

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

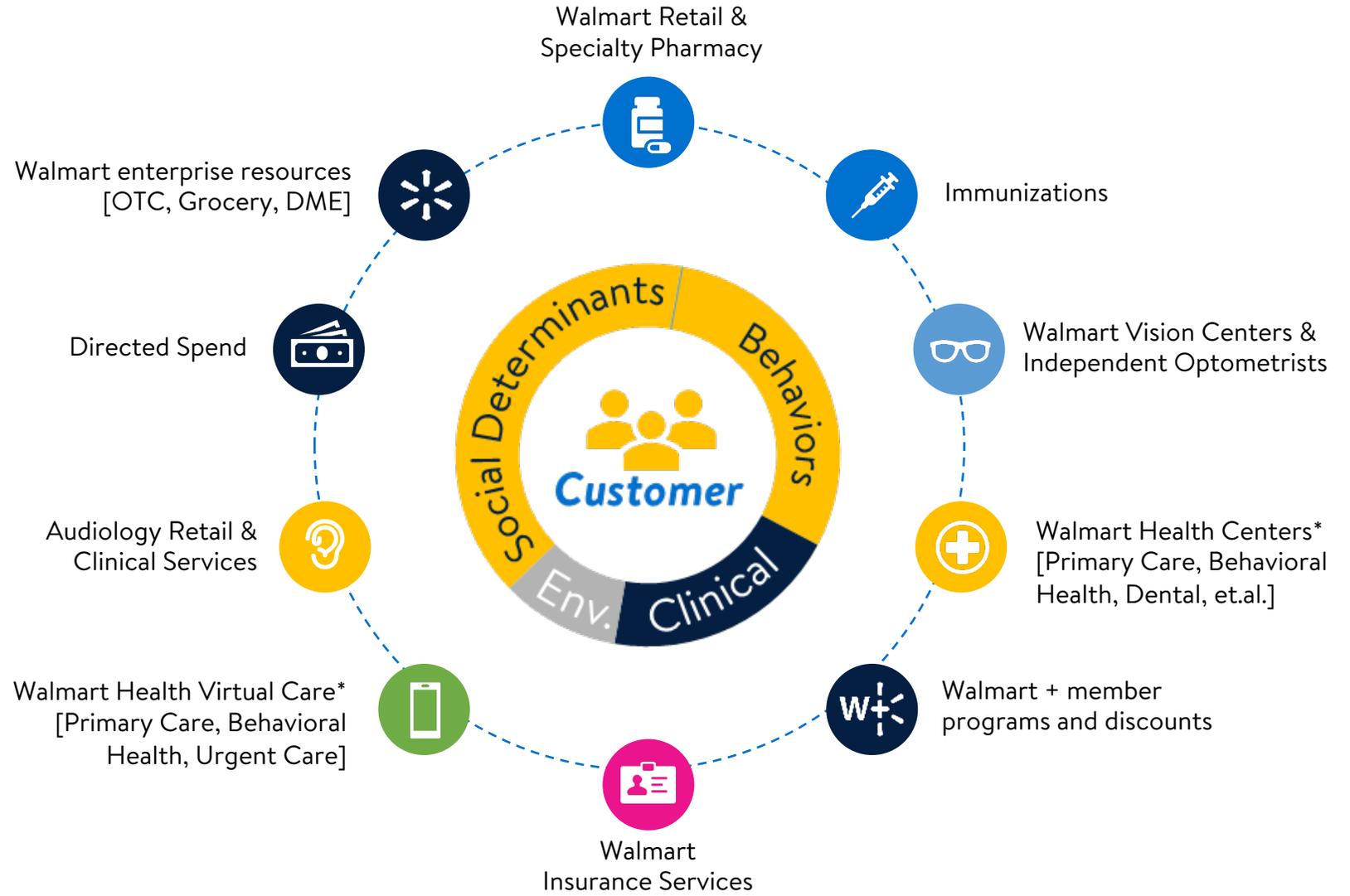
Walmart Health & Wellness’s mission is to provide accessible and affordable, human-centered care to our associates and the communities we serve.

