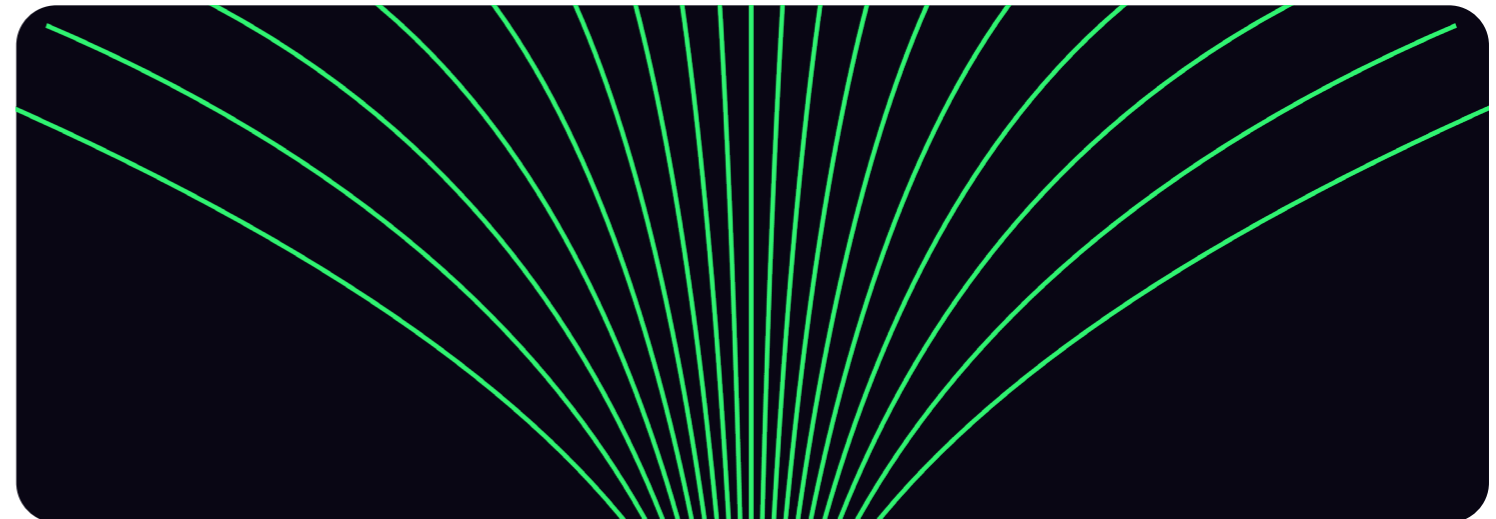
Grief

Family problems

Work-related issues

Legal referrals

Childcare and elder care



[Get Started](#)

# Member Portal with Health and Wellbeing Integrated



Virgin Pulse provides a unique and robust member experience through a custom portal built specifically for Coupe Health. The member portal serves as a one stop shop for all health and wellbeing benefits and Coupe Health related resources. Members have access to complimentary digital and live-coaching through the app as well.

The member portal is where you will go for the following.

- + Find a provider and compare your costs
- + Find a pharmacy and drug prices
- + Member ID card
- + Connect with your personal Health Valet
- + Monthly statements
- + Health and wellbeing program

Login to the Member Portal

# Find a **happier** way to healthcare.

For more information on each of these programs visit the Coupe Health member portal or contact your Health Valet.

1-833-749-1969

healthvalet@coupehealth.com

[CoupeHealth.com](https://CoupeHealth.com)

[CoupeHealth.com](https://CoupeHealth.com)

