



## Welcome to Primary360

*A personalized primary care experience*

### With Primary360, you're not just another patient

Your primary care provider and dedicated Care team through Primary360 really get to know you because they believe that providing great care starts with building strong relationships.

### What to expect

During your first visit, you and your care provider will discuss your personal and family medical history, risk factors, medications and health challenges. Then, together, you'll define your health goals and identify the tools for success. After your visit, you'll receive a personalized care plan that will always be accessible through your Teladoc account.

### Before your visit

- Prior to your first visit, you'll receive a blood pressure monitor once your visit has been scheduled.
  - Be sure to unpack the blood pressure monitor and familiarize yourself with it a day or two in advance of your visit.
  - Using your monitor, take and record your blood pressure. Your Care Team will ask for your reading.
- If you'd like to share your existing medical records, upload them to your Teladoc account.

Reach out to your Care team through the Teladoc app for assistance.

### After your visit

Your primary care provider may order lab work, imaging studies, referrals or vaccinations. If needed, your Care team will assist you in connecting to an in-network lab or facility of your choice. Next, results will be reviewed with you by your primary care provider, incorporated in your Care Plan and uploaded to your Teladoc account.



### We're here for you

- Schedule visits with your primary care provider at your convenience for routine checkups or ongoing wellness needs.
- Get care in minutes, 24/7, for non-emergency conditions.

## Get care anywhere

With Primary360, it's easier than ever to get the care and support you need—from wherever you are.

- Connect with your Care Team at any time through the Teladoc app or call **1.855.617.2082**.\*
- Video or phone visits are available with your primary care provider Monday-Friday 7 AM-6 PM and Saturday 8 AM-12 PM local time.
- If you need care right away, request a Teladoc General Medical visit to talk to one of our board-certified doctors.

*\* Expect to receive a response from the Care Team within eight business hours or less.*



### We are Meritain Health®

As Advocates for Healthier Living, we provide easy-to-use health care benefits you can use to live well. We also take steps to help you save on the cost of your care. Contact us at the number on your ID card if you have any questions about your plan.

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