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

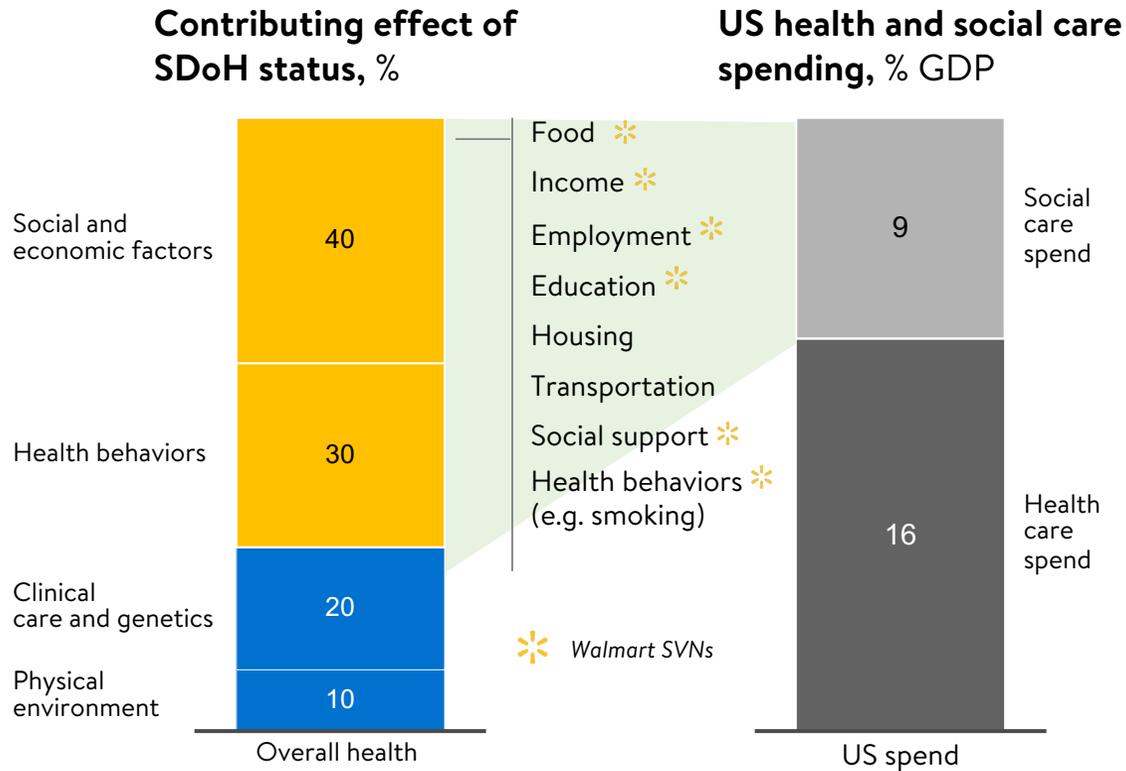
Our assets *together* meet the needs of our customers in an aligned & integrated manner.



