

Walmart Health Virtual Care

Solution overview



190M+

Weekly in-store shoppers

90%

of Americans live within 10 min. of a Walmart

Omni Channel

Service offerings include:
Walmart Health Centers
Walmart Health Virtual Care
Walmart Pharmacy
Walmart Dental

13M

Monthly capacity to immunize Americans

Nearly
4,000

Stores are located in “medically underserved” areas*

80

NPS of Walmart healthcare offerings

*As defined by HRSA

Who we are

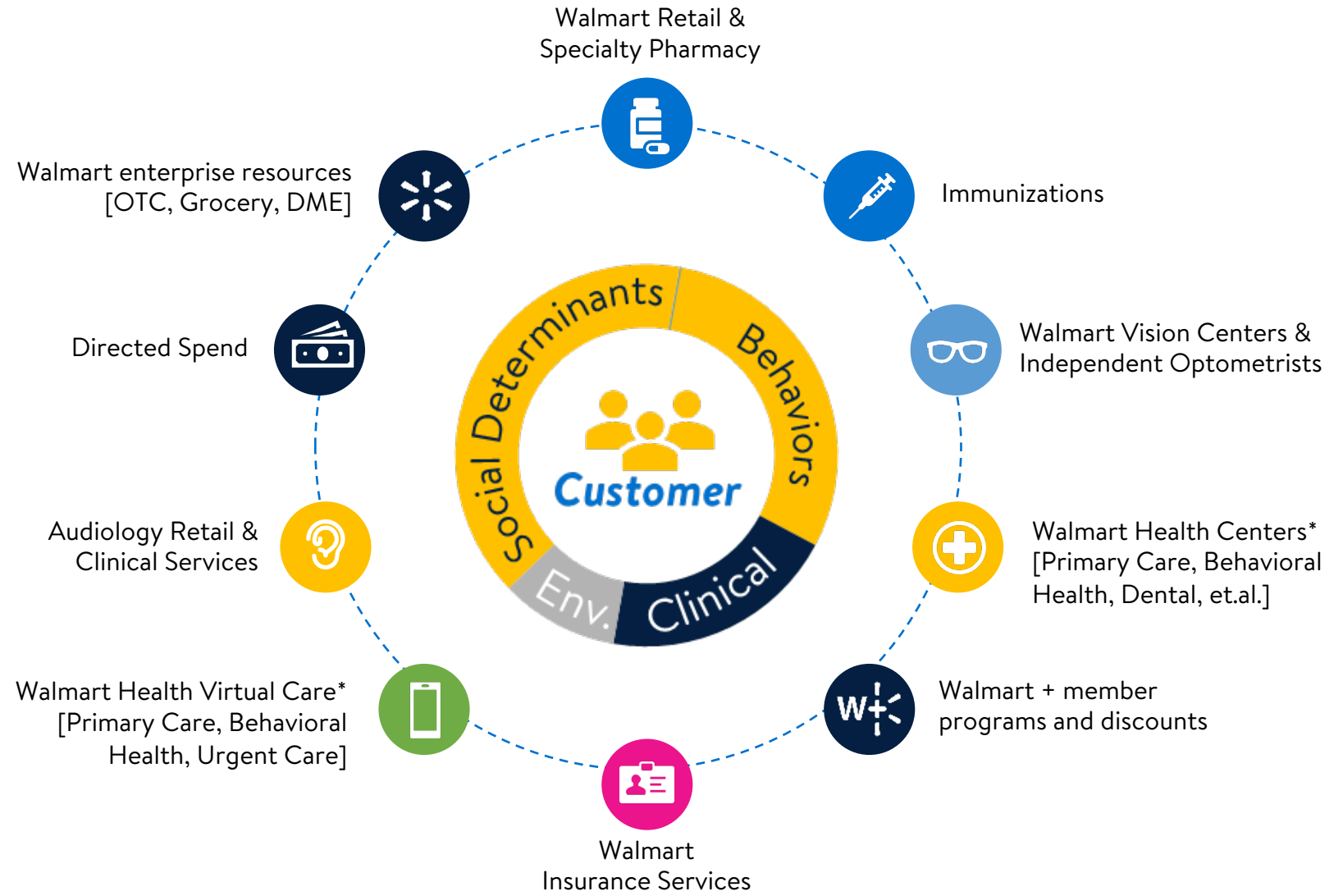
Walmart Health & Wellness’s mission is to provide accessible and affordable, human-centered care to our associates and the communities we serve.

