

❖ one medical

Thank you for joining us!

The presentation will begin shortly.

❖ one medical

Be In The Know

Your One Medical Benefit from Morgan Stanley

October 12th 2023



Webinar tech details



Audio

Your audio is muted by default to avoid feedback.

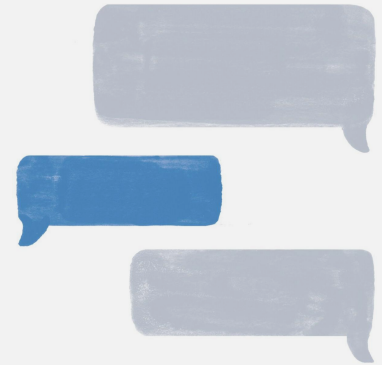
Q&A Questions

Questions will be answered at the end of the presentation. Please use the Q&A button and we hope to address many of your questions.

Webinar slides & recording

A recording of this webinar and copy of these slides will be emailed to you following the presentation.

Any additional questions you can email morganstanley@onemedical.com anytime.





What we'll cover today

1.

About your
One Medical
benefit

2.

How billing
works

3.

How to sign up +
get started

4.

Answering
your
questions



About your One Medical benefit



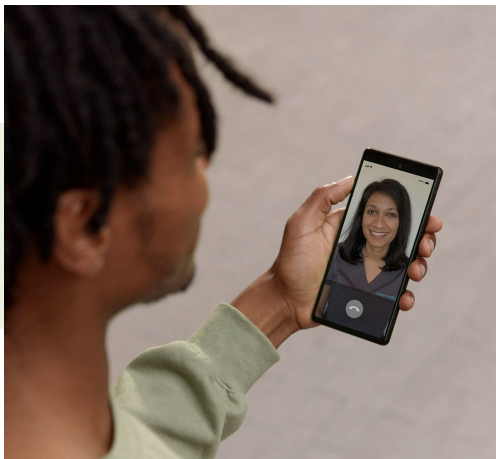
Fall in love with your doctor's office

One Medical makes it faster, easier, and more enjoyable to take care of your health with a modernized approach to primary care. From chronic conditions to preventive care to mental health, we're the first place for you turn. Consider us as your healthcare home base.



Convenient in-person care

Same and next-day appointments with minimal in-office wait times at inviting, conveniently-located offices across the country. Labs and all.



24/7 virtual care

24/7 Video Chat with providers, provider messaging, prescription management, and more.



Quality care from top providers

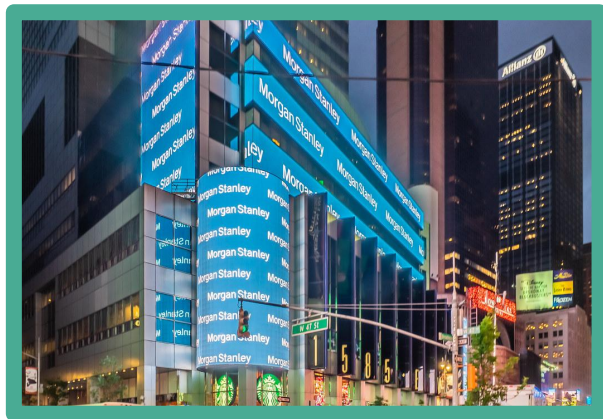
More time with top-rated providers who listen – and can help with more than you may think.

The One Medical Experience (1 min)





