

First Stop Health vs. Other Providers

	FIRST STOP HEALTH	OTHER PROVIDERS
Employee Engagement	**Customized, Year-Long** We distribute year-long, smart, personalized communications that we organize, implement and fund.	**Minimal, Not Customized** Typically, little-to-no marketing available and not customized for employees.
Quick Access to Doctors	**Speed to Access Care** Employees are pre-registered. Access to doctors in <5 mins & schedule primary care or mental health visits as soon as next day.	**Long Wait Times & Registrations** Lengthy registration, often requires health plan member ID, payment information up-front, long wait times to talk to a doctor.
Utilization	**Industry-Leading** 62% average utilization across BOB. Performance guarantees & customized engagement drive usage.	**Extremely Low** Traditional telemedicine programs typically achieve single-digit utilization.
Claims	**Divert Unnecessary In-Person Care** First Stop Health virtual care runs outside the medical plan & reduces costs by avoiding unnecessary in-person visits.	**Increases Claims** Usually fee-for-service, which means costs per visit, less time with doctors, & uncapped financial outlay for client.

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Equitable Access	**Part-Timers & Households** Available to all employees & up to 7 dependents, at no added cost & regardless of health plan enrollment.	**Limited Membership** Access is typically limited to the employee or only those enrolled on the health plan.
Client Reporting	**Detailed, On-Demand** Population health reporting, on-demand reports & quarterly reviews with First Stop Health Client Success Manager.	**Limited, Lacking** High-level reports available quarterly or sometimes annually.
Patient Navigation	**Referrals & Care Coordination** In-network, high-quality, cost-effective referrals for an avg. $1,500 per referral.	**No Transparency or Coordination** Patients have limited access to the cost, quality, & availability of doctors in their network.
Client Experience	**Care That People Love** Net Promoter Scores are +90 for Primary Care, +84 for Urgent Care, and +94 for Mental Health.	**Poor Experience** The health insurance industry average Net Promoter Score is +58.
Performance Guarantees	**Performance** First Stop Health puts 100% of your fees at risk on utilization & ROI to ensure solution efficacy.	**Minimal Savings** No guarantees.
No Cost	**Patients typically pay $0** Free to employees and up to 7 dependents.	**Patient fees typically apply** Most charge a consultation fee that ranges from $25-$250 and discourages use.
Implement-ation	**Easy & Never Any Fees** First Stop Health prioritizes ease. We charge no start-up or management costs – ever. Required census detail can be customized.	**Fees typically apply** Implementation and other hidden fees may apply with adding on a virtual care solution from other providers.