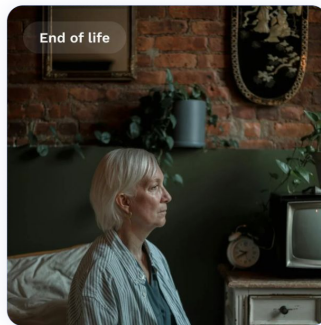
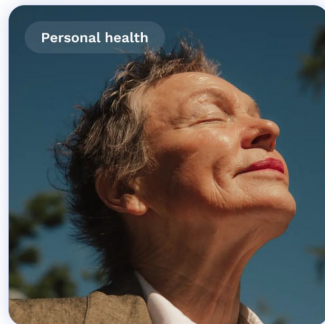
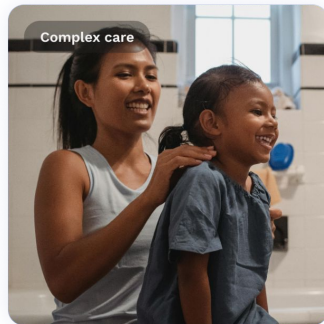
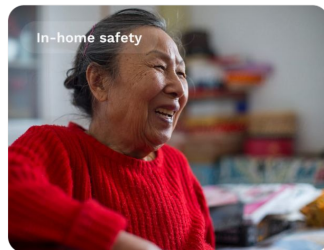


Point32Health, meet *Wellthy Backup Care*

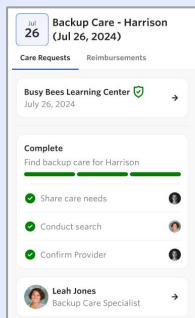


Meeting you at *each step* of your care journey

Backup Care

Support for gaps in care

For the crucial moments when care inevitably falls through — whether that's tomorrow, next week, or a month from now.



Care Planning

Helping families plan and learn

Comprehensive care planning tools and resources in one centralized, accessible place

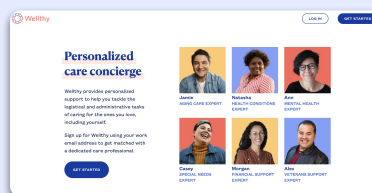
Explore long-term living options

- ☒ Determine a timeline and budget
- ☒ Document facility preferences
- ☐ Research facility options

Care Concierge

Helping families get things done

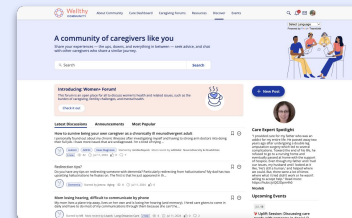
Dedicated, hands-on support from experts who get to know each family and tackle their to-dos



Wellthy Community

Helping families feel less alone

Peer-to-peer space where family caregivers can find support and exchange knowledge



AGENDA

For our time *together*

- ✓ Backup Care Overview
- ✓ Program Details
- ✓ Case Study: Alex
- ✓ Final reminders!
- ✓ Q&A





OVERVIEW

Personalized, reliable, and stress-free *backup care experience*

When care plans change, we are here for you.

Wellthy shows up in the crucial moments when care inevitably falls through — whether that's tomorrow, next week, or a month from now.

OVERVIEW

Addressing *urgent needs and gaps in regular care*

Handling the unexpected

Life can change on a dime. We help identify the best backup options for your family, even when unplanned care needs arise.

Getting ahead of emergencies

You shouldn't wait for care needs to fall through and scramble. Work with Wellthy or browse our network so that when emergencies strike, you are prepared.

Anticipating key moments

Back-to-school, flu season, and the holidays come every year, so let's plan ahead and build or update your backup care circle.



Benefit and *program details*

Who can I use Wellthy's backup care program for?

- Backup care can be used to provide care for dependents, pets and adult loved ones

What does Point32Health's benefit offer?

- Up to 15 backup care days per employee, per calendar year for dependents, pets and adult loved ones
- Point32Health subsidizes the cost of backup days up to \$150 per backup care day

What am I responsible for?

- You are responsible for any costs that go beyond the subsidized amount Point32Health provides



Diverse options so *you decide what's best for your family*



Inclusive, open network

Our Care Network includes diverse options including care centers, in-home care, community programs, etc., so you can choose the provider that is the right backup care for your family



Search our network, or let Wellthy search for you

Our platform is flexible so you can search backup care providers on your own, or share your preferences with one of our Backup Care Specialists and they'll provide customized options for you



Pet Care through Rover

You have access to Rover's network of providers for your pets. You can request a Rover voucher on the Wellthy platform to cover the cost of your pet backup care and select your preferred provider on Rover's website.