Easy Access To Care, On-Site In NYC



**1585 Broadway
New York, NY 10019**



**1 New York Plaza
New York, NY 10004**



**2000 Westchester Ave
Purchase, NY 10577**

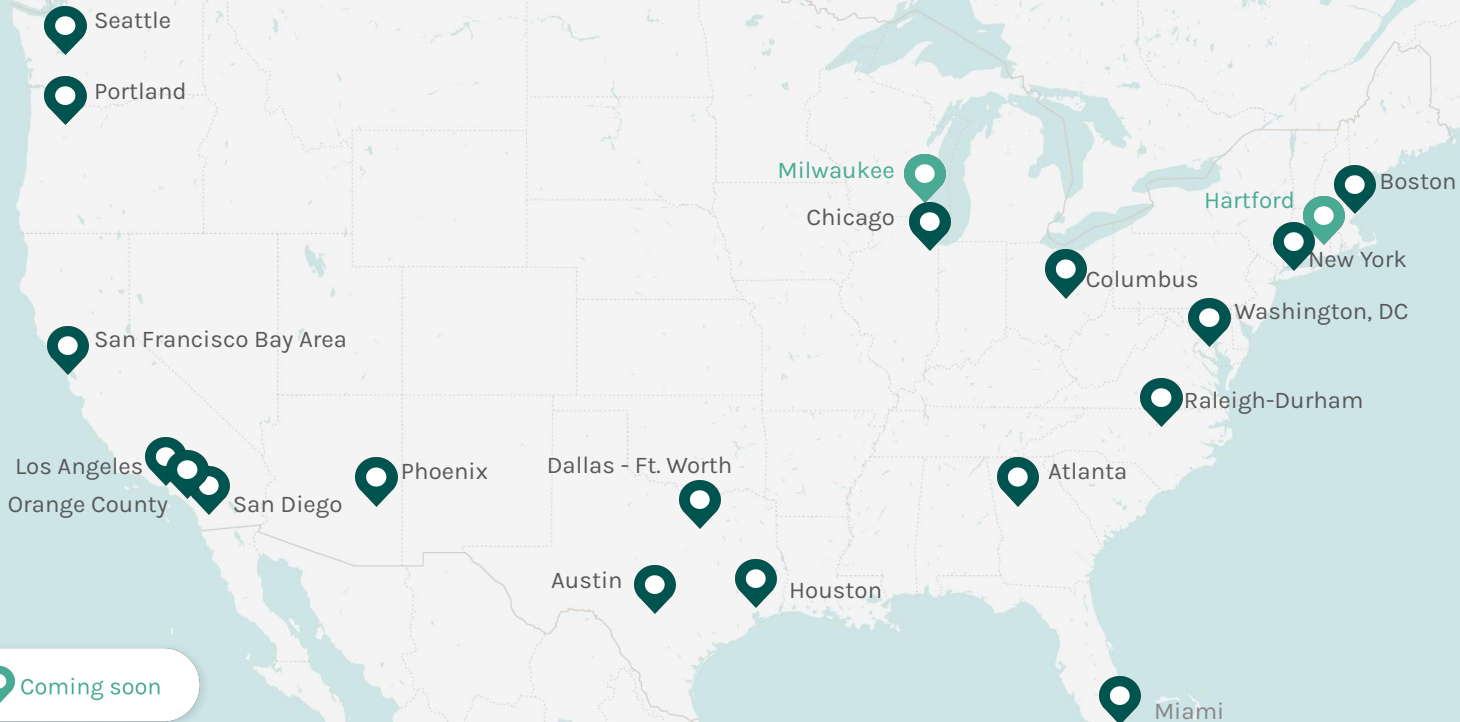
All Morgan Stanley employees can get cost-free care at any of the New York Onsite Health Centers.*

** Employees enrolled in Medical Plan Option C (or a non-Morgan Stanley high-deductible health plan) will pay a fee for these services.*

