



Announcing a new
Adult Primary Care Benefit for

CookChildren's.





Dear Cook Children's Team Member,

Welcome to CareATC, a partnership between Cook Children's and CareATC.

I have some great news for you!

If you are on one of Cook Children's medical insurance plans, you have an additional benefit available to you: a new primary care health center that is dedicated to Cook Children's employees and anyone else in your family who is 18 years or older and covered on your plan. Even employees who are not covered by a Cook Children's medical plan can access the new Henderson health center for minor illnesses.

This new benefit is part of our goal of improving the Team Experience, and I hope you find value in it.

The newest CareATC health center is located at the corner of Henderson and Pennsylvania in Fort Worth, just down the street from our medical center, and there are six other locations across DFW that are open for you.

The physicians and nurse practitioners can become your personal health care providers for all of your primary care needs. From a physical, routine lab tests, to helping you manage your chronic condition, a CareATC health center is a call or click away.

A few of the additional highlights of this new benefit include:

- Low/no cost services:
 - \$0 without an HSA
 - \$10 with an HSA or non-covered employees
- No bills after your visit
- Little to no wait to see a health care provider
- More time to visit with your health care provider
- Convenient locations across DFW
- Extended hours
- 100% confidential

All of the care and services provided to you are completely confidential and Cook Children's will never know why you visited CareATC.

I hope you will remember this new benefit, and make an appointment today if you are in need of an annual physical, facing down allergies or just a little under the weather.

Remember: We can only take care of others when we take care of ourselves so I'm encouraging you to call or visit www.careatc.com/cc to make an appointment if you are in need of a health care provider.

Thank you for your commitment to Cook Children's!

A handwritten signature in black ink, appearing to read "Rick Merrill".

Rick W. Merrill

President & CEO

Cook Children's Health Care System





We're here to help make healthy living easy.

In this guide, you'll better understand your benefits, how to access care, and get more out of your health centers.

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Who is CareATC?

What if one conversation could improve the quality of your life? At CareATC, we believe that primary care has this power. Primary care professionals serve on the front lines of health care. They are often the first to see depression, early signs of cancer or chronic disease, and other health concerns. We know that primary care professionals are essential to your health and well-being, which is why we work toward eliminating the most common barriers to quality care.

Partnering with Cook Children's, we make it easy to access quality primary care at little to no cost to you or your family. Finally, care that puts you at the center. To learn more about CareATC Inc., visit www.careatc.com/cc.

CareATC Health Center Locations



Fort Worth Henderson

Richardson

Broad Park

Josey Ranch

Fort Worth Fossil Bluff

Irving MacArthur Blvd

Three easy ways to schedule an appointment:

2

Your Health Center Benefits

Reduced Cost* Primary Care at CareATC

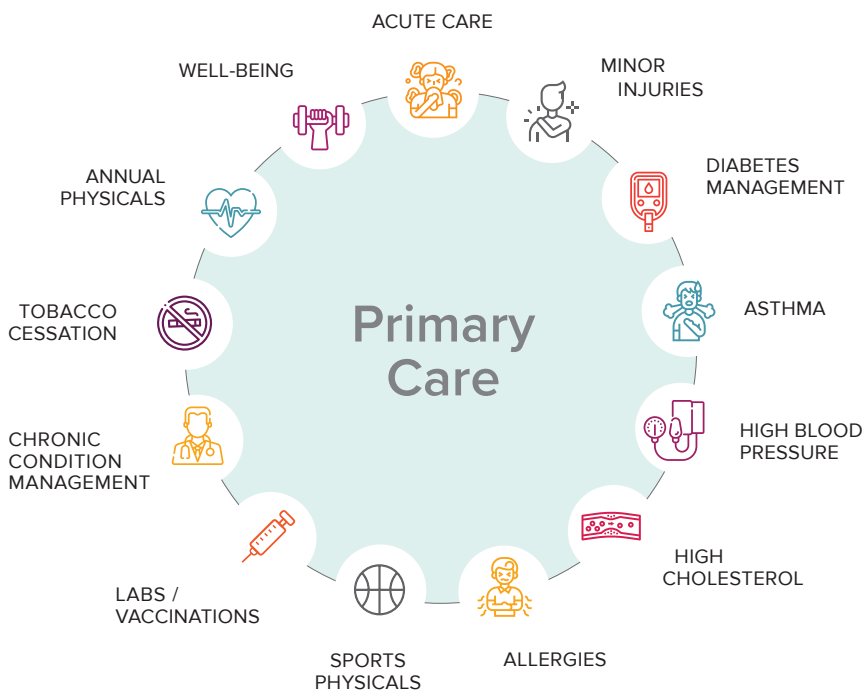


In Texas, access to quality adult primary care can often be hit or miss generating additional costs without the valuable services you deserve. Your new CareATC primary care benefit is designed to both improve your access and reduce your costs. Because your health centers are sponsored by your employer, your costs are either reduced or removed for all primary care services rendered to you, your spouse or dependents (ages 18+) who are on your health plan. The seven health centers you now have access to are not open to the general public but serve like-minded employers who also value enhanced access to quality primary care. No more long waits in a crowded waiting room or feeling rushed during your appointment. Finally, full-service primary care to keep you and your family healthy.