PROGRAM

Other *ways to book and pay for Backup Care*

Wellthy books and pays providers¹

Lean on a Backup Care Specialist for everything!

They can help search for, secure, and pay the providers directly.

Wellthy books and you pay providers

A Backup Care Specialist is here to help you find options, and if you prefer to pay the provider.

You can request for reimbursement — proof of care and payment is required.

You book and pay providers

For last minute needs or if you want to handle the process on your own.

You can request for reimbursement — proof of care and payment is required



¹The Wellthy Care Team will help source care within 24 hours, but will not pay upfront for these care requests. You will need to pay for this out-of-pocket and submit for reimbursement



Daycare is closed next week, and *Alex is scrambling*

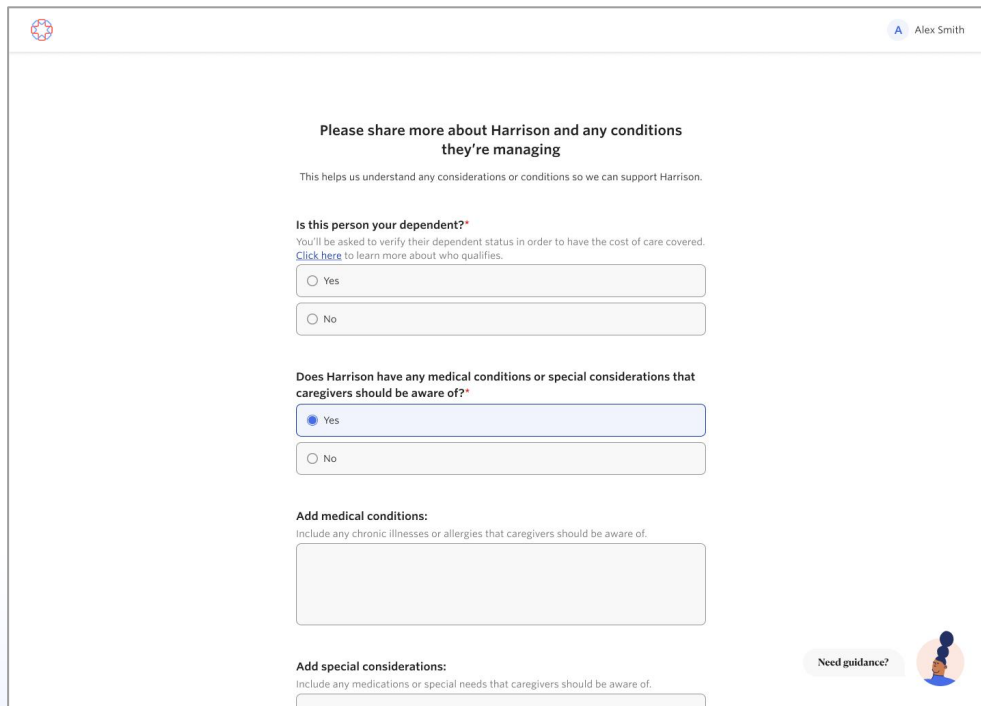
Alex's three year-old son, Harrison, regularly attends daycare, but she just found out it's closed next Friday for Staff In-Service Day. With her new work schedule, she's required to come on Fridays, so she's scrambling to figure out coverage.

She was also reminded about another Staff In-Service Day on September 9, which she doesn't have off. Alex now wants to get ahead and have a plan for September.



Alex *creates her Wellthy account*

1. Alex creates her Wellthy account at **wellthy.com/member/point32health** with her email and a password.
2. She verifies her eligibility using her Colleague ID
3. Creates a profile for Harrison, and shares a bit of information about him. Things like: name, DOB, address, dependent status, medical conditions, and special considerations
4. Let us know if this is an urgent need — care is needed within 24 hours¹



A screenshot of a web form titled "Please share more about Harrison and any conditions they're managing". The form is for Alex Smith, as indicated by the name in the top right corner. The form contains several sections: a header with a red cross icon, a title, a sub-header, a question "Is this person your dependent?*", a question "Does Harrison have any medical conditions or special considerations that caregivers should be aware of?", a section for "Add medical conditions:", and a section for "Add special considerations:". The "Yes" option for the dependent question is selected. The "Yes" option for the medical conditions question is also selected. There are text input fields for the medical conditions and special considerations sections. A "Need guidance?" button with a person icon is in the bottom right corner.