Setting the new standard for omnichannel health delivery nationwide, Walmart and its affiliates⁺ bring accessible, affordable and quality care to American workers – in the manner that makes the most sense for them.

⁺ Medical & Dental services provided by independent practices

What we offer

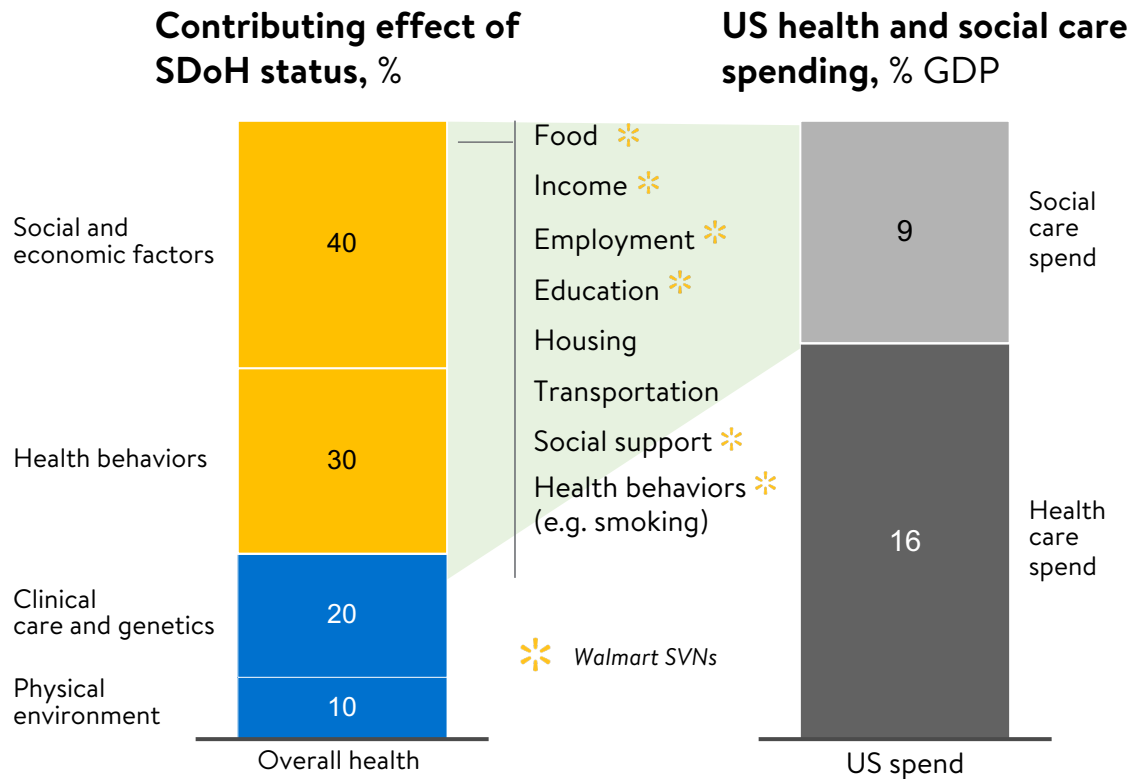
Our assets *together* meet the needs of our customers in an aligned & integrated manner.



* Services provided by independent medical / dental practices

Social Determinants of Health

Addressing the Why



70% of health outcomes are based on underlying social factors or influenceable behaviors, but social care spend remains disproportionately low

Where we are starting...



Food security



Maternal & infant health



Cardiometabolic





Walmart Health Virtual Care

Meet Walmart Health Virtual Care

Walmart Health Virtual Care (WHVC) makes it easy for millions of people to access best-in-class care whenever and wherever, while driving down overall healthcare costs.

We provide primary care services, on-demand treatment of common illnesses and injuries, and behavioral health services to consumers and businesses nationwide—every day!

