First Stop Health®

FIRST STOP HEALTH
VIRTUAL URGENT CARE SUMMARY PLAN DESCRIPTION

It is the responsibility of the employer, not First Stop Health, to comply with ERISA (ex: summary plan document, COBRA and 5500). Please seek advice from your legal department for final confirmation as to whether or not First Stop Health services will be considered subject to ERISA.

Company Name: Sam Rayburn ISD
Effective Date: 09/01/2025
Company ID: 1020312050

Virtual Urgent Care Services	
TOPIC	**DETAILS**
Eligibility / How to Enroll	○ Sam Rayburn ISD employees and their immediate family members are automatically enrolled in First Stop Health telemedicine as a Member. ○ No selection of benefits is required by the employee. ○ Employees do not need to enroll in the benefit or pre-register to use the benefit.
Cost of Coverage	○ Members shall pay **$0**/ visit to use the benefit. ○ Prescription costs are applicable to the Member's medical insurance plan.
When Coverage Begins / Ends	○ Coverage begins when First Stop Health is notified by Sam Rayburn ISD and/ or their designated file vendor of a member's eligibility. Typically, this occurs within 30 days of a member becoming benefits-eligible, however this is discretionary to the client. ○ Coverage ends on the last day of the month when First Stop Health is notified of the ending coverage.
Accessing Telemedicine	• Members may request a telemedicine visit by calling 888-691-7867, via the personal online dashboard (must create a login from https://www.firststophealth.com/), or via app (must create a login). • Users will have the option to choose their preferred method of telemedicine visit (phone or video), unless state law or regulation requires a particular method. • Two states require that the first telemedicine visit be completed via video: Iowa and Maryland. • There are no limits on the number of calls Members can make to physicians, except that FSH reserves the right to limit access to Members abusing the service pursuant to the terms and conditions of their agreement with Sam Rayburn ISD. • Members may be directed to in-person care if their condition cannot be treated via telemedicine. • Acceptance of HIPAA Policy ▪ In order to serve a Member, First Stop Health needs the Member's authorization regarding the sharing of the Member's medical information. ▪ The acceptance is provided during the intake process for the first telemedicine visit.
Physician Network	○ Physicians are available to treat members in all states and D.C., subject to their individual laws and regulations. ○ Each physician has been trained to use the FSH telemedicine platform and is covered under malpractice insurance for their medical consultations. The FSH telehealth platform allows doctors to access telephone and electronic medical records and to perform telephone conversations and video conferences. ○ FSH does not provide medical care or practice medicine, and FSH will not interfere with the practice of medicine by the physicians.

Prescriptions	○ If a physician prescribes a medication to the Member, the prescription is sent electronically to the Member's pharmacy of choice. ○ The ability to provide prescriptions is subject to Federal and individual state regulations, as well as the FSH prescription policy: https://www.firststophealth.com/prescription-policy
Personalized Medical Dashboard	o Members have centralized access to their medical information on personalized dashboards. These records may contain recordings of all calls with First Stop Health physicians. o Members can upload personal health records to an online portal controlled by the Member. o Members, regardless of current Member status, have lifetime access to their records.
Contact Information	o 888-691-7867 o customersupport@fshealth.com