Please share more about Harrison and any conditions they're managing

This helps us understand any considerations or conditions so we can support Harrison.

Is this person your dependent?*

You'll be asked to verify their dependent status in order to have the cost of care covered. [Click here](#) to learn more about who qualifies.

☒ Yes

☐ No

Does Harrison have any medical conditions or special considerations that caregivers should be aware of?*

☒ Yes

☐ No

Add medical conditions:

Include any chronic illnesses or allergies that caregivers should be aware of.

Add special considerations:

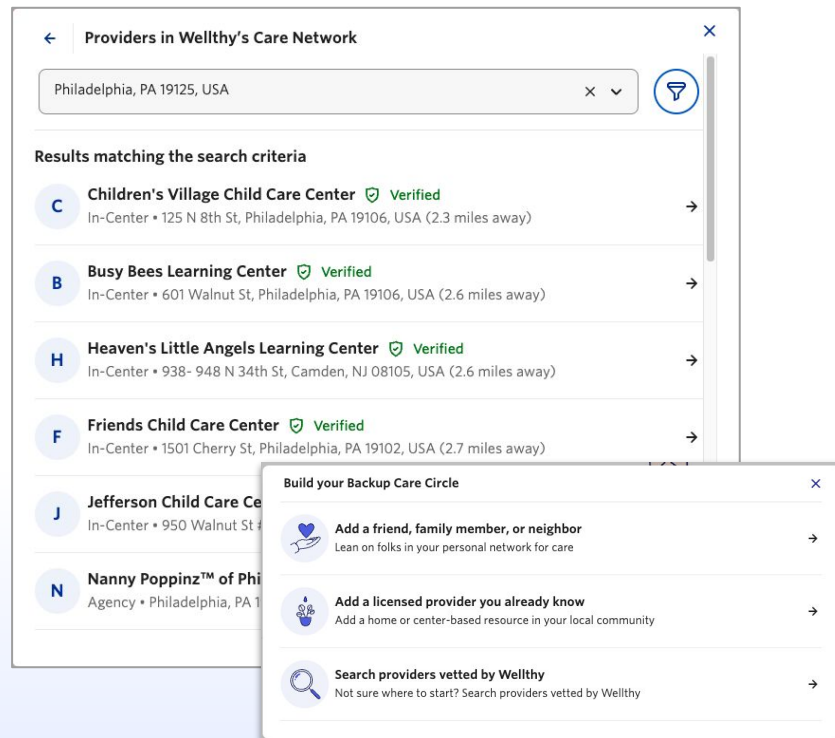
Include any medications or special needs that caregivers should be aware of.

Need guidance?

Alex *explores the Wellthy Care Network* to find local options

Alex wants to start looking for local options to build a **Backup Care Circle**, which is like a “speed dial” of your preferred backup care options. So she explores the Wellthy Care Network for verified providers.

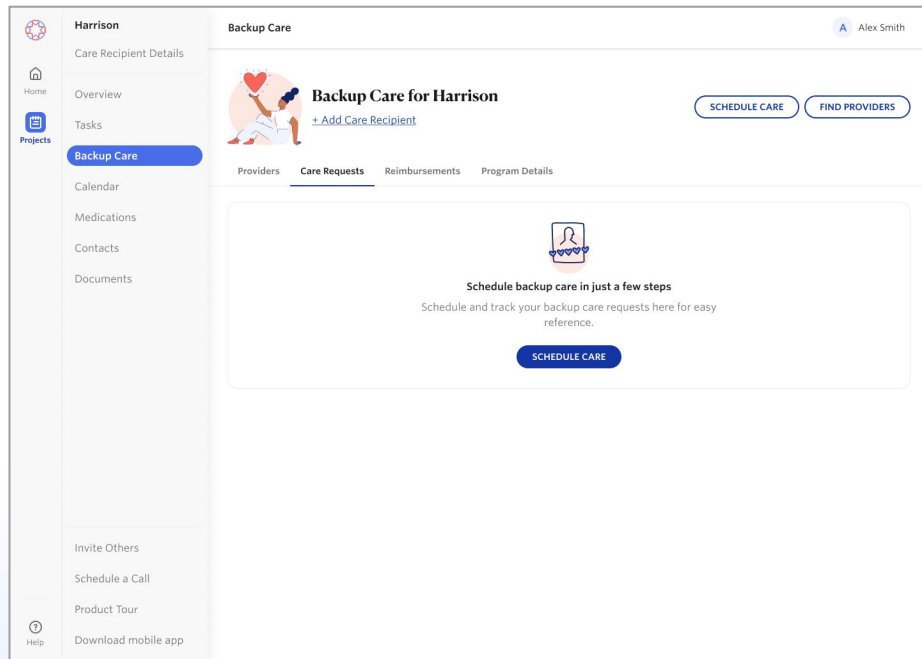
The Care Network is a vetted, dependable, and centralized database of trusted backup care options. It includes a whole host of flexible and reliable care options like childcare centers, camps, faith-based organizations, home-based childcare, private caregivers, etc.