Through our multi-specialty telehealth solution members have 24/7 access to medical providers and can get mental healthcare in as few as 72 hours.

5M+

Members
Nationwide

2010

Launched

28 min.

Median
Wait Time*

Over
30,000

Business
Clients

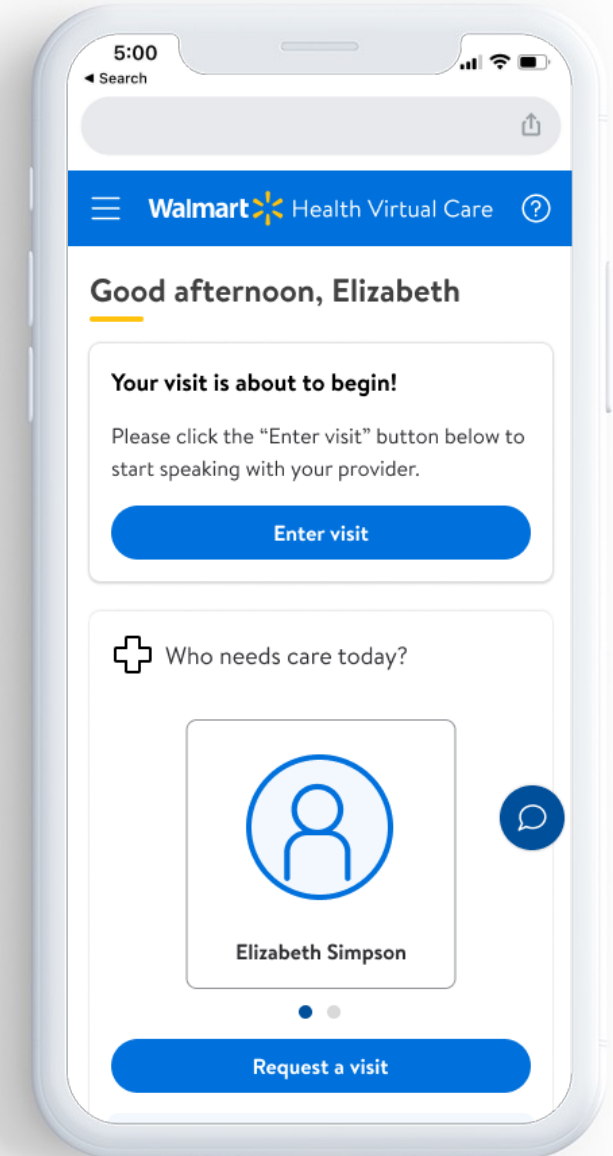
June
2021

Acquired by
Walmart Health

First

To market with VPC
& Teen Therapy
nationally

*internal WHVC reporting, YTD 2022



Our virtual first approach

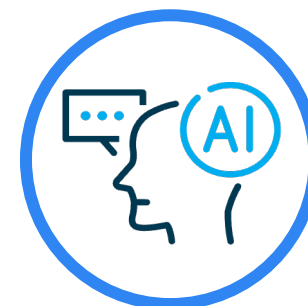
A robust team is key to our success & enables us to keep wait time low & satisfaction high.

1,100+
Medical and behavioral
health licenses



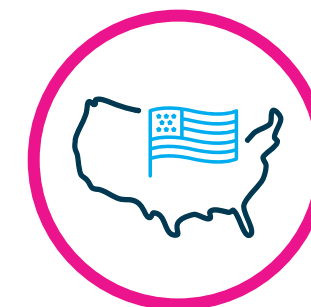
+17.5 years
Average clinical
experience of UC
providers

24/7/365
Availability for
members



**AI-Assisted
Telehealth**
Streamlines patient
intake & documentation

>93% satisfaction
For both patients &
providers*



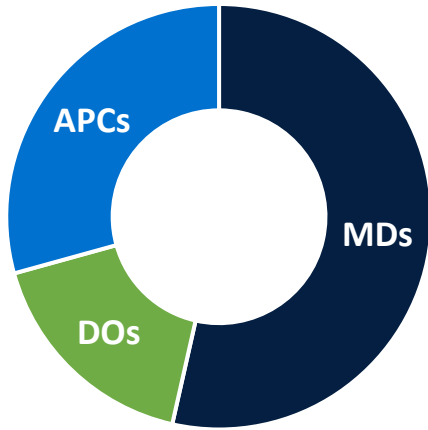
NCQA accredited
100,000+ visits

Our solution

Our proprietary technology is deliberately constructed and tailored to meet evolving consumer demands & anticipate the trends driving virtual care delivery.