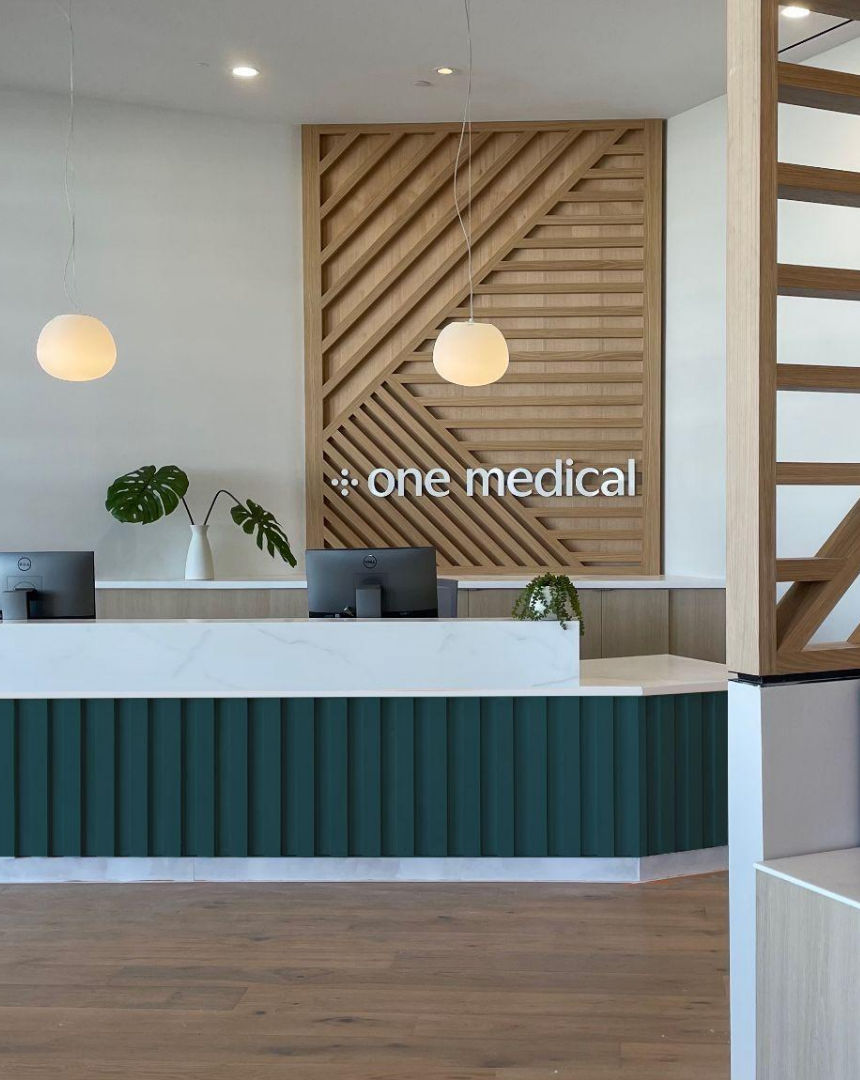


125+ Locations and 24/7 virtual care nationwide

Coming soon: Milwaukee, WI, Hartford CT



 Open  Coming soon



What One Medical can help with

We're here for when you not only when sick or injured, but to prevent health issues, meet physical and mental health goals, manage chronic conditions, and so much more. Visit onemedical.com/services to learn more.

In-person and virtual:

- Colds, flu, and COVID-19
- Allergies
- Depression and anxiety
- Injuries
- Skin issues and skin cancer screening
- Sleep issues

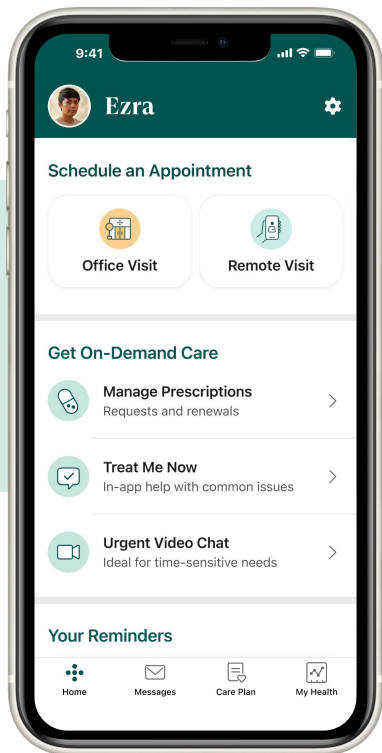
Primarily in-person:

- Chronic condition management
- Annual physicals
- Sexual health (*Testing, PAP, IUDs, etc.*)
- LGBTQ+ care
- Onsite labs



