

# Meet your healthcare concierge.

With Included Health, you get the care you need, the way you want. Plus, our services are available at no cost to NFP employees and their eligible dependents enrolled in a NFP medical plan.

## Here's how we can help:



### Get matched to high-quality care.

We'll find in-network doctors nearby who can treat your unique needs.



### Get a second opinion.

We'll get a leading specialist to review your care and offer a second opinion.



### Get expert advice.

Call a registered nurse for advice on symptoms, side effects, and more.

## Support is here when you need it.

### Diagnosis or treatment review:

- I need a second opinion or have questions about a completed opinion.
- I've been prescribed a medication but would like to see if it's the right one.

### Consult with a clinician:

- I need to speak to a nurse.
- I need to speak to a clinician about my treatment options.
- I need to talk to someone about the side effects of my current medication.

### Find local care:

- I need to find a new doctor.
- I am struggling with a new diagnosis/medication and want to find a provider.

Included Health is available to all eligible employees and their covered dependents enrolled in a medical plan with NFP.



download the app

## Activate your account.

[yourincludedhealth.com](https://yourincludedhealth.com)

1-800-929-0926



# Frequently asked questions

## What is Included Health?

We're a trusted health resource made available to you through NFP. We are your first destination and resource for your healthcare needs. Our services include: Finding you high-quality, in-network doctors, facilities and specialists; getting you expert medical opinions from world-leading experts; connecting you with a clinician for treatment advice.

## When should I use Included Health?

- You're searching for a new doctor or therapist and need help finding one who's in-network and close to home. We'll match you to high-quality providers for your unique needs.
- You're unsure about a diagnosis, or you've been recommended surgery as a form of treatment. We can arrange for you to get a remote expert medical opinion from a leading expert specializing in your area of need.
- You want to make sure you don't need to visit the ER and want to know what options are available for you. Pick up the phone and talk to a registered nurse for advice.

## Who is eligible for Included Health?

We're available to NFP employees and eligible dependents who are enrolled in an NFP sponsored medical plan.

## How much will this cost me?

Included Health services are available at no additional cost to you or your eligible dependents. Regular cost sharing provisions (for example coinsurance) will apply to any treatments or procedures performed as a result of the expert medical opinions or for an in-person Office Visit arranged through your care team. Your care team will find the doctor, collect all relevant medical records, and, if necessary, schedule the appointment free of cost.

## Will this remain confidential?

Yes, everything you share with us is completely confidential.

## What should I do if I have more questions?

Call **1-800-929-0926** or email **support@includedhealth.com**. Or download the Included Health app to chat with your care team.

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