Alex turns to a Backup Care Specialist to *do the work for her*

After checking out the Care Network, she's impressed to see all the different options in her neighborhood. But she's super busy for the rest of the day and doesn't have time to reach out to providers.

Alex clicks '**Schedule Care**' to request support from Wellthy's in-house experts to do the legwork of searching for, reaching out to, and scheduling backup care for days she needs it.

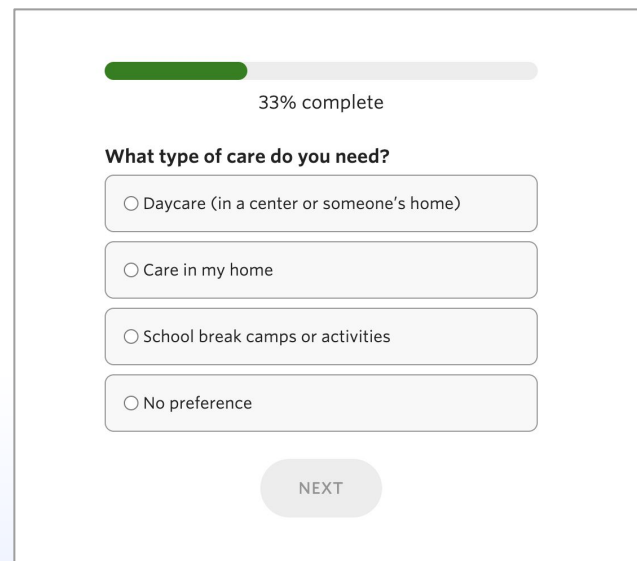


Alex *submits a request to schedule care* and hands it over to a Backup Care Specialist

In the **Schedule Backup Care Questionnaire**, Alex will confirm:

- The date and time that she needs care
- Where care will be provided
- The type of care she's interested in
- Why she needs backup care
- How she'd prefer we contact her
- Any other important information that would be helpful in the search

After completing the brief questionnaire, Alex's request is routed to a Backup Care Specialist to work on finding the best-fit options.

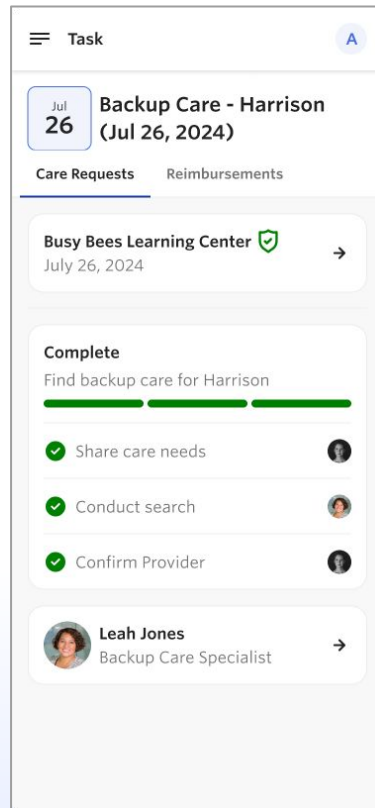


A screenshot of a web-based questionnaire titled "Schedule Backup Care Questionnaire". At the top, there is a progress bar that is 33% complete, indicated by a green segment. Below the progress bar, the question "What type of care do you need?" is displayed. There are four radio button options: "Daycare (in a center or someone's home)", "Care in my home", "School break camps or activities", and "No preference". At the bottom of the form, there is a "NEXT" button.