Comprehensive care offering





Our medical team is comprised of:

- 53% Medical Doctors (“MDs”)
- 17% Doctors of Osteopathic Medicine (“DOs”)
- 29% Advanced Practice Clinicians (“APCs”)



100% of our behavioral health practitioners are licensed therapists



NCQA accreditation

Strict vetting ensures the highest quality network of physicians & advanced practice clinicians in the industry.

Provider team

- 12 years of providing telemedicine to employers and their employees
- 100,000s of visits
- 17.5 years - Average clinical experience per provider
- 93.8% - patient satisfaction with our providers

**internal WHVC reporting*

Care coordination

Comprised of friendly, helpful professionals who are available to answer questions and assist in real time—enhancing the patient experience.

“I want to commend my Care Coordinator. She was informative, patient, and had such a sweet kind voice that made you feel everything will be okay.” *Mark K., Patient*



Real people

Connect with a live, U.S.-based Care Coordinator



24/7 access — 365

Always available, including nights, weekends & holidays



93.8% patient satisfaction*

Personalized care coordination enhances the patient experience



Knowledgeable guides








Our team can walk patients through the process of requesting a visit and follow-up care, explaining the ins and outs of Walmart Health Virtual Care



Virtual Care Services

Walmart Health Virtual Care offerings

Our multi-specialty telehealth solution provides a path for convenient, affordable care for patients.

Service	Description	Avg. Visit Length
 Primary Care <i>(first to launch nationally)</i>	Primary care services & care navigation delivered virtually	10 to 30 minutes
 Urgent Care	Adults & children treated 24/7 for routine health issues	10 to 15 minutes
 Women's Health	A private way for women to discuss personal health concerns 24/7	10 to 15 minutes
 Men's Health	A discreet way for men to address private health concerns 24/7	10 to 15 minutes
 Talk Therapy	Adults can speak with a licensed therapist in as few as 72 hours	50 minutes
 Teen Therapy <i>(first to launch nationally)</i>	Youth (10-17) can speak with a licensed therapist in as few as 72 hours	50 minutes
 Psychiatry	Talk therapy, medications, psychosocial interventions & other treatments	45 minutes / 15 minutes*

Primary Care

- Members can schedule a visit with their chosen virtual PCP to receive care for **common ailments, mental health** concerns, **ongoing care** management, and **referrals** to in-person or specialty care when needed.
- **Virtual wellness visits** are available to patients once every 12 months.
- Virtual PCPs may order lab tests to identify risk factors and discuss a preventative plan geared towards a healthier future. **Labs** can be administered by one of WHVC's lab partners.
- Available by **phone** (where permitted) or **video**—24/7/365.



Key features



Virtual primary care visits in as few as **72 hours**



Dedicated Care Navigation team available 24/7



Pick & **see the same virtual PCP** for ongoing care



Annual virtual wellness visit which may include ordering lab work

How we help

- Minor illness & injury
- Chronic health concerns
- Mental health concerns
- Prescriptions or refills*
- Referrals to specialists
- Lab work & imaging, referrals
- Care navigation
- General advice & consultation
- Urgent care issues
- **And more**

**when medically necessary*

Urgent Care

- Easy and trusted way for **adults and children** to request doctor's visits on demand for **minor illnesses and injuries**.
- Care your members want, when and where they want it—by **phone** (where permitted) or **video**—24/7/365.
- A **cost-effective solution**, members pay much less than they would at the ER, urgent care, and most walk-in clinics.