Services and treatments can include:

- Adult Immunizations
- Allergies / Asthma
- Annual Physicals
- Cold / Flu / Congestion
- Diabetes Management
- High Blood Pressure
- High Cholesterol
- Lab Work / Tests - On-site
- Minor Injuries
- Sick Visits
- Sports Physicals
- Tobacco Cessation
- Weight Control
- Well Woman Exams

*A small office visit fee may apply for HSA participants or employees not enrolled in the Cook Children's health insurance plan.



Getting Started

How to Activate Your Account



When it comes to managing your health, we make every effort to ensure that you can safely and securely access the information that matters most to you. To help everyone get the most from this benefit, it's important that each member on your health plan age 18 and over create their own account.

Activate your account today

Securely activate your account by downloading the **CareATC app** or visiting **www.careatc.com/cc**.

Activate your account in 4 easy steps:

Step 1: Tell Us About Yourself

Provide personal details. It is important you double check that this matches your employer records.

Step 2: Verify Your Identity

Complete a verification quiz that authenticates your identity.

Step 3: Create Your Account

Set up your username and password.

Step 4: Set Up Your Recovery Options

Provide a phone number and/or email address to recover login information.




If you have trouble registering or logging into the Patient Portal or mobile app, you can call the Patient Access Center at 800.993.8244.

Quick and Easy Appointment Scheduling



Scheduling appointments is fast and convenient using the CareATC app, Patient Portal or call-in scheduling. Because the health center is catered to you, it's easy to schedule same-day or next-day appointments.

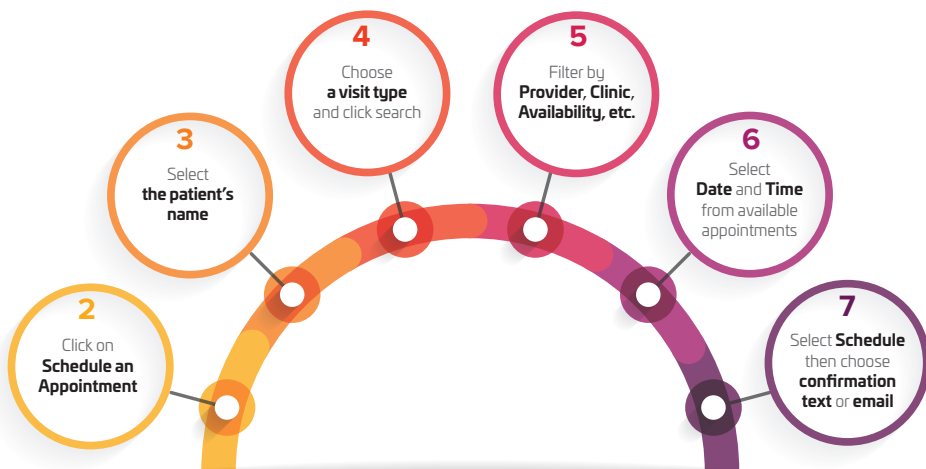
Three easy ways to schedule an appointment

-  Call **800.993.8244** (hablamos español)
-  Visit **www.careatc.com/cc**
-  Download the **CareATC App**

Less wait time, more face time with your medical provider

Experience little to no wait time so you can spend more time on your health. Our more individualized appointments give you more time with your provider so you can receive focused attention to cover all your concerns and wellness goals.

- Seven convenient health center locations
- Extended time with board certified medical providers
- Address potential risk markers for a total health approach
- Experience integrated care to achieve your wellness goals





Virtual Visits



After your first in-person visit, virtual visits are available via telephone or online face-to-face video visit, depending on availability and your specific symptoms. Virtual visits can cover most primary care needs, including everyday sick visits, well visits, follow-ups, medication reviews, and possible exposure or symptoms related to viral diseases - all from the comfort and safety of your home. During a virtual visit, you and your CareATC provider can discuss any needed referral services or medication options.