24/7 care with the One Medical app is easy and convenient

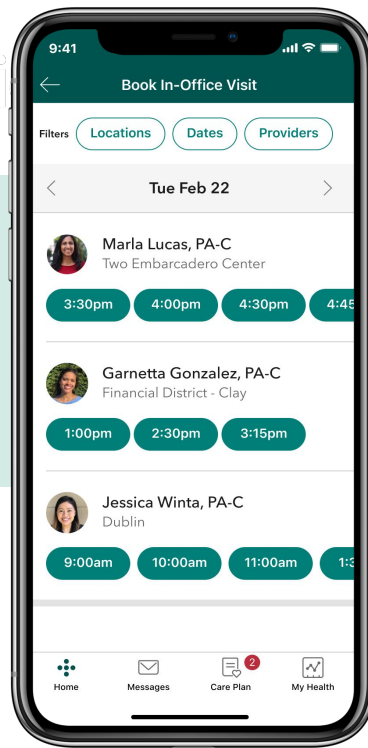
Home



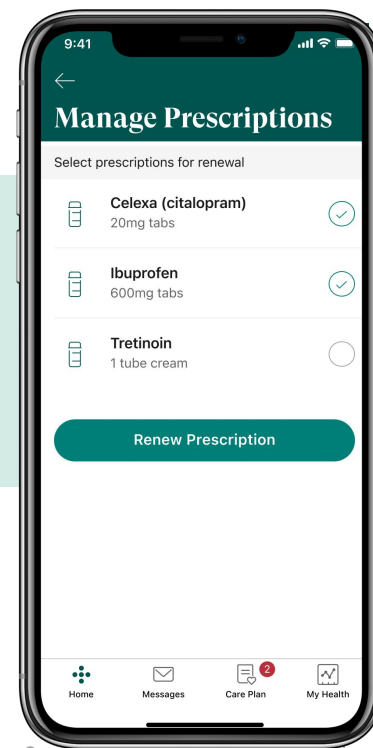
Video Chat



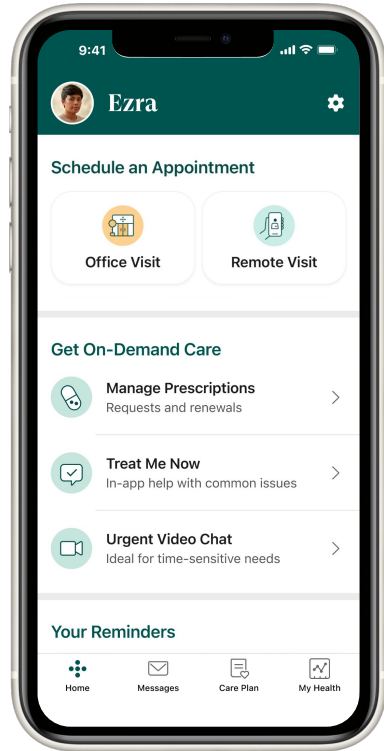
Book appointments



Prescription renewals

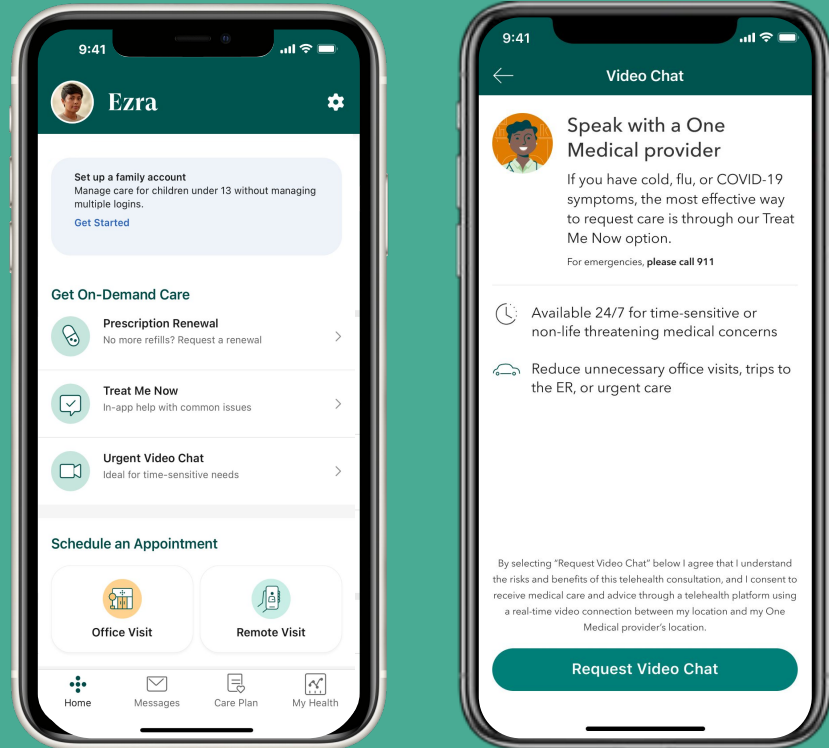


One Medical



Available in any of our 19 Markets

One Medical Now



Outside of physical One Medical markets

Virtual-first offering, members may receive in-person care at One Medical offices



Service offerings per audience

	One Medical In-market	One Medical Now Not in-market
Free annual membership	✓	✓
24/7 Video Chat through the app	✓	✓
Provider messaging through the app	✓	✓
Triage common issues like UTIs through "Treat Me Now" in the app	✓	✓
Prescription renewals through the app	✓	✓
Help with local COVID-19 testing	✓	✓
In-person visits at One Medical offices across the country *	✓	When traveling*
Remote Office Visits, standard visits with your provider that are held virtually	✓	When traveling*

*Scheduled appointments (in-person or Remote Office Visits) are billed through insurance and, normal co-pays and deductibles may apply.