Key features



Available
nationwide
(all 50 states)



**Spanish-language
portal** available



Prescriptions*
sent same-day to
a local pharmacy



**State licensed,
board-certified**
medical providers

What we treat

- Allergies
- Bites & stings
- Bronchitis
- COVID-19 concern
- Diarrhea
- Fever
- Flu symptoms
- Medication refills
- Nausea
- Sinus symptoms
- Skin infections
- Urinary tract infections
- And more

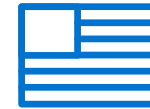
**when medically necessary*

Women's Health

- Our platform gives women a **safe, comfortable & confidential** way to access health services they want.
- Members can connect with providers to discuss personal health concerns – **without the embarrassment or inconvenience** of visiting the doctor's office.
- Available by **phone** (where permitted) or **video**—24/7/365.
- The entire experience **takes less than 30 minutes**.



Key features



Available **nationwide**
(all 50 states)



Indicate **gender preference** for provider



Prescriptions*
sent same-day to
a local pharmacy



Lab results can be
sent directly to
WHVC

What we treat

- | | | |
|-------------------------------|---------------------------|----------------------------|
| • Birth control | • Low sex drive | • Sexual health |
| • Endometriosis | • Mastitis | • UTI/Bladder infection |
| • Hair loss/ eyelash thinning | • Pain during intercourse | • Vaginal yeast infections |
| • Hot flashes | • Premenstrual syndrome | • Vaginal dryness |
| • Incontinence | • Smoking cessation | • And more |

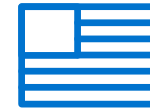
**when medically necessary*

Men's Health

- Our platform gives men a **safe, comfortable & confidential** way to access personal health services.
- Members can connect with providers to discuss personal health concerns – **without the embarrassment or inconvenience** of visiting the doctor's office.
- Available by **phone** (where permitted) or **video**—24/7/365.
- The entire experience **takes less than 30 minutes**.



Key features



Available **nationwide**
(all 50 states)



Indicate **gender preference** for provider



Prescriptions*
sent same-day to
a local pharmacy



Lab results can be
sent directly to
WHVC

What we treat

- Cold sores
- Enlarged prostate
- Erectile dysfunction
- Dandruff
- Hair loss
- Jock itch
- Performance anxiety
- Premature ejaculation
- Prostatitis
- Pubic lice
- Smoking cessation
- Sexual health

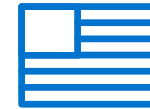
**when medically necessary*

Talk Therapy (18+)

- Access to high-quality, **convenient and confidential** mental health services for those 18 and up
- Using a computer/mobile device, members can **connect with a therapist in as a few business days.**
- Patients can **read bios** and schedule a visit with a provider that matches their needs
- **Personalized treatment plan** created by the second visit



Key features



Available
nationwide
(all 50 states)



Visits can be
scheduled in a **few
business days**



Patients can **meet
with the same
therapist**



Treatment plan
by the second
session

What we treat

- | | | |
|----------------------|---------------------------------|-------------------|
| • Abuse | • Depression | • Mood swings |
| • ADHD/ADD | • Divorce | • Panic attacks |
| • Anxiety | • Domestic violence | • PTSD |
| • Bipolar depression | • Grief/loss | • Relationships |
| • Career counseling | • Maternal health / post-partum | • And more |

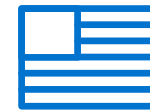
Teen Therapy (10-17)

- Network of state-licensed, credentialed **mental health providers specializing in child & adolescent therapy**.
- Therapists **treat common adolescent concerns** virtually.
- Program review & **parent participation** discussed during first session.
- **Treatment plan** provided by the second visit.
- **Modality of the visit** (video vs. phone*) is up to the provider & patient preference.

**depending on state requirements.*



Key features



Available in select states **for patients ages 10-17**



Visits can be scheduled in a **few business days**



Patients can **meet with the same therapist**



Initial visit is **50 min.** & may include parent/guardian

What we treat

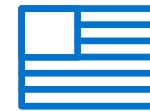
- | | | |
|-----------------------|-----------------------|------------------------|
| • Abuse | • Cognitive disorders | • Panic attacks |
| • ADHD/ADD | • Depression | • Performance coaching |
| • Anxiety/stress | • Family dynamics | • PTSD |
| • Bipolar disorder | • Grief/loss | • Relationships |
| • Behavioral concerns | • Mood swings | • And more |

Psychiatry (18+)

- Network of licensed, credentialed **psychiatrists and psychiatric nurse practitioners** who special in diagnosing & treating mental health issues.
- Providers treat **depression, anxiety, trauma, mood disorders and other** mental & emotional concerns.
- Medications **can be prescribed**.
- Initial **45-minute visit**, as well as **15-minute follow-up visits** to manage medications and evaluate progress.
- If needed, patients can use a local lab of their choice for lab tests and **results can be sent directly to Walmart Health Virtual Care**.



