

TRANSCARENT HIGHLIGHTS



WHAT IS TRANSCARENT?

There are three main pillars of your Transcarent benefit: **Everyday Care**, **Virtual Physical Therapy**, and **Surgery Care**. Transcarent is a benefit for Trust members as well as covered spouses and dependents enrolled in a health plan. It's 24/7 curated care that covers everything from a cold to a surgery and more. Access care the same way you'd text a friend, book a ride, or stream a movie-with Transcarent's powerful and intuitive mobile platform backed by personal Health Guidance.

WHAT IS EVERYDAY CARE?

It's trusted guidance and easy access to on-the-go-care, whenever and wherever you need it. Services are available 24/7 on the Transcarent app or by phone.

- Chat with a doctor day or night, 24/7
- Enjoy direct access to your own personal Health Guide
- Use an AI-powered symptom checker to determine the most appropriate care
- Locate in-network, quality providers
- Get an expert second opinion after a new diagnosis

WHEN IS MY HEALTH GUIDE AVAILABLE AND HOW CAN THEY ASSIST ME?

Your Health Guide is available 24/7 to help you find quality providers, aid with acquiring second opinions, get you started with virtual physical therapy or surgery, and assist you with wellness goals like smoking cessation or weight loss. They are a central point of contact to help you navigate anything related to your Transcarent health benefits, giving you the support you need to prioritize taking care of you and your family.

WHAT IS VIRTUAL PHYSICAL THERAPY?

An alternative to in-person physical therapy for back, joint and muscle pain. A physical therapist will design a custom program for the member after a virtual meeting. Then the member is sent a kit with a tablet and motion sensors to track their exercises. Members connect with their therapist as their needs change on their journey to feeling better.

WHAT IS SURGERY CARE?

With Surgery Care, you have access to the country's best surgeons in the best facilities who specialize in treating your specific condition. High-quality care saves everyone money in the long run through fewer complications and readmissions, so the IAFF HWT covers your surgery expense at no cost to you (if you have a qualified high deductible health plan, you pay \$0 after your deductible has been met). You're even given a dedicated Care Coordinator who will support you throughout the entire process (and take care of all of the logistics too!).