

eBay FAQ's:

1. What is the eBay Health Connection?

The eBay Health Connection is a new primary and specialty care program aimed at providing comprehensive, accessible healthcare services to Seattle-based employees and their families enrolled in the Anthem plans listed below. It focuses on strengthening relationships with doctors and ensuring coordinated care through a curated network of providers.

What is primary care? - Primary care is the first place you go when you need help with your health. It includes regular check-ups, treating common sicknesses, and helping you stay healthy. Your primary care doctor or nurse can also guide you to other doctors if you need special care.

What is specialty care? - Specialty care is where you go to see a doctor who is an expert in a certain part of the body or a specific health problem. For example, if you have heart problems, you might see a heart doctor (cardiologist). Your primary care doctor or EmsanaCare will help you find the right specialist if you need extra care.

What is comprehensive healthcare? Comprehensive healthcare means getting all the care you need to stay healthy in one healthcare ecosystem. This form of care can include regular check-ups, treating illnesses, mental health support, and specialty care when needed. The goal is to manage care holistically, not just one problem at a time.

2. Who can participate in the program?

Eligible participants are Seattle, Washington-based employees and their family members, who are currently enrolled in the following Anthem medical plans:

- Anthem PPO
- Anthem PPO with HSA
- Anthem EPO Essentials.

If you are an employee living outside of the Seattle metropolitan area and/or enrolled in a medical plan that is not Anthem, at this time you are not eligible. We look forward to expanding the program in the future to create equitable access to care for all of our employees and their family members.

3. Is there any cost for participating in this program?

No, there is no cost for eligible participants (Seattle-based employees and their covered-dependents, who are currently enrolled in one of eBay's Anthem plans) to utilize the services offered through the program.*

*NOTE: Due to IRS rules for HDHPs, if you're enrolled in the PPO with HSA plan, you'll pay \$60 to see a primary care physician and \$30 or less to see a physical or mental health professional. **After you've met your annual deductible, there is no cost when you utilize the services offered through this program.**

Please see the table below for a breakdown of various costs:

Advanced Primary Care Fee Schedule	PPO OR EPO	PPO with HSA Before Deductible Met	PPO with HSA After Deductible Met
Annual Physical and Well Woman (preventative care)	Free	Free	Free
Primary Care Visit	Free	\$60	Free
Health Coaching Encounter	Free	Free	Free
Mental Health Visit	Free	\$25	Free
Physical Therapy Session	Free	\$30	Free
Chiropractic Visit	Free	\$30	Free
Nurse Visit	Free	Free	Free
Lab Fee (In House Draw)	Free	Free	Free
Select Prescriptions	Free	\$5	Free

4. What services are included in the program?

Harmonized by a network of advanced primary care and specialty providers, the program includes a wide range of services such as, but not limited to: routine care, mental and behavioral health, wellness services, physical therapy, and lab and diagnostic tests.

5. How does enrollment in the program work? When and how can I enroll?

Enrollment details will be provided closer to the program's launch May 1, 2025. In advance of the launch date, we will send additional communications containing weblinks to the enrollment site. We will also host a live session wherein participants can follow along as we demonstrate the enrollment experience.

6. What are the advantages if I participate in the program? How does this program benefit eBay?

Benefits for participants using the program are: immediate access to comprehensive care, exclusive access to advanced medical teams, no cost health services, and long-term sustainable health management support. services, and lower healthcare costs by utilizing advanced primary and specialty care services available through the program.

For eBay, the program aids us as an employer by: giving us the opportunity to deliver services that are normally not available to the average consumer. What we mean is: we know the healthcare system is broken and painful. This program removes the complexities of the system, allowing our employees to access the best care with the best care teams at all times; not just when a person experiences an acute health concern. We care deeply for our employees and their family members, and this program is an investment in all of you. By implementing the program, eBay will experience improved health outcomes, which ultimately lowers our total healthcare costs. By lowering total healthcare costs, we will be able to reinvest those dollars into other areas of health and wellness.

7. Do I need to use the program to access a primary or specialty care physician?

No, the program is voluntary. We encourage you and your family members to participate, as this is a no-cost enhanced and personalized health experience.

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Good News

New Benefit Enhancement Coming in May!

Greetings Team,

We're excited to introduce the eBay Health Connection, a new healthcare program designed to provide you and your family with seamless access to top-quality primary and specialty care.


The program is available to Seattle-based employees and their families, who are currently enrolled in the following Anthem plans: [Anthem PPO](#), [Anthem PPO with HSA](#) or [Anthem EPO essentials](#).


Key Benefits


- ✓ **Quick Access** – See top-performing doctors fast, including same-day or next-day primary care visits.
- ✓ **Cost-Free Primary Care** – Select Anthem primary care providers are available at no cost (or low cost for CDHP Plan members).
- ✓ **Personalized Support** – A dedicated care connector will guide you to the right doctor and even schedule your appointments.
- ✓ **Family Coverage** – Your spouse/partner, children, and/or dependents currently enrolled in any of the following eBay Anthem Plans are eligible:
 - Anthem PPO
 - Anthem PPO with HSA
 - Anthem EPO essentials

Participation in the eBay Health Connection program is optional. You can choose to manage your healthcare as you do today, or take advantage of this enhanced offering!

To Learn More

 **Join Our Webinar:** We'll be hosting a session to walk you through the program and answer any questions. Stay tuned for the invitation!

 **Visit the website:** Please note the microsite will be live after April 18, 2025.

 **FAQs Attached:** Learn more about the program offerings..

We look forward to sharing more in the next few weeks!

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Be well,
[The eBay Health & Wellness Team](#)