



## Frequently Asked Questions (FAQ)

### What is Wellution & what changes?

Capstone Health Management recently contracted with Wellution to bring our clients best in class quality and convenience with a platform whose focus is health and wellness. Backed by the JD Power #1 telehealth provider in the nation, we believe that the Wellution platform gives our customers the security and tools they need to manage their wellness journey. This is the first of many upgrades as Wellution is the platform that will evolve with your needs as new technology becomes available.

### Access & login / account setup

You will receive a welcome email the first week of November to access your Wellution app and set up your unique username and password. With those new credentials they will be able to SSO into the benefits through the app.

Wellution is powered by the number one telehealth provider ranked by JD power and associates. This transition brings a new provider network that will allow you to establish a new provider patient relationship and new rapport. You can request your medical information from your existing primary care provider and/or your current telehealth provider to transfer data to the new Wellution experience.

### Will my current prescriptions carry over?

Many refills can continue after a quick telehealth visit to re-establish care. Wellution includes 1,000+ common medications at \$0, and we'll help with discounts or assistance for others. Some meds (e.g., controlled substances) may have extra step

### Continuity of care

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## Will my providers and medical records carry over automatically?

Medical records usually don't auto transfer between platforms. You can request records from your current provider and share them with your new Wellution care team. Wellution will have the capability to migrate the following data:

- Social history (exercise, marriage, smoking, drinking, etc.)
- Vitals (height, weight, heart rate, blood pressure, temperature, breathing rate, oxygen saturation, BMI)
- Medications
- Medication allergies
- Medical conditions
- Surgical history
- General document upload

Wellution members can reach out to [info@wellution.com](mailto:info@wellution.com) to aid in the migration of their data. Provided the user migrates their data using Wellution's team accessible through [info@wellution.com](mailto:info@wellution.com) the transition will be risk free. Users should not share their data with anyone except for the official Wellution team to eliminate risk of data breaches.

## Service coverage & limitations

### Health and Wellness

- Gary Brecka's Ultimate Human VIP Program Access for 30 days
- Personalized assessments
- AI driven lab tracking
- Biometric facial scanner and logs
- Personalized assessments
- Wearable connectivity
- Fitness and Nutrition Performance Program
- Professional mentors for health, wellbeing, and career

### Telehealth

- Virtual primary care
- Virtual urgent care
- Behavioral health
- \$0 co-pay
- Virtual Pet Care
- Care Navigation

### Prescription Assistance

- 1000+ commonly prescribed drugs at no charge
- 70000+ retail pharmacies in the USA
- Discount program for medication not on formulary
- Prescription Assistance Program for medications over \$200
- No impact to current medical claims

### Identity Protection

- Identity theft monitoring
- 24/7/365 identity response
- Complementary legal services

The app and telemedicine visits are available anywhere in the US. Some telemedicine solutions' availability will vary based on state regulations as they change.

## **Support & help when things go wrong**

User guides, FAQ's, tutorials, videos, and webinars will be available to help users learn the new app. Wellution representatives will also be available to assist with specific needs via email at [info@wellution.com](mailto:info@wellution.com) and via phone at 1-833-900-2009.

## **Training and resources**

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## **Opt-out / fallback options**

Wellution is the platform of choice going forward for your Capstone Health Plan. Should you desire both platforms, users do have the option to remain on the existing platform at their own cost.