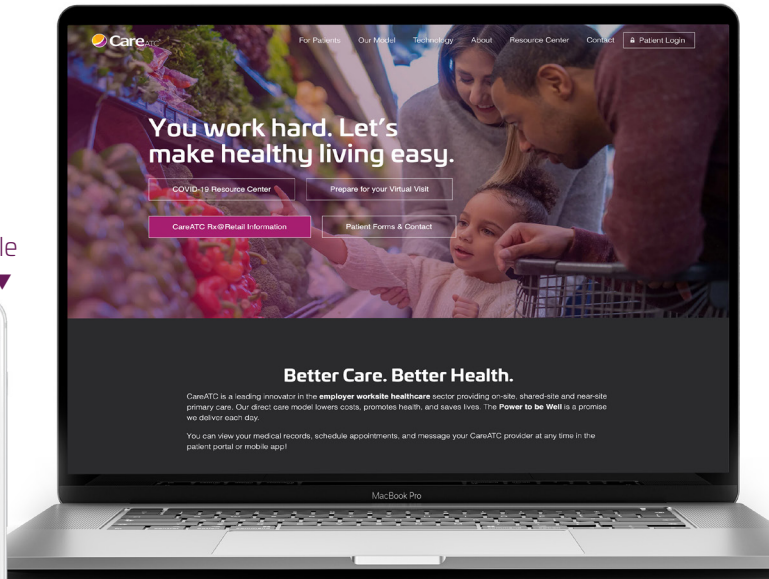
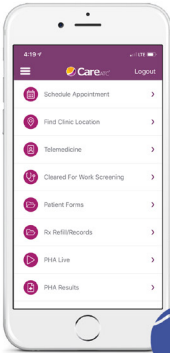
Benefits of Virtual Visits

- Available from 7am - 7pm CST, 7 Days a Week
- Consistent Care from Board Certified Providers
- Virtual Chronic Disease Management
- Address Acute Care Needs
- Convenient Appointment Scheduling
- 100% HIPAA-Compliant

Patient Portal ▼



Mobile App ▼



Download the CareATC Mobile App

With the CareATC mobile app, you can take your wellness with you — anywhere, anytime! Schedule appointments, get access to information that can help you improve your health, and so much more.

Download the app to:

- ➔ Schedule In-Person or Virtual Care Appointment
- ➔ Message Your Primary Care Team
- ➔ Complete and Review Forms and Documents
- ➔ View Your Medical Record
- ➔ Submit Prescription Refill Requests
- ➔ Map Available Health Center Locations
- ➔ Access Exclusive Health Education Content

Frequently Asked Questions



What is CareATC?

CareATC is a national health care company that promotes health, prevents disease and provides a shorter path to care. As a technology-driven company for the modern workplace, we're all about smart tools that keep you healthy and save you money.

Why is Cook Children's partnering with CareATC?

This model of care helps Cook Children's build a healthier workforce. In short, CareATC helps employees and their families improve their health and this results in health care savings for all of us.

How is CareATC primary care different from a traditional primary care practice?

Employer-sponsored primary care health centers give employees and their families a place to get comprehensive medical care at little or no cost and includes primary care visits, lab tests and the ability to send prescriptions to your pharmacy. All of our medical providers are 100% board certified so you can expect high-quality care at each visit.

Will you share my medical records with Cook Children's?

No. Your medical records will never shared with your employer. With CareATC, your personal health information is 100% safe and secure. The privacy and confidentiality of our patients are

protected under federal HIPAA regulations, state laws and regulations, and the ethics codes of mental health professionals. Access of patient records and transmissions by third-party entities, (i.e., employers or family members) is prohibited. Patient information may not be disclosed without the explicit and informed consent of the patient and authorization by their clinician.

How do I activate my account?

Securely activate your account by downloading the **CareATC app** or visiting www.careatc.com/cc. Activate your account in **4 easy steps**: **Step 1**: Tell Us About Yourself - provide your personal details. It is important you double check that this matches your employer records. **Step 2**: Verify Your Identity - complete a verification quiz that authenticates your identity. **Step 3**: Create Your Account - set up your username and password. **Step 4**: Set Up Your Recovery Options - provide a phone number and/or email address to recover login information. If you have trouble registering or logging into the Patient Portal or mobile app, you can call the Patient Access Center at 800.993.8244.

I have been a patient for 5 years. My CareATC provider is the kind of doctor who is friendly, genuine, caring, and helpful. In the last year and a half, I have been to a lot of specialists who made me feel like a number. My CareATC provider is not like this at all. He makes me feel like I am more than just a number.

Michelle M.

**THE
POWER
TO BE WELL.®**

Your health is our mission.

Contact us today to schedule an appointment.

800.993.8244 | CareATC app

For more information visit

www.careatc.com/cc

Call toll-free

If you don't have computer access, need language assistance or still have questions after reading this informational guide, please call this toll-free number: **800.993.8244**.

* A small office visit fee may apply for HSA participants or employees not enrolled in a Cook Children's health insurance plan.



CareATC Inc. is a leading innovator in the health technology sector providing on-site and shared-site medical clinics. By leveraging groundbreaking technology, CareATC offers customized population health management solutions for employers that reduce healthcare costs by promoting health, preventing disease and providing a shorter path to care. CareATC manages more than 150 clients in 35 states and cares for more than 300,000 patients. Accredited by the Accreditation Association for Ambulatory Health Care Inc., CareATC is based in Tulsa, Oklahoma. To learn more about CareATC Inc., visit www.careatc.com.