

# Trusted Virtual Care

care.evohealth.com



With Evo, access care when and how you need it. From everyday illnesses and injuries to mental health and wellness needs, Evo's providers are here to support you.



## You can use telemedicine for:

|                                     |                                                                                                                                                                                                                                                                                                 |
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| Everyday & Urgent Care              | From everyday illnesses and injuries to wellness needs, telemedicine through Evo is available 24/7/365 from anywhere in the US.<br>Cold/flu, pink eye, UTIs, bug bites/rash, medication refills, skin conditions, general health questions, and more.<br>Quick care, phone, or video visit: \$0 |
| Talk Therapy                        | Connect with licensed therapists. From the Evo platform you can review provider bios, schedule on your time, and build an ongoing relationship via phone or video.<br>Phone or video visit: \$0<br>*no-show visit fees apply                                                                    |
| Mental Health Medication Management | On-demand refills for established prescriptions, dose adjustments and ongoing support.<br>Quick care, phone, or video visit: \$0                                                                                                                                                                |

## To Access Care :

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| Visit <a href="https://care.evohealth.com">care.evohealth.com</a> | <ul style="list-style-type: none"><li>• Click 'login', then 'Sign up'</li><li>• When you sign up for your patient account, be sure to use the email and demographic information that you provided to Personnel – if the information doesn't match, Evo won't identify you as eligible under the Stewart's plan. Contact Personnel (518) 581-1201 x3340 if you have any trouble signing up for your account.</li><li>• Once you've set your password, your account set up is complete so you can request care for yourself and your eligible dependents under age 18.</li><li>• To add adult dependents (legal spouse and children aged 18-26), invite them by sharing a link from your Evo portal. Adult dependents will receive an email invitation with a link to create their own patient account to access care.</li></ul> |
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## FAQs :

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| What are the benefits of using telemedicine?                                                             | You do not pay a copay or deductible when you use telemedicine. Whether you have other health coverage or not, telemedicine can save you time and money.                                                                                                                                                                                                                               |
| What if I'm prescribed a medication or referred for labs or other testing?                               | If you are prescribed medication or referred for in-person services, you will be responsible for the cost of the prescription or in-person service. If you have insurance, prescriptions or in-person services will run through your insurance as normal, charging you a deductible and/or copay. If you do not have insurance, you would pay out-of-pocket for any in-person service. |
| I'm trying to set up my Personal Account through Evo, but the system doesn't recognize me. What do I do? | Your eligibility is linked to the information you've shared with Personnel. If you aren't recognized as an eligible member, contact Personnel to verify and/or make changes to your email or other personal information.                                                                                                                                                               |
| Why am I asked to enter payment information if visits are \$0?                                           | Similar to other providers, fees apply if you no-show for a scheduled mental health visit. You will only be charged if you miss or fail to cancel a scheduled visit.                                                                                                                                                                                                                   |
| I don't have access to internet. Can I speak to a provider by phone?                                     | Yes - to access care without internet connection, call 1-844-484-7362 and a Care Coordinator will help you set up a phone consult with a provider.                                                                                                                                                                                                                                     |

Questions? Contact Christina in Personnel: 518-581-1201 x3340 or [ccicardi@stewartssshops.com](mailto:ccicardi@stewartssshops.com)