

Virtual Care Support and Resources

Condition category	Providers / Programs	Description	Eligibility	Cost	How to connect
Primary Care / Specialty	Galileo	24/7 virtual primary care for routine, preventive, and chronic health needs	Enrollees in Surest medical plan	Subject to medical plan deductible/coinsurance	Access via Surest app or member portal
Urgent / Acute Care	UHC	Virtual primary and specialty care for common illnesses and ongoing health concerns	Enrollees in UHC medical plans	Subject to medical plan deductible/coinsurance	- Log in to myuhc.com or UHC app - Call number on ID card
	Teladoc	24/7 urgent virtual care for non-emergency conditions with treatment and prescriptions when needed	Enrollees in Surest medical plan	Subject to medical plan deductible/coinsurance	- Access via Surest app or log in to myuhc.com - Visit: teladoc.com - Download the Teladoc app
Behavioral Health / Mental Health Support	GuidanceResources Employee Assistance Program (EAP)	Free confidential counseling and support for stress, family, legal, financial, and addiction concerns	All benefits eligible Team Members	Free (5 visits)	- Visit: guidanceresources.com - Company ID: VX3291S - Call: 1-888-381-4327 (24/7) - Option to remain anonymous
	Talkspace	Online therapy, counseling, and medication management for mental health support	Enrollees in UHC/Surest medical plans	Subject to medical plan deductible/coinsurance	- Register: talkspace.com/connect - Use medical plan info
	Calm Health	Digital support for mental and physical well-being through personalized programs and resources	Enrollees in UHC medical plans	Subject to medical plan deductible/coinsurance	Access via UHC/Surest app or website
	Optum Live and Work Well	Mental health, counseling, self-help, legal, and financial support resources in one place	Enrollees in UHC medical plans	Subject to medical plan deductible/coinsurance	- Visit: liveandworkwell.com - Access Code: OneMain - Call: 1-877-370-0823
	Family Support Program	Guidance and care coordination for families managing children's behavioral health needs	Enrollees in UHC/Surest medical plans	Free	Call: 855-238-4232
	Substance Use Treatment Helpline	24/7 confidential support and treatment guidance for substance use recovery	Family, Friends, Neighbors	Free	- Call: 1-855-780-5955 - Available 24/7 - Confidential support and referrals
Women's Health	Midi Health	Virtual menopause and hormonal health care with personalized treatment support	Enrollees in UHC/Surest medical plans	Subject to medical plan deductible/coinsurance	- Visit: joinmidi.com/onemainfinancial - Email: care@joinmidi.com - Call: 888-731-8994
	Maven Maternity	Virtual pregnancy, postpartum, and newborn care support.	Enrollees in UHC/Surest medical plans	Free	Visit mavenclinic.com
Physical Therapy / Musculoskeletal	Hinge Health	Digital physical therapy and coaching for muscle and joint pain	Enrollees in UHC/Surest medical plans	Subject to medical plan deductible/coinsurance	- Visit: hinge.health/onemainfinancial-enroll - Email: help@hingehealth.com - Call: 855-902-2777
Digestive Health	OSHI Health	Virtual digestive health care for conditions like IBS, reflux, and Crohn's disease	Enrollees in UHC/Surest medical plans	Subject to medical plan deductible/coinsurance	- Visit: oshihealth.com/surest/ OR oshihealth.com/uhc