



PRIMESTIN CARE
**ADVANCED
CARE**

Membership Guide

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Member Guidelines Purpose

The purpose of Primestin Care member guidelines is to better educate our members and to provide better care, it is important to have guidelines in place that are definitive, clear and support our Mission, Vision and Values. The guidelines are intended to define processes and maintain consistency in the care provided to our members.

Mission

At Primestin Care, our mission is to provide access to seamlessly integrated patient-centered healthcare. We are committed to delivering compassionate care that prioritizes the well-being and convenience of our members, ensuring that every interaction is simple, efficient, and tailored to individual needs.

Vision

Our vision is to transform healthcare delivery by being the leader in patient-centered care. We aim to create a healthcare environment where every patient feels valued, every service is coordinated effortlessly, and every member has access to the care they need, when and where they need it.

Values

Compassion: We treat every patient with empathy, understanding, and respect, ensuring that their unique needs and preferences guide our care.

Simplicity: We strive to make healthcare straightforward and hassle-free, ensuring that our members can focus on their health, not the complexity of navigating the system.

Innovation: We embrace the latest technology and practices to enhance the quality and accessibility of our services, continually improving the way we deliver care.

Member eligibility

Membership eligibility is primarily based on:

1. Age:0-64
2. Member resides in the United States

Disclaimer

Primestin Care membership is not insurance. Primestin Care provides a healthcare membership based on the direct primary care (DPC) payment model – an innovative alternative payment model that consists of a flat and affordable membership fee to access providers.



Care coordination

At Primestin Care, your health and well-being are our top priorities. We understand that navigating the healthcare system can be overly complicated and frustrating. We have a dedicated care coordination team to help you navigate your healthcare needs.

Primestin Care Coordinators are responsible for following provider partners' scheduling, billing and referral protocols as they work with them to schedule in-person visits. At no point will they promise or act contrary to those protocols. Care Coordinators will keep members informed of these processes and any associated challenges or delays in scheduling in-person visits.

Our Care coordination team can be reached during business hours. Our business hours are 7:30AM-8:30PM Mountain Time, Monday-Friday. After hours, on weekends and holidays, members will be prompted to leave a voice message, and a Care Coordinator will respond on the next business day.

Virtual care made easy

With Primestin Care, you have seamless access to unlimited virtual care whenever you need it. Through our app, you can easily request to speak with a clinician, and within 30 minutes, you'll be matched with a provider who is ready to assist you. Visit with a clinician from the comfort of your own home, without the hassle of a visit fee or the need to travel.

Members have access to unlimited telehealth visits, 24/7 through their Primestin Care app. The app is available in the iOS App Store and Google Play store.

Mental health resources

At Primestin Care, we understand the importance of mental health for your overall well-being. That's why we've partnered with TalkspaceGo to provide access to a wide range of mental health tools directly in the TalkspaceGo app.

Through TalkspaceGo, you can:

- Access self-guided therapy resources
- Attend live classes anonymously
- Explore tools that help you manage your mental health on your own terms

Virtual therapist visits

We understand that some of our members may need additional mental health support and may need to speak with a licensed therapist. With your virtual care membership, we have secured you preferred pricing for therapy services through Talkspace and our network of mental health professionals.



First steps in Talkspace Go

Couples, parents and individuals, Talkspace Go is here to lend a helping hand. The app is backed by years of science and uses principles of therapy to guide you through common problems at work, relationships, parenting, and more.







How it works

First, you will answer 25 questions to get to the root of your problem. Based on your responses, we'll assign you a self-paced course from our library of counseling programs.

Features included

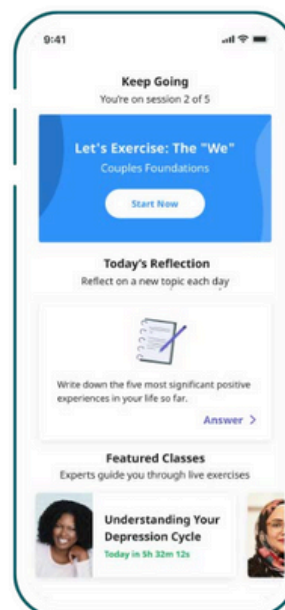
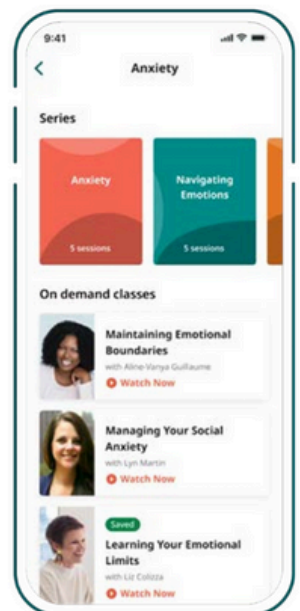
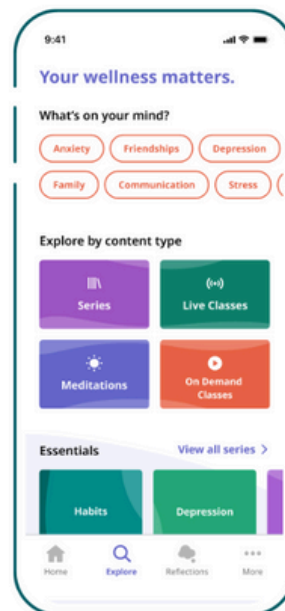
Self-guided programs for individuals, couples, and parents. Build mental well-being through personalized courses, daily journaling, and weekly live classes with therapists.

