

What Makes FSH Virtual Primary Care Different?

Traditional primary care is transactional, driven by fee-for-service (FFS) payment models, making it under-utilized and ineffective. 60% of Americans either don't have or don't use a Primary Care Physician (PCP).¹ Primary care has the potential to dramatically improve health and lower downstream costs, but traditional, in-person models do not materially reduce rates of hospitalization or ER visits because visits are too short and patient-provider relationships are too impersonal.²

By going Virtual, and outside fee-for-service, First Stop Health is delivering on the promise of Primary Care to improve outcomes and reduce costs. Our Virtual Primary Care is:



Value-Based

- Fixed PEPM fee (capitation) with no limits on usage
- No fee-for-service claims for FSH doctor visits hit the medical plan
- Reduction in costs and quantity of expensive downstream referrals
- FSH payment tied to outcome: Utilization Guarantee



Highly Utilized

- Industry-leading utilization of virtual urgent care helps drive engagement for virtual primary care services
- 24/7 care from anywhere in the U.S. – with the ability to schedule visits with an FSH doctor
- Unlimited, \$0 cost FSH doctor visits for patients – upon request, patient consult fees available for visits
- Custom employee engagement and proactive outreach to drive utilization
- High level of patient trust – FSH has a +77 patient NPS (Net Promoter Score)



Clinically Competent

- Optimal time spent with patients (20-30 min)
- Referrals to in-network, convenient, appropriate specialists.
- Medication management and prescription stewardship
- Steerage to and education on other employee benefits
- Clinical data captured to identify at-risk populations and take actions

¹ Jama, Advisory

² Levine, JAMA 2019