Whole family care with One Medical Kids

In most markets with One Medical offices, One Medical has family practice offices that see kids of all ages in addition to adults.

One Medical Kids provides pediatric care to newborns, teens, and in-betweens and a healthcare home base for the family.



Family-friendly offices, providers, and services



Onsite lactation consulting



24/7 virtual care



Pediatric phlebotomists



We are 'One for All'

We believe healthcare should be inclusive, comprehensive, and available to all. That's why we've created a primary practice designed to make getting exceptional care faster and easier – while making every patient feel well cared for, comfortable, and heard.

We're committed to making One Medical a place where everyone feels welcome.



Responsive and inclusive resources

Evolving our tireless support of physical and mental well-being of our Black, LGBTQ+, AAPI populations. Care for our patients and the community at large.



Implicit bias training

Every employee receives implicit bias training to help people better recognize their own unconscious biases so they can work toward eliminating them.



Culturally competent care

We are dedicated to promoting evidence, policies, and best practices on providing care that respects the diversity of our patients and the cultural factors that can affect their health.



Hiring process

We've implemented systems to limit bias in the interview and hiring process.





How billing works



How insurance works

- We are in-network with the Firm's Cigna and Unitedhealthcare health insurance plans.
- For In-person visits and Remote Office Visits appointments will be billed to your insurance, copays and deductibles apply.
- On-demand care services like Video Chat, Treat Me Now and Provider Messaging is at no cost and does not go through your insurance.





How billing for One Medical services works

We work with your insurance just like a typical doctor's office. Plus your sponsored membership gives you access to extra features (at no cost to you) that make it faster and easier to look after your health – like 24/7 on-demand care over Video Chat.



What's included in your sponsored membership, at no cost to you	What's billed to insurance
✓ 24/7 on-demand care via Video Chat in our app	→ Scheduled In-office and Remote Visits Your copay and/or deductible may apply.
✓ Treat Me Now, quick care through our app for an array of health needs	→ Live Well Visit Insurance typically covers the full cost of one annual physical, like our Live Well Visit, every 365 days (excluding lab work and vaccines) – no copay or deductible.
✓ Messaging with your provider	→ Lab work and vaccines Your deductible, coinsurance, or copay may apply.
✓ An easy-to-use app to help you manage your care	



How to get started



Not a member? Registration is easy (and no-cost)

onemedical.com/morganstanley

Your free membership from Morgan Stanley

Morgan Stanley is pleased to provide a new primary care benefit to employees, spouse/partners and dependents enrolled in the Firm's medical plan through Cigna or UnitedHealthcare.

Activate now

Use Edge or Chrome browser and your @morganstanley.com email address >



Enter your legal first name, last name, and date of birth

Welcome to One Medical.

Activate your sponsored membership to get exceptional primary care, same or next day appointments, and 24/7 virtual care with our app.

Let's check your access

Legal First Name

Legal Last Name

Birthday

Next



Video tutorial: How to sign up

⋈ one medical



How to get started:



Activate your One Medical Membership

onemedical.com/morganstanley

Use your legal first name, last name, and DOB.



Register you dependents

We make it easy to register your spouse and dependents

Spouse and dependents enrolled in the Firm's medical plan through Cigna or UnitedHealthcare are also eligible



Download the One Medical App

Download the app on your phone via the app store or Google play store

- ✓ access to 24/7 virtual care
- ✓ same/next day appointments

Experience One Medical

Try out the on demand virtual care services on the app, book a LiveWell visit at an office near you and experience One Medical for yourself

Getting started with a Live Well Visit

The Live Well Visit, our version of an annual physical, is redesigned to actually help you live a healthier, happier life.

- Gives you time to build a relationship with a provider
- Check in on the things that matter most to you and your health
- Make a plan to help you feel your best – physically and mentally
- Most insurance plans fully cover one physical or wellness visit every 365 days (excluding lab work and vaccines).

Note: Not applicable for One Medical Now members



Morgan Stanley

MY WELLBEING

Be In the Know

200 Firm Benefits, Resources and Perks for You and Your Family



Physical



Mental



Financial



Family

mybenefits.ms.com

Benefits questions?

Accolade Health Assistants | 866-386-0076





FAQ



What if I already have a primary care provider?



Q&A

❖ one medical

Thank you for joining

Activate your membership at
onemedical.com/morganstanley

Questions?

Email morganstanley@onemedical.com / Call 212-441-4390