Alex gets to *choose which option works best* so the Backup Care Specialist can book care on her behalf

The Backup Care Specialist found three great options from the Care Network — confirmed availability, costs, and any necessary steps to secure Harrison's spot.

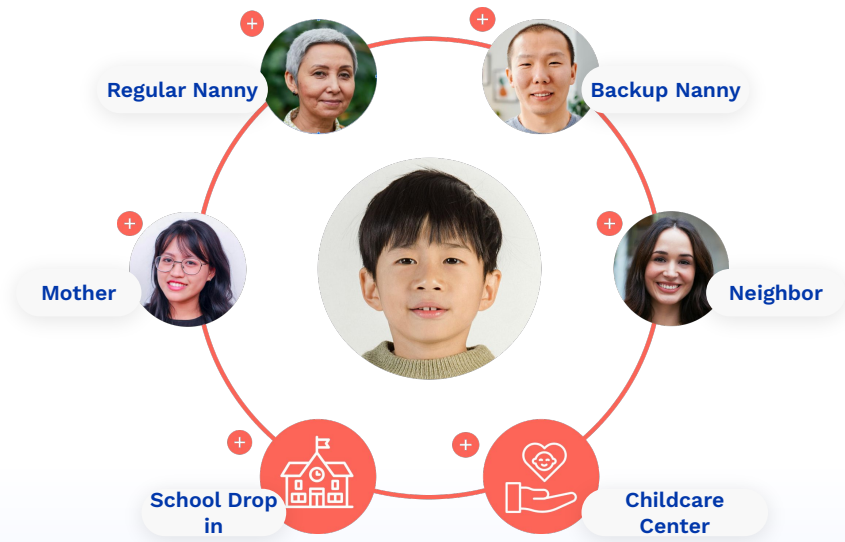
Alex chooses which provider she prefers and has Wellthy secure her booking and pay for the backup care event.



Thinking ahead, Alex *adds providers to her Backup Care Circle*

So she's prepared for next time, Alex gets ahead and puts in another request for the next daycare closure.

And since she's in the mindset of getting ahead, she's able to add these providers to her Backup Care Circle, and anyone else she knows in her own personal network.





Getting ahead for future backup care needs

Mauricio and his wife Lauryn had been left with large gaps in their childcare last year when their nanny took time away for a family emergency. During open enrollment period at work he was reminded that Wellthy offers back up care support which helps families prepare for backup care needs before they arise and find coverage last-minute. To get ahead and set up a plan for when care inevitably falls through again, he created his Wellthy account.

Here's how Mauricio planned for backup care with Wellthy:

- Browsed care providers in their area in Wellthy's Care Network and added profiles to their Backup Care Circle
- Leaned on a Backup Care Specialist to develop a plan for when there are disruptions in plans

Highlight: Weeks later Mauricio's nanny got the flu and Lauryn was able to quickly find childcare coverage from their Backup Care Circle until she was able to return.



Taking care of their mother

Candice and her sisters are caring for their mom who has fibromyalgia, anxiety, and depression. Here's how Wellthy helped:

- **Housing:** Researched affordable housing options, assisted with applications, and evaluated and recommended moving services
- **Medical:** Gathered and digitized all important medical and legal documents
- **In-Home:** Sourced and vetted an in-home companion to visit their mother on a weekly basis

Highlight: Secured a senior living facility tour and interview after a several-month waitlist, and successfully transitioned the mother from Colorado to California

FINAL REMINDERS

Don't forget! *Important reminders*

- Backup Care is available to colleagues as of **January 1st, 2025**
- You are eligible to receive up to **15 backup care days per year**, and Point32Health subsidizes the cost of a backup care day, up to \$150 per day.
- Wellthy can book and pay providers directly if requests is submitted >24 hours of when you need it. However, if you pay the provider directly, you can request a reimbursement, and will be required to submit appropriate evidence to receive reimbursement
- You can use Backup Care for an aging/adult loved one, pets and/or an eligible dependent. If you are requesting care for an eligible dependent, you must provide documentation that confirms the dependent relationship.
- If you paid for Backup Care, you can request reimbursement by uploading proof of payment and care. You will be prompted for bank account information so funds can be reimbursed directly.



wellthy.com/member/point32health



Questions?

wellthy.com/member/point32health