

# Get primary, urgent, and everyday care online and on your time.

Included Health connects you to high-quality primary care on your phone, tablet, or computer.

## Get online primary care that goes beyond the screen.



See a primary healthcare doctor online in days instead of waiting weeks.



Get urgent care virtually from your phone or computer, 24/7/365.



Get new or existing prescriptions sent to a nearby pharmacy.



Get referrals to in-person specialists and help with annual check-ups from your virtual doctor.

## How do I get started?

1. Download the Included Health app.
2. Activate your account.
3. Book a visit today.

## How much does it cost?

A primary or urgent virtual care visit is \$90 per visit, subject to your deductible and out of pocket. Preventive (annual check up) virtual care visits are covered at 100% and are \$0 to you as the member. If you have a Health Savings Account (HSA), you can use your HSA card to pay for your visit. Or if you have a Health Care Flexible Spending Account (HCFSAs), you can use your HCFSAs account to pay for your visit. If you are enrolled in the Gold or Bronze plan, your HRA will apply. You will receive an electronic bill from Included Health for any portion of the visit that is not covered by your HRA.

For additional information on costs, message Included Health through the app or website, or contact the Care Team at 1-855-429-7115.

Included Health is available to McDonald's employees and their eligible dependents enrolled in a McDonald's medical plan. All McDonald's benefit programs are subject to the terms and conditions of the governing plan documents.



download the app

## Learn more.

[includedhealth.com/mcdonalds](https://includedhealth.com/mcdonalds)  
1-855-429-7115





## FAQs

### Who can use Included Health?

Included Health is available to all eligible employees and their covered dependents enrolled in a medical plan with McDonald's. If you have a dependent on the plan over the age of 18, encourage them to download the app so they can have their own visit. Any dependents under the age of 18 will be under your account, you can schedule visits for them.

### What do you treat?

We treat colds and the flu, allergies, anxiety, chronic conditions like diabetes, and all sorts of health issues. Our board-certified doctors and specialists are available 24/7/365 to provide high-quality virtual care. Our primary care providers (PCP) follow the recommended preventive care guidelines of U.S. Preventive Services Task Force (USPSTF) and provide tailored screenings based on age and gender.

During annual preventive check up visits, our doctors:

- Review your vitals captured via our Primary Care Kit, which is sent to your home address once the appointment is scheduled and includes a blood pressure cuff and thermometer
- Discuss personal and family medical histories
- Review current lifestyle and health choices
- Review immunizations
- Screen for potential illness such as depression or anxiety; screenings may vary depending on age, risk, and gender
- Discuss personal health goals such as weight loss and smoking cessation

Our doctors can order labs and imaging, as well as provide referrals to in-network, in-person care when needed. In the event you need to see an in-person doctor, Included Health's Care Team can provide medical records to the in-person provider and requests post-visit records, as needed, to ensure continuity of care.

### How does a virtual appointment work?

Book an appointment with your doctor right in the app. Then, when the time comes, you'll connect with them face to face from your phone, tablet, or computer.

You'll receive an appointment confirmation as well as a push notification on your phone prior to the visit starting.

### Can I choose my doctor?

Yes, you can search our database of doctors to choose the best one that fits your needs. You can choose based on gender, language, focus areas, and qualifications. You will be able to see availability before making an appointment and establish a relationship all virtually from the comfort of your home!

With Included Health, you can meet with the same doctor every time you have a need. You'll be able to develop a long term relationship with a doctor who knows your history, medical records, connects with you and can provide continuity of care. Included Health doctors also have access to your McDonald's benefit information and can recommend programs as needed so you're making the most of your benefits!

### Why would I see a virtual primary care doctor through Included Health?

Virtual care with Included Health is convenient and high quality. You're able to see a doctor from the comfort of home without having to drive to a doctor's office, pay for parking, and sit in a waiting room.

You can browse doctors who fit your needs and your schedule to not only save time but money as well. The cost of a primary care in person visit (non-preventive) generally ranges from \$150-\$300, while Included Health's Virtual Primary Care visit costs are \$90 and preventive virtual visits are \$0.

### What if I can't make my appointment or miss my appointment?

If you know you can't make your appointment, log in to the app or call our Care Team to reschedule. Similar to an in-person visit, you may be charged a \$30 fee if you make a late cancellation (cancel within 24 hours of scheduled visit) or if you miss/no-show your appointment.