* 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

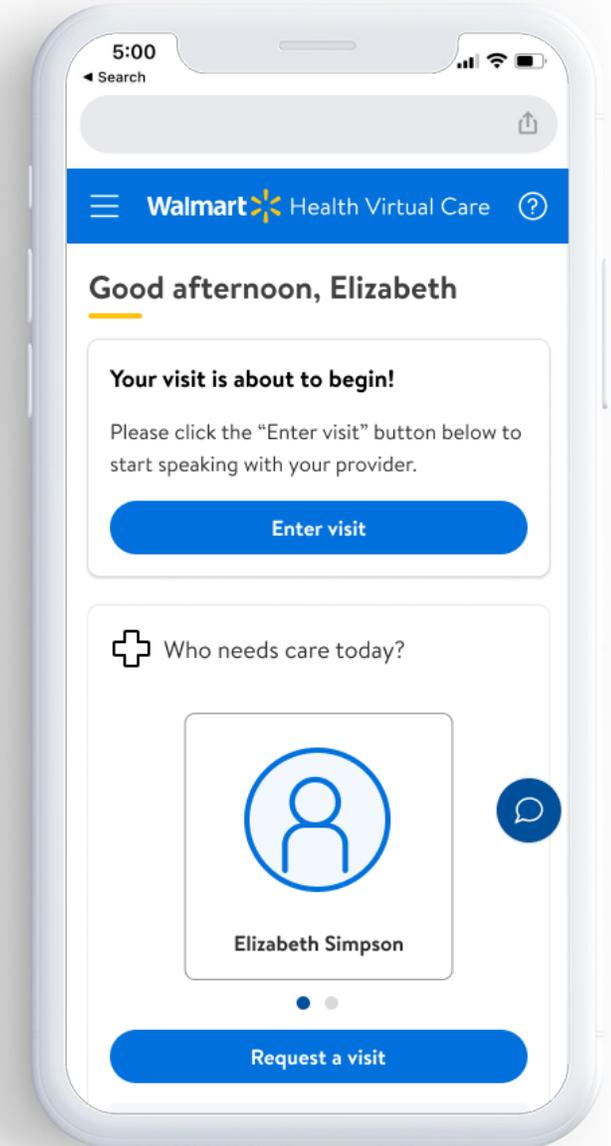
28 min.
Median Wait Time*

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

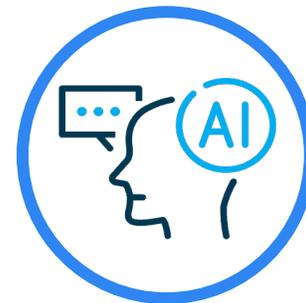
A robust team is key to our success & enables us to keep wait time low & satisfaction high.

1,100+
Medical and behavioral
health licenses



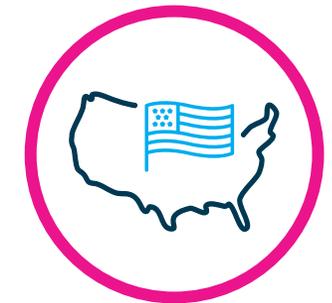
+17.5 years
Average clinical
experience of UC
providers

