

Direct Primary Care (DPC) Bundled Health Plans for Employees

The mission of First Primary Care is to revolutionize healthcare by focusing on your long-term health and removing all barriers that keep you and your doctor from having a one-on-one relationship.

THE CHALLENGE: CURRENT HEALTHCARE

Our current healthcare system is broken. Out of pocket costs even with insurance is sky high. Most suffer with very high deductibles and health plans that offer little coverage. Even with “good” insurance plans, you are likely paying hundreds or even thousands of dollars a month in just premiums. Even with private insurance and the government-subsidized marketplace, most owners and their employees can only afford catastrophic coverage plans that can have deductibles over \$10,000.

Because of these challenges, many in our community struggle with getting adequate preventative primary care services for acute and chronic conditions such as diabetes, hypertension, high cholesterol, etc. Given the high costs and other barriers such as missing work, spending hours in the waiting rooms, etc., people far too often neglect getting preventative primary care, leading to more severe complications and potentially life-threatening situations down the road. Poor healthcare is one of the leading causes of employee absenteeism and tardiness in the workplace.

Having affordable, convenient, preventative primary care will help businesses and employees live healthier, pay less out of pocket, and improve workplace performance.

WHAT IS DPC? HOW CAN IT BENEFIT OWNERS & EMPLOYEES?




Direct Primary Care (DPC) is a membership-based primary care model where an employer pays one low monthly fee for each employee, and each employee gets unrestricted access to their own dedicated board-certified doctor or advanced practitioner. Employees can connect with their primary care team anytime through call, text, or video at no additional fee. This model eliminates co-pays, deductibles, wait times, rushed visits, and confusing bills so nothing gets in the way of the personal, doctor-patient relationship.




With DPC included in your health plan, patients get the diligent attention they need, and care teams can finally deliver unrushed, unrestricted medical care for their patients. Everyone wins.

DPC can help employees navigate the often-confusing healthcare system and can help avoid costly urgent care, unnecessary testing, and emergency room visits. Through virtual visits with your dedicated provider, members can get timely and personalized care in a cost-effective way. The majority of patient needs can be managed through a virtual visit, saving members hours of their time and out-of-pocket expenses.

Finally, Primary Care Designed For Spending Less and Receiving More.

What's Included In Your Membership:

-  **Unlimited Virtual (VPC) Visits**
to get answers from your provider when you need them - via email, text, video call, and phone through our secure Spruce App.
-  **Comprehensive Health Assessment**
including an Rx price review, health questionnaire, baseline comprehensive lab panel, and initial virtual visit.
-  **Management of Chronic Conditions**
including diabetes, hypertension, high cholesterol, sleep apnea, acid reflux disease, allergies, birth control, arthritis, asthma, osteoporosis, anxiety, depression, low back pain, thyroid disease, and other chronic conditions.

-  **Acute Care**
for mild illness and injury consults (excluding Emergency Care) including urinary tract infections and upper respiratory infections.
-  **Preventative Care**
including nutritional and weight loss counseling, insomnia, smoking, and substance use cessation.
-  **Care Coordination and Navigation**
for medical situations that allow for it, DPC can help guide you to preferred providers that may qualify you to receive treatment, imaging, and/or procedures with little to no money out-of-pocket even if you haven't reached your annual deductible.

It's impossible for me to express how great the First Primary Care Team has been. I never thought I would have a team that knows and understands my patient needs so well. It's really their ingenious program that makes it possible to have great care literally at my fingertips. My wife and I have consulted with our doc by text, video conference, and phone. When we need labs or scripts, our results come back quickly and straight to our phones. I don't believe it could be any better.

- Monte Highsmith

FREE Generic Prescription Drug Program

For medications that you take daily, get **FREE** home delivery of quality generic medications if included in your membership. Enjoy the convenience of a 90-day supply of your maintenance medications. Plus free urgent care medications you can pick up at most major pharmacies.

Employee FAQs



How does First Primary Care work with my health plan?

Your FPC membership compliments your health plan and gives you unlimited access to a dedicated care-team that you can contact for any medical issue or concern for \$0 out-of-pocket costs. Once you complete the onboarding process with First Primary Care (FPC), you are assigned a physician-led care team. This dedicated physician and care team are available to help you wherever and whenever you need care. Best of all, if you go through your FPC physician and care team first, generally your deductible can be waived meaning no out-of-pocket costs for you.



Do I have to stop seeing my doctors?

Not at all. But in many cases, First Primary Care is going to be more convenient and more cost-effective. Since you'll have direct access to a physician and care team, they can generally provide you with care and guidance sooner than other doctors. But if you don't want to utilize First Primary Care, that's fine as well. You just need to remember that you'll be subject to co-pays, deductibles, and co-insurance based on your health plan.



What are the advantages of using Direct Primary Care?

Since First Primary Care is integrated into your healthcare plan, most of the care you receive from your dedicated First Primary Care physician and care team will not cost you anything. This allows employees to focus more on getting healthier and spend less time worrying about how much something is going to cost or if they can afford it.

Another advantage is convenience and trust. If you can send a text message or make a phone call, you can connect with the same doctor every time. This one-to-one doctor-patient relationship is key to getting the best care for the least amount out-of-pocket. If you happen to need care outside what First Primary Care can provide, your dedicated physician will guide you and be your trusted medical advisor.



Can I access this benefit after-hours?

Absolutely. That's why it's so important to complete the onboarding process with First Primary Care and be assigned to your dedicated primary care doctor and care team. This includes downloading and installing the Spruce Health app. If you need something after-hours, just send your physician a message. You'll be asked if this is an urgent or not urgent issue. If urgent, your physician will be notified. If not, they usually get in touch with you the next business day.

How to Get Started with First Primary Care

First, scan the code to watch our onboarding video. Then follow these easy steps!

ONE. Complete Your Intake Questionnaire

Check your email for link (may be in junk folder).

TWO. Install Our App

Just follow the online instructions after the health intake questionnaire email to install and get setup with the app. **Do NOT download from the app store.**

THREE. Schedule a 15-Minute Call with Your Care Team

Congrats, you're all set! We look forward to serving you.



Scan and Watch the Video!

