

# Members' Digest

## Highlights

Letter from Dr. Donald Jones

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Creating a New Standard in  
Workplace Wellness

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What Sets MH IWS Apart?

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Looking Ahead: The  
Future of Employee Well-  
Being

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A Movement, Not Just a  
Program

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Mental Health & MH  
SignatureRX: Personalized  
Treatment That Works



## A New Era in Employee Wellness - The Movement

MembersHealth Integrated Wellness Solutions

MembersHealth Integrated Wellness Solutions (MH IWS) was born from a personal realization: the healthcare system was failing employees. After a founder's loved one faced a preventable health crisis, a mission took shape—to build a proactive, seamless, and employee-focused wellness solution. MH IWS is more than a service; it's a commitment to transforming workplace health.

More Than a Benefit:

MembersHealth and the Wellness Movement at Work



# MembersHealth

## Letter from Dr. Donald Jones

Dear Members,

As I reflect on our journey, I'm reminded that MembersHealth wasn't created to fill a market niche—it was born from a genuine need for connection, compassion, and care. Our healthcare model embraces the full spectrum of humanity—from moments of crisis to moments of triumph.

Just like the changing seasons or the turning of a wheel, healthcare is never static. It faces storms—of illness, inequity, and time. Yet we persist. We adapt. We rise.

At MembersHealth, our identity isn't built on any one person, but on the stories we share. Our doctors are more than practitioners—they are healers, partners, and performers of care. They stand for something greater: a belief in dignity, in community, in restoration. We no longer say, "I'm sick, but..." We say, "I'm sick, and we're here." That shift—from but to and—is where power lives.

To forge meaning is to challenge norms. To build identity is to lead with purpose. Our commitment to compassionate, personal, and human-centered care remains unwavering. Together, we're not just participating in the future of wellness—we're defining it. With gratitude and resolve,

**Dr. Donald Jones**

President & Chief Medical Officer  
MembersHealth Inc.

# Creating a New Standard in Workplace Wellness

Traditional Employee Assistance Programs (EAPs) offered reactive support—an anonymous hotline, a handful of counseling sessions, disconnected referrals. But today's workforce needs more.

## **MH IWS redefines wellness by offering:**

- Integrated mental health support
- Primary care access
- Virtual hospital services
- Personal data-driven predictive health insights

It's not just a better version of EAPs—it's a new subcategory built for thriving, not just surviving.



## What Sets MH IWS Apart?

**MembersHealth IWS is more than a wellness solution—it's a movement.**

Grounded in proactive care and powered by real data, real doctors, and real results, MembersHealth Integrated Wellness Solutions (MH IWS) is transforming how workplace health is delivered. Built to close the gaps in traditional care, MH IWS combines advanced analytics with human insight to offer a seamless, member-focused experience that prioritizes prevention, access, and measurable outcomes.

### **Key Features Include:**

- **Personalized Data Powered Detection:** Smart analytics help identify mental and physical health risks early, so members can take action before issues escalate.
- **Seamless Care Continuity:** 24/7 virtual hospital access, licensed professionals, and one-on-one coaching—all connected in a single, integrated system.
- **Measurable Outcomes:** Employers receive real-time data to track participation, engagement, and health improvements across their teams.
- **Specialized for High-Stress Roles:** Tailored solutions for first responders, healthcare professionals, and corporate leaders in high-pressure environments.

MH IWS isn't here to compete—it's here to lead. We're redefining wellness as a strategic, data-driven, and human-first advantage in the modern workplace.



# Looking Ahead: The Future of Employee Well-Being

Under the leadership of Dr. Donald Jones, Professor Emeritus and Chief Medical Officer, MH IWS has adopted a results-driven model focused on real-time care, inclusivity, and prevention.

## What's Inside the Model:

- 24/7 real-time access to doctors, therapists, and health coaches
- Predictive insights driven by personalized health data
- Seamless referrals, follow-ups, and tailored care plans
- Services in over 78 languages, including culturally responsive and identity-specific support

As the workforce continues to evolve, MembersHealth Intergrated Wellness Solutions remains ahead of the curve—delivering a distinctive approach to employee well-being that goes beyond traditional benefits.

## A Movement, Not Just a Program -

### How MembersHealth Programs Drive Purpose, Longevity, and Workforce Vitality

MembersHealth's specialty programs—including **Discovery+**, **MH SignatureRx**, the **MH Virtual Hospital**, and **EAP+**—are more than just service offerings; they are strategic pillars in a unified mission: to support a healthier, more fulfilled, and purpose-driven life for every member.

Together, these programs form a holistic ecosystem that:

- **Promotes longevity** through proactive health screenings and early interventions (Discovery+),
- **Delivers personalized, pharmacy-integrated care** (MH SignatureRx),
- **Provides accessible, on-demand virtual medical services** (MH Virtual Hospital),
- And **prioritizes mental health and resilience** in the workplace (EAP+).

By addressing the full spectrum of health—physical, emotional, and preventive—MembersHealth empowers individuals to become their best selves. The result is a **happier, more productive workforce**, improved **talent attraction and retention**, and a culture rooted in well-being.

In short, it's not just about care—it's about creating **a better you** and a stronger, more sustainable organization.

# Mental Health & MH SignatureRX: Personalized Treatment That Works

Mental wellness is a cornerstone of overall health, yet many employees continue to face stigma, long wait times, and limited access to meaningful care. At MembersHealth, we're breaking down those barriers with a proactive, integrated approach to mental health. Our MH SignatureRX program offers tailored, precision-guided treatment plans that go far beyond traditional therapy models. By using data from clinical assessments, patient preferences, and predictive analytics, we match members with the right mental health therapies, medications, and support tools.

## Key Features of MH SignatureRX:

- **Personalized Treatment Plans:** Tailored support based on medical history, symptoms, and individual health goals.
- **Evidence-Based Medication Management:** Our clinical team uses genetic and behavioural insights to inform medication choices—maximizing efficacy while reducing side effects.
- **Integrated Therapy Access:** Members receive virtual access to licensed therapists, psychiatrists, and mindfulness coaches.
- **Continuous Monitoring & Adjustments:** Treatment plans are dynamically updated in real time, ensuring members receive the most effective and relevant care.

MH SignatureRX is part of our commitment to whole-person wellness. We treat not just the symptoms but the root causes—empowering members to take control of their mental well-being with confidence and support.

MEMBERSHEALTH



## Mental Health Check-In

At MembersHealth, we believe mental wellness is essential to overall health. With MH IWS and SignatureRX, support is proactive, personalized, and within reach. Contact your doctor, or therapist, or call MembersHealth at 1-800-484-0152 to speak with one of our certified specialists.

### Tips for Well-Being:

- **Take Action Early:** Even mild symptoms of stress, anxiety, or burnout deserve attention. Early support leads to stronger outcomes.
- **Stay Connected:** Meaningful conversations—whether with loved ones, colleagues, or a therapist—help protect emotional resilience.
- **Prioritize Recovery:** Rest, nutrition, mindfulness, and self-care are critical for both mental and cognitive health.
- **Use Your Resources:** MembersHealth offers integrated access to doctors, therapists, and mental health coaches—all within a seamless, real-time system.

**MembersHealth is here to support you.**  
**Contact us anytime at 1-800-484-0152.**