24/7/365
Availability for
members



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

>93% satisfaction
For both patients &
providers*

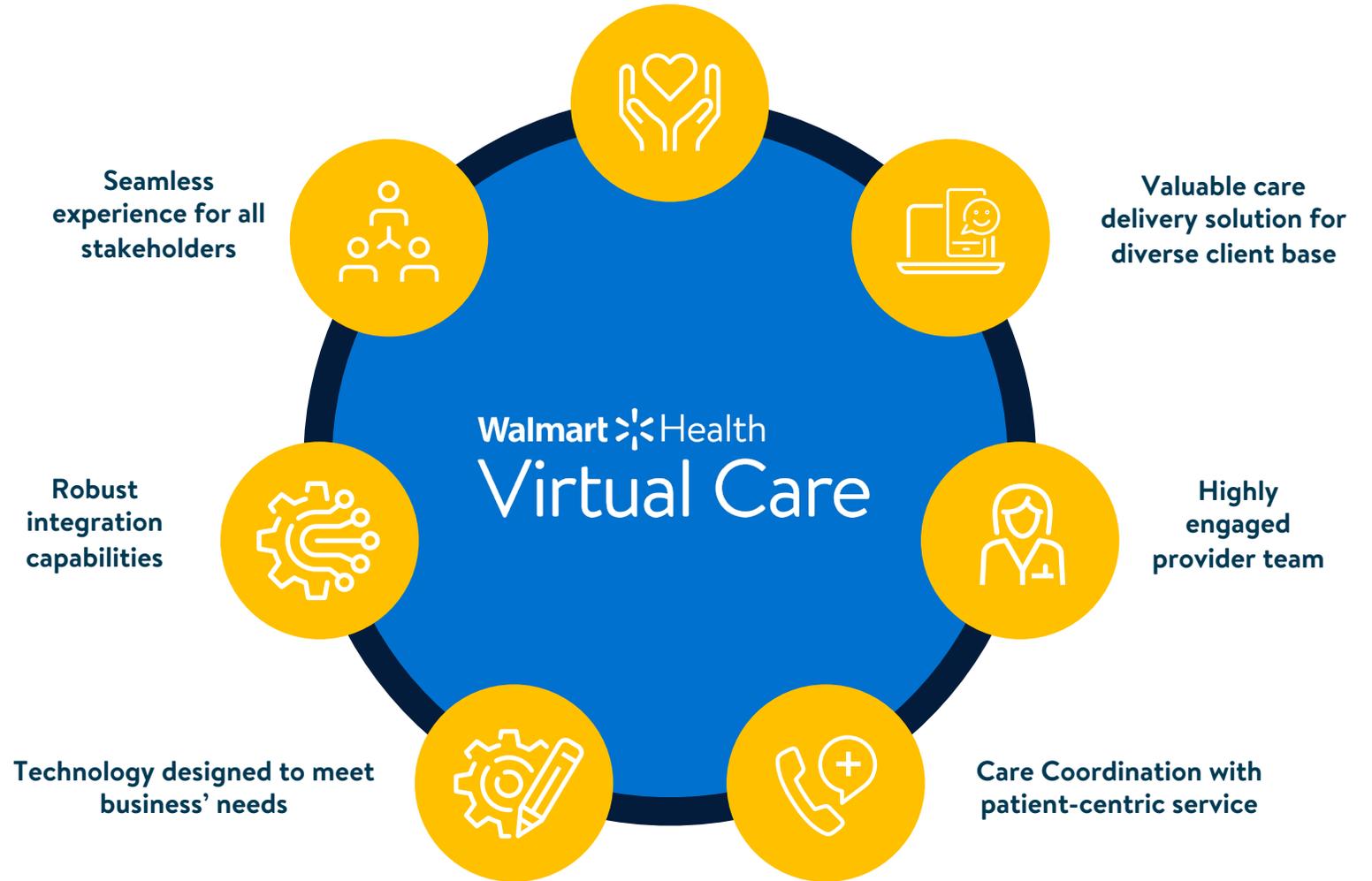


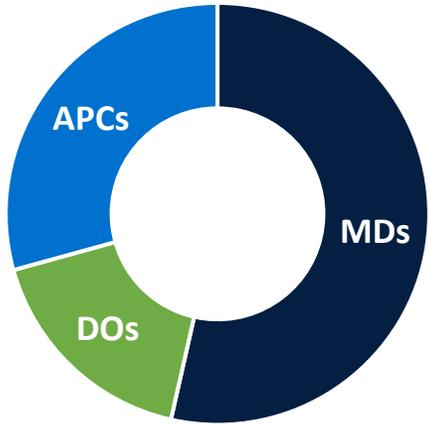
NCQA accredited
100,000+ visits

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”)

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



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.

**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*

* Follow-up visit for ongoing medication management

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**

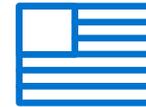
**when medically necessary*

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

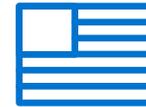
**when medically necessary*

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

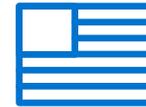
**when medically necessary*

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

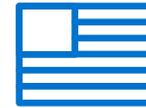
**when medically necessary*

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**

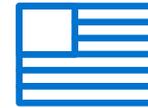
Teen Therapy (10-17)

- 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

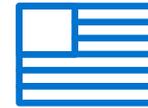
- Abuse
- ADHD/ADD
- Anxiety/stress
- Bipolar disorder
- Behavioral concerns
- Cognitive disorders
- Depression
- Family dynamics
- Grief/loss
- Mood swings
- Panic attacks
- Performance coaching
- PTSD
- Relationships
- **And more**