-  70+ personalized programs, 800+ sessions
-  Assessments, exercises, journaling, reminders
-  Address anxiety, stress, burnout, trust, &
-  more
- 6+ therapist-led live group classes per week



Ready to get started?

- Download Talkspace Go from the Apple App store or Google Play
- Sign up and create an account
- Enter your code found in your welcome email



For members 13+

Visits with a therapist are an additional \$50 per month for a duration of three months for each member accessing the service. If a member wishes to continue therapy after the three months of preferred pricing, the rate increases to \$200 each month the member chooses to use the service.

For the following membership year, the member can utilize the preferred pricing again for 3 months. The fees for these additional services are not automatically charged. Each month the member will be sent the fee to pay for the service and then issued a voucher code to redeem with Talkspace.

Each voucher with Talkspace grants you access to two virtual live therapy sessions a month with a therapist you are matched with. It also grants the member access to send text, audio or video messages to their therapist at any time.

You can find more information about Talkspace visit talkspace.com/primestin#how

You can read Talkspace FAQ at talkspace.com/faq/primestin

To access these resources, members can call our care coordination team at **435-281-2273** to set up payment and be issued your voucher to access therapy through Talkspace.

For members under 13

Mental health therapy for children under the age of 13 often requires support from therapists specialized in treating children. Services for this age group are not guaranteed through membership.

We make every effort to match a child with a therapist licensed in the state the child resides, and these services are not offered through Talkspace. We use a network of licensed therapists that practice independently of Primestin Care.

If Primestin Care is able to secure a therapist for the child under the age of 13, the membership includes two virtual visits a month with the therapist. Each therapist has their own intake and onboarding process. These therapists meet with their clients virtually.

Visits with a therapist for children under the age of 13 is an additional \$50 per month for a duration of three months for each child accessing the service. If a member wishes to continue therapy for the child after the three months of preferred pricing, the rate increases to \$200 each month the member chooses to use the service. For the following membership year, the member can utilize the preferred pricing again for 3 months.

The fees for these additional services are not automatically charged. Each month the member will be sent the fee to pay for the service and then our care coordination team will ensure the visits are secured.



In-person visits

Your advanced membership includes unlimited visits to primary care, urgent care and specialists. Your membership only includes the visit with the provider, it does not include any testing or services the provider performs during the visit. Services or testing the provider/s perform during the visit are the responsibility of the member.

To schedule an appointment with a provider, members must first contact our care coordination team. Expenses related to provider visits that are scheduled without using Primestin Care's care coordination team will be the responsibility of the member. Primestin Care does not allow for "walk in" appointments to its network of partner facilities and clinics, even if the member has previously seen the provider with approval from Primestin Care.

Our care coordination team will make every effort to partner with the members preferred providers and clinics, however, these are not guaranteed to be approved. If we are unable to partner with the members' preferred providers, our team will find an alternative provider for the member to see.

The member is responsible for a visit fee to Primestin Care at the time the appointment is confirmed with their case manager. Primestin Care's case manager will bill this fee to the member via a secure payment link. For a primary care appointment, the member will be charged \$20. For a specialist or urgent care visit, the member will be charged \$50. This fee is nonrefundable.

If a member is approved for a primary care, specialist or urgent care provider, outside of using a provider employed by Primestin or their Primestin care app, the member will pay the visit fee even if the visit is virtual.

Primestin Care reserves the right to ask members to utilize their telemedicine benefits in their Primestin Care app before a member is placed with a specialist or urgent care visit.

In select states, members will be eligible to meet with a provider employed by Primestin Care who consults with a network of specialists virtually. The members' visit fee will be waived for these visits.

Specialist visit types

Common specialists that are approved are OBGYN's, Pediatricians, Dermatologists, Allergists, Ortho, Psychiatrists, Cardiologists, and Endocrinologists. Other specialists not included on this list are subject to approval. Primestin care does not approve visits with functional medicine, naturopathic, holistic, chiropractor doctors or practitioners.

Lab service types

Lab orders ordered by a licensed provider will be approved in lab allowance. Point of care testing such as rapid strep, rapid flu, blood glucose and urinalysis will also be approved in the members lab allowance.



Lab allowance

Each member is allotted a \$250 allowance for lab work each membership plan year. The lab work must be ordered by a licensed medical provider. Members cannot use their \$250 allowance for labs they ordered themselves online. The cost of labs not ordered by a licensed provider will be the member's responsibility to pay.

Members can submit lab order requests [here](#). After submission, our care coordination team will issue a virtual card to the member so they can pay for their labs at the time of service.





Primestin Care

FAQ - Advanced Care Membership| St George, UT

Phone

435-281-2273

Mail

care@primestin.care

Site

www.primestin.care

Address

965 E 700 S, Ste. 205, St. George, UT 84790