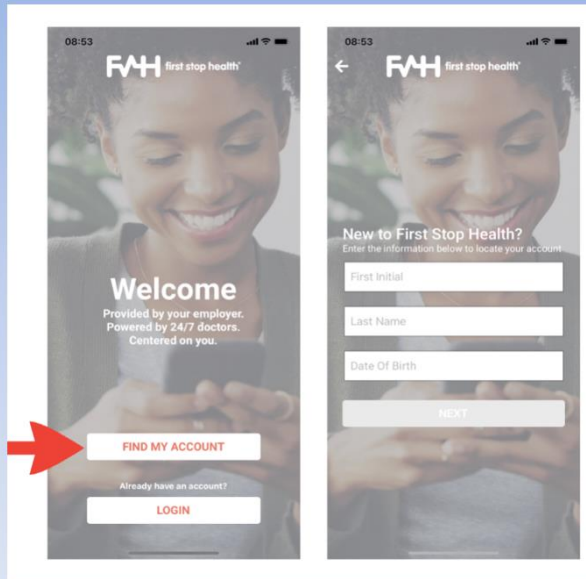


Claim your First Stop Health Account

If you already have enrolled in Medical, you can go ahead and claim your First Stop Health account. If you have dependents over the age of 15 enrolled in your coverage, they will need to set up their own account.



FH first stop health

Claiming your account

Claim on your account at fshealth.com or on our free mobile app!

- If using a desktop, we recommend using Google Chrome
- For tablet or mobile, download the app on the Google Play or App Store.



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Claiming your account

FH first stop health®



Online: Go to fshealth.com and click on "Find My Account" to log-in for the first time. Returning users click "Member Login"



Mobile app: Verify account and claim a login with credentials. Click "Talk to a Doctor" or "Talk to a Counselor" on the app



Call First Stop Health: 1-888-691-7867

Set Up Your Account

Visit the First Stop Health website at fshealth.com, click "Find My Account."

Request A Consultation

Request a consultation anytime you need care and a doctor will contact you, typically within minutes.

Provide Medical History

Your medical history provides doctors with the information they need to make an accurate diagnosis.



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First Stop Health – Care on your time

Care on your time



Scheduled primary care visits start on time.

Takes days (not weeks) to see a doctor with First Stop Health!



Doctors call back in just minutes for urgent care.

FSH first stop health


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Ways to access First Stop Health



Mobile App & fshealth.com

- Request a visit
- Listen to past visits
- View doctor instructions
- Download sick note
- Update information
- Contact FSH for help
- Rate your visit
- Add family members



Just call! (888) 691-7867

Speak to an intake specialist

For urgent issues, doctors call back in minutes

FSH first stop health


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Virtual Primary Care

First Stop Health Virtual Primary Care

Starting 5/1/2023, get personalized, ongoing care from a primary care doctor without leaving the comfort of home! Use First Stop Health Virtual Primary Care for:

- **Urgent Care Issues**
Talk to a doctor in minutes for sinus infection, UTI, cold, flu, rash, headache and more.
- **Prevention & Wellness**
Check in on your current health and make a personalized plan to stay healthy and strong.
- **Mental Healthcare**
Diagnosis and prescriptions for depression, anxiety and more. You have virtual counseling, too.
- **Health Management**
Support managing asthma, diabetes, hypertension, obesity, high cholesterol, smoking, COPD and more.
- **Referrals, Tests and More**
Just like at an in-person visit, our doctors can:
 - Write and send prescriptions to your preferred pharmacy
 - Order labs, tests and screenings
 - Provide sick notes and documentation
 - Refer you to in-network specialists



Care on your time.

- On-demand visits for urgent care issues
- Scheduled visits (that start on time!) for primary care



Free for your family.

- The service is FREE and provided to medically covered employees and their dependents!
- We can treat urgent care issues in those <18. Adults can use FSH for both primary and urgent care.



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First Stop Health Virtual Primary Care

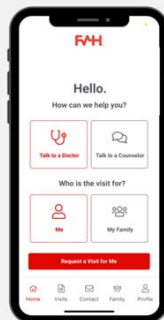


47 y/o Female Patient



Initial Engagement

- Hypertension
- Anxiety & Stress
- No PCP



Scheduled Appt: 2 Days

- Provider Choice
- Nurse Intake
- Medical Record Gathering

Rachelle Hippen, MD
Virtual Primary Care Doctor



35 Minute Visit

- Discussion of Dx
- Review of Rx
- Gaps in Care Identified



Nurse Follow-Up

- Referrals & Instructions
- Equipment
- Patient Education



Adherence Check

- Scheduled for Mammogram
- F/U with Dr. Hippen

Urgent Care

If you need Urgent Care

If your situation is not urgent or if you do not need a face-to-face visit, use First Stop Health! Open 24 hours a day / 7 days a week at [1-888-691-7867](tel:1-888-691-7867).

When Accessing Urgent Care Services During HealthComp Hours of Operation (M-F 7:00am – 8:00pm CST)

- Step 1: Verify if Urgent Care Facility is in-network (see [MultiPlan/PHCS](#) listing).
- Step 2: Provide your insurance information to the facility.
- Step 3: If the physician you see during your visit is in-network then all you will need to pay is the copay at the time of the visit.
- **Step 4: If the physician you see during your visit is not in the network:**
 - Please have the urgent care facility call HealthComp at 800-523-0582 (M-F 7:30am – 4:30pm CST)
 - If the facility is not willing to call HealthComp, please call HealthComp at 800-843-3831 and request assistance with your urgent care visit.

When Accessing Urgent Care Services Outside HealthComp Hours of Operation:

- Step 1: Verify if Urgent Care Facility is in-network (see [MultiPlan/PHCS](#) listing).
- Step 2: Provide your insurance information to the facility.
- Step 3: If the physician you see during your visit is in-network all you will need to pay is the copay.
- **Step 4: If the physician you see during your visit is not in the network:**
 - You may be billed for the physician's visit at the time of service.
 - To request assistance with getting charges reversed, contact HealthComp during normal business hours at 800-843-3831 and they will reach out the provider directly to discuss remedy.
 - If they cannot resolve, you will be able to submit a claim form to get reimbursement for any out of pocket costs you paid at the time of service.



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Life Threatening Situation - Go to the Emergency Room (ER)

If you need emergency care

- In a life-threatening situation (heart attack, stroke, difficulty breathing), get care right away!
- Call HealthComp @ **1.800.843.3831** and they will help you find a PHCS provider or another provider in your area.
- Give the facility your insurance card. If you receive a balance bill or other correspondence from the facility call HealthComp @ **1.800.843.3831**.



Republic Plastics, Ltd.

Mental Health

Short-Term Counseling

Our counseling is solution-focused and most cases consist of 2-3 visits.

24/7 patient intake and crisis support.

- Parenting stress
- Depression
- Relationship issues
- Work stress
- Substance use
- Anxiety
- Grief



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