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

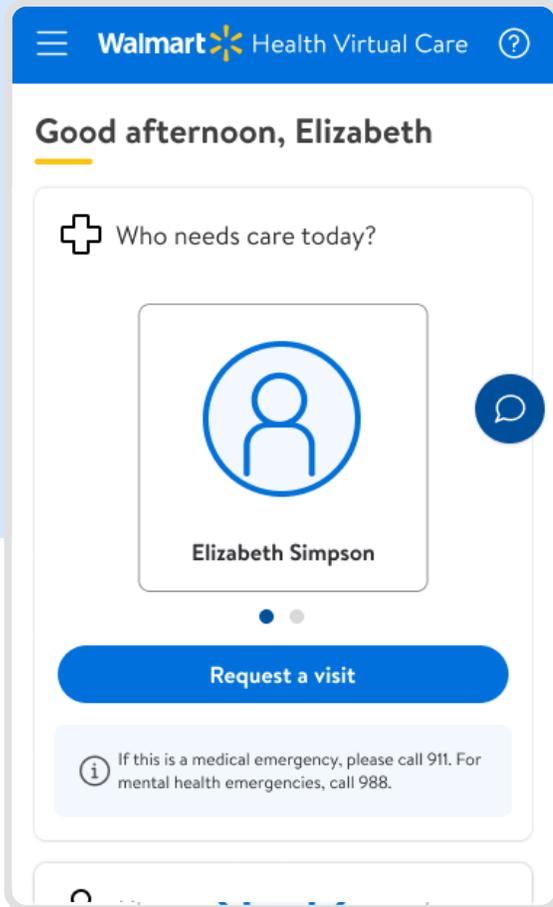
**when medically necessary*

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

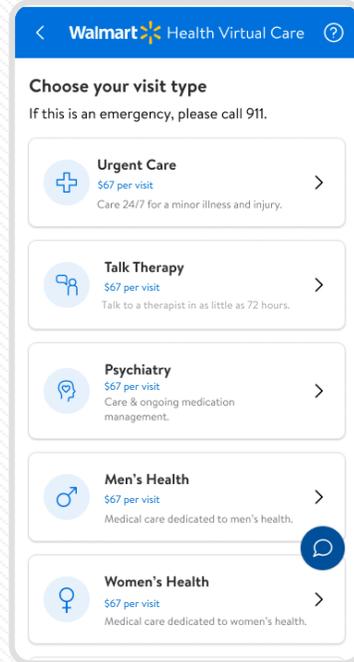


Patient Experience

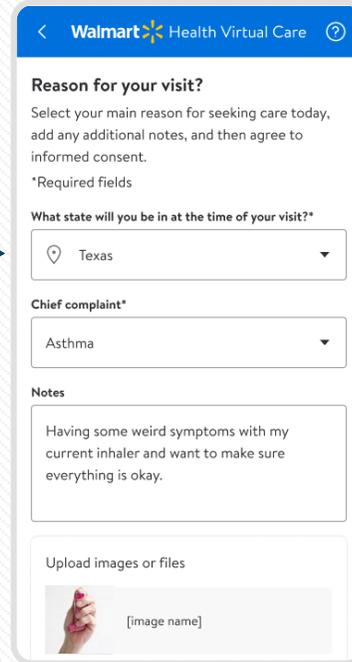
How it works – Medical service lines



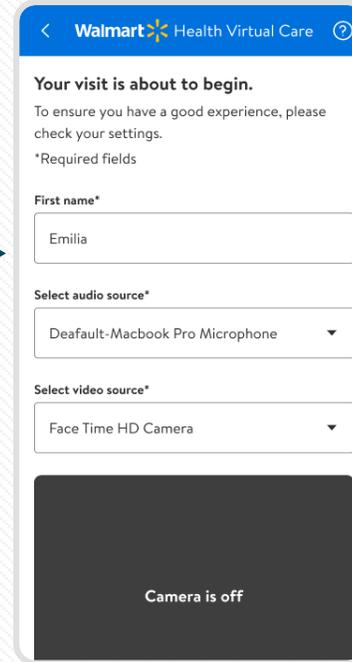
1 Login & select patient



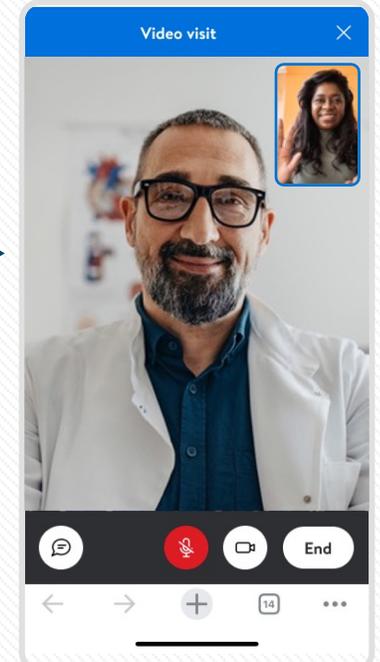
2 Select service line



3 Complete a brief intake & select reason for visit
Virtual Urgent Care patients will complete an AI intake after indicating their reason for visit.