Key features



Available in select states **for patients 18+**



Visits can be scheduled in a **few business days**



Visits with same **psychiatric provider**



15-min follow-ups for **medication management***

What we treat

- | | | |
|-------------------------|--------------------------------------|-------------------------|
| • Abuse | • Cognitive disorders | • Mood swings |
| • ADHD/ADD ⁺ | • Depression | • Postpartum depression |
| • Anger management | • Divorce | • Relationships |
| • Anxiety/stress | • Grief/loss | • Schizophrenia |
| • Bipolar disorder | • Medication management ⁺ | • And more |

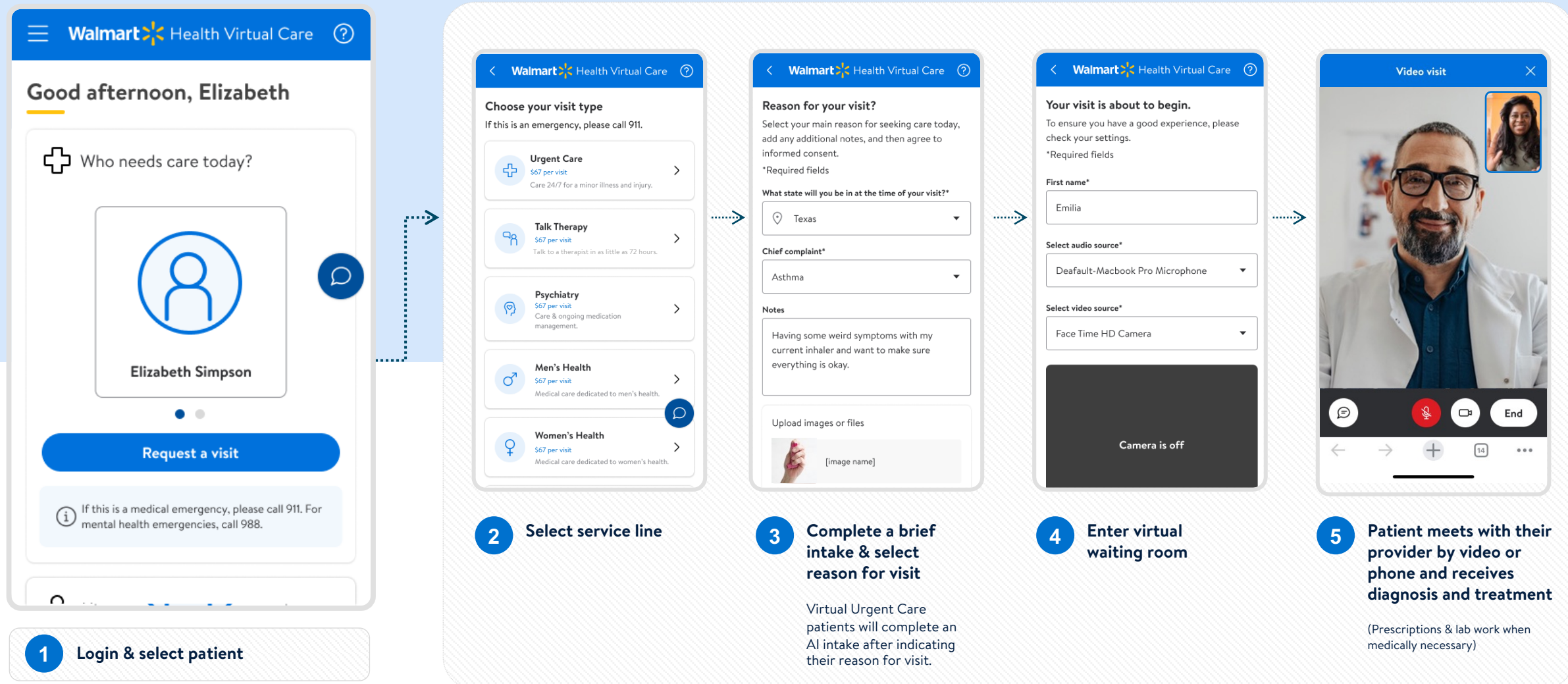
^{*}when medically necessary

⁺WHVC providers do not prescribe controlled substances & certain other medications.