### How do I contact my Included Health doctor after my appointment?

You can message with your doctor through the Included Health app. Your doctor can also send you messages and post documents for any follow-ups through the app.

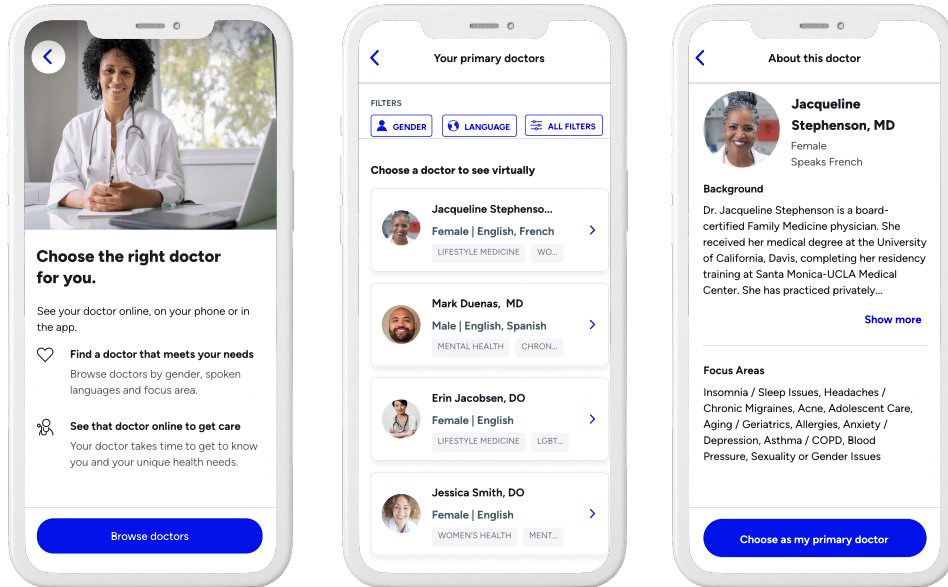
## Get started.

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## For Urgent and Primary Care Visits

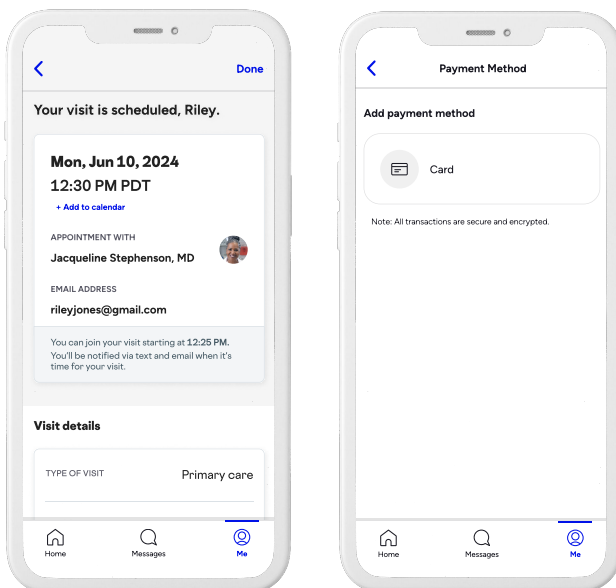


### What should I expect during my appointment?

Just like in-person visits, your doctor discusses your symptoms with you, does a visual exam if necessary, and provides a diagnosis and treatment plan. You can also get your prescriptions refilled or referrals from an Included Health doctor.

### What should I expect after my appointment?

If necessary, your provider may send you to get lab work or imagery. They may write or refill a prescription for pick up at your preferred local pharmacy.



### How do I pay for my visit?

If there is a cost associated with your visit, you will be prompted to enter in your credit card information. If you have a Health Savings Account, you can use your HSA card to pay for your visit. Or if you have a Health Care Flexible Spending Account, you can use your HCFSA account to pay for your visit. If you are enrolled in the Gold or Bronze plan, your HRA will apply. You will receive an electronic bill from Included Health for any portion of the visit that is not covered by your HRA.

### How much does it cost?

A primary virtual care (urgent care) visit is \$90, subject to your deductible and out of pocket. Preventive virtual care (annual check ups) visits are covered at 100% and are \$0 to you.

For additional information on exact costs, log in to your Included Health account and you'll see the cost. Or contact our Care Team for more information: 1-855-429-7115.

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