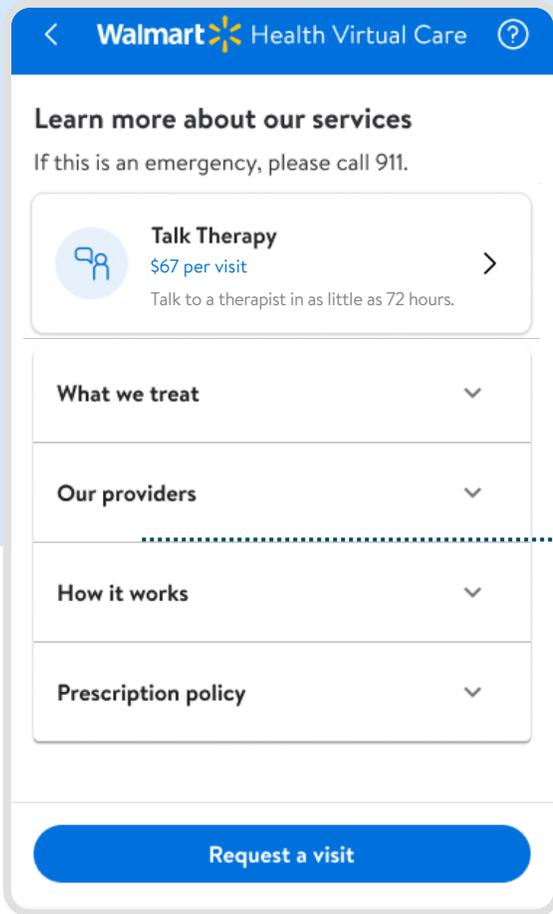


4 Enter virtual waiting room

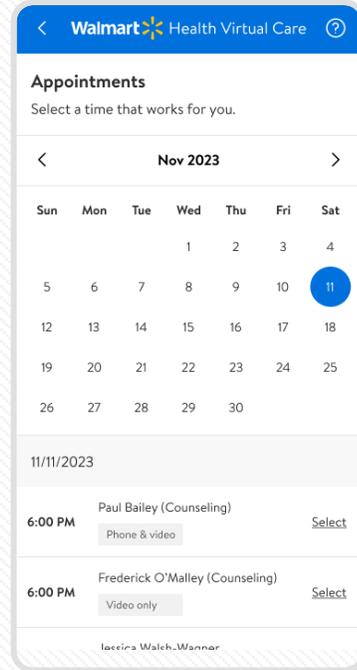


5 Patient meets with their provider by video or phone and receives diagnosis and treatment
(Prescriptions & lab work when medically necessary)

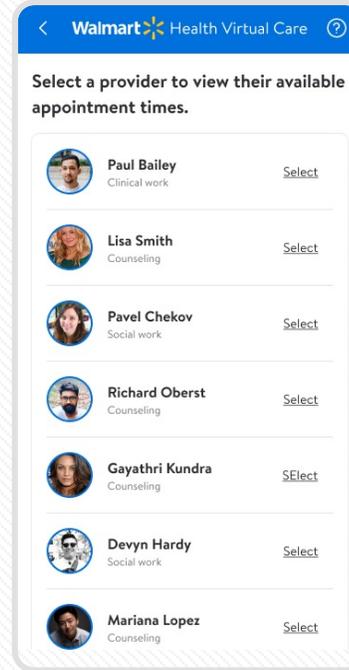
How it works – Talk Therapy



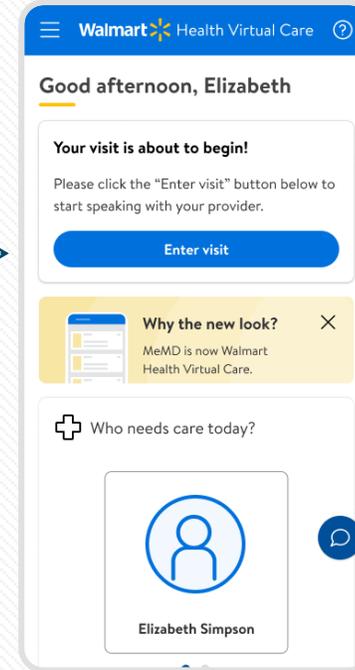
1 Request talk therapy visit



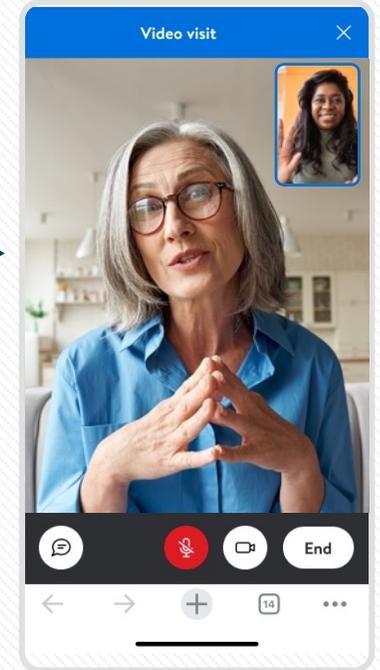
2 Select a visit date & time



3 Select a therapist after reviewing bios to find the right fit



4 Login for visit



5 Patient meets with their therapist



Walmart  Health
Virtual Care


Thank you