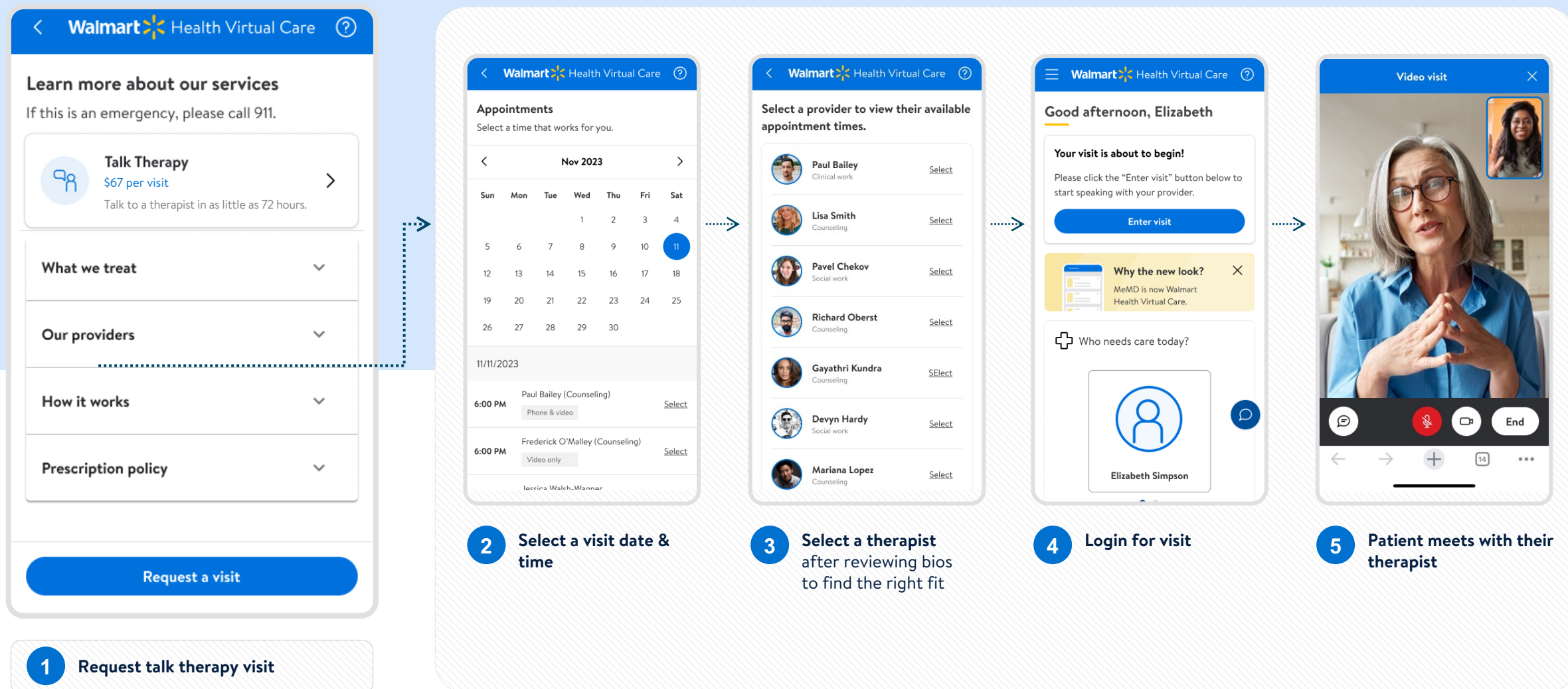


Patient Experience

How it works – Medical service lines



How it works – Talk Therapy





Walmart*Health
Virtual Care

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Thank you