

Mister | MyQHealth.
by QUANTUM HEALTH



WHEN YOU DON'T KNOW
WHERE TO BEGIN,
START WITH US

MYQHEALTH WILL HELP YOU GET THE MOST OUT OF YOUR BENEFITS



MyQHealth *is not* an insurance company, but **we do help with insurance issues.**



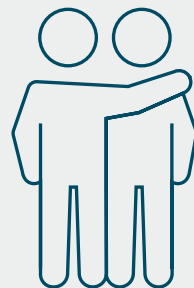
MyQHealth *is not* a healthcare network, but **we can help you find quality in-network providers.**



MyQHealth *is not* a provider, but **we can provide coaching for tobacco cessation or maternity wellness.**

MyQHealth is a healthcare navigation and care coordination partner hired by Mister Car Wash to help personalize and simplify your healthcare experience, navigate your health benefits, and save you money – at no cost to you.

We believe no one should have to navigate their healthcare journey alone. You deserve an expert guide and a compassionate listener – someone on a mission to reduce the complexity, worry and expense along your journey. Someone who will fight for your care. **This is what we do**, and we've been doing it more than 20 years – longer than any other healthcare navigation and care coordination provider – because we started it all!



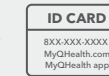
HEALTHCARE IS COMPLEX. MYQHEALTH MAKES IT SIMPLE.

ONE NUMBER TO CALL



888-971-7277

ONE ID TO CARRY



All the contact info you need

ONE MEMBER PORTAL



mymisterhealth.com
MyQHealth – Care Coordinators app

ONE DEDICATED TEAM



Comprehensive personalized support

Contact your MyQHealth Care Coordinators whenever you need help with your medical, wellness or pharmacy benefits.



UMR is your third-party administrator (TPA).

- Insurance claims
- Coverage verification
- Explanation of benefits (EOB)



UnitedHealthcare is your provider network.

- Your network of local and national providers



OptumRx is your pharmacy benefit manager (PBM).

- Prescription coverage
- Formulary management
- Specialty programs

IF THERE'S A BETTER WAY TO HELP YOU UNDERSTAND YOUR BENEFITS, WE'LL FIND IT

Think of your MyQHealth Care Coordinators as your personal team of nurses, benefits experts, claims specialists and coaches who will do whatever it takes to support your healthcare needs, including:

- Answering claims, billing and benefits questions
- Helping manage chronic conditions
- Helping reduce unnecessary out-of-pocket costs
- Understanding how to get the most out of benefits
- Verifying coverage
- Confirming precertifications
- Finding in-network providers
- Contacting providers to discuss treatment
- Ensuring you receive high-quality, safe and cost-effective care
- Advocating on your behalf for benefits and services



EXPERT HELP IS JUST A TAP, CLICK OR CALL AWAY

There are no set hours for healthcare issues to happen, and they're never convenient when they do. That's why we provide multiple ways to contact your Care Coordinators that fit your schedule:



Schedule a call.

Log on to your MyQHealth portal and select "Schedule a Call."



Call 888-971-7277.

If you aren't immediately connected with a Care Coordinator, you can select the prompt for a callback if you don't want to wait.



Chat in real time

with a Care Coordinator during business hours from the member portal at mymisterhealth.com or on the MyQHealth - Care Coordinators app.



Send a secure

message, 24/7, from your MyQHealth member portal, online or on the app.

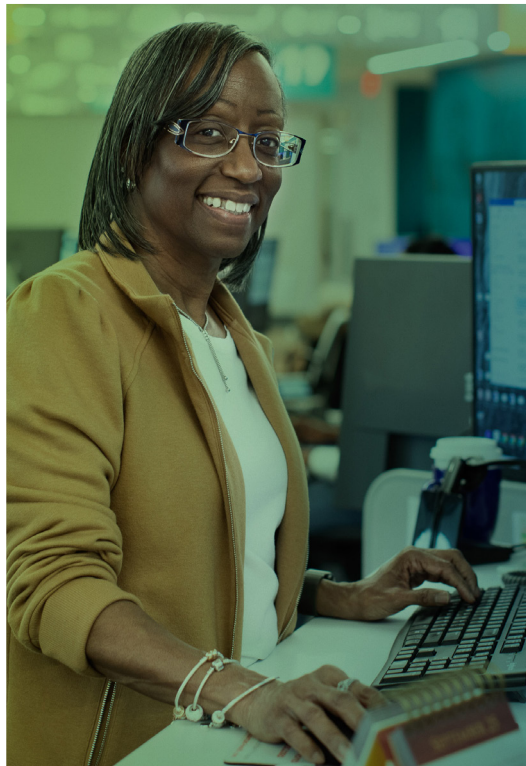
Your Care Coordinators may also try to reach you.

As your Care Coordinators work on your case, questions and concerns may come up regarding things like out-of-network providers, reducing out-of-pocket costs, prescribed medications that shouldn't be taken together, secondary insurance confirmation, coaching, nurse support for condition management, and preadmission or postdischarge follow-ups. If asked to leave a message, your Care Coordinators will not include personal details.

WE'RE ALL ON THE SAME TEAM – YOURS

We believe there's comfort in consistent caring – having the same people support you throughout. People who know Mister Car Wash's benefits from top to bottom. People who know your situation and treatment history. People who you can trust, sometimes literally, with your life.

Your MyQHealth Care Coordinators are on your journey with you. When you contact us, you speak with a familiar voice. And time and time again, members have been thankful for that familiarity. They say it really makes a difference.



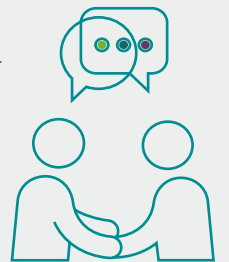
WE'RE DEDICATED TO YOU



MyQHealth teams work in tight-knit, family-like groups called Pods, which are designed to optimize the caring, personal service and comprehensive expertise of an entire care team.

Your Pod includes Care Coordinators who specialize in patient services, claims and benefits, as well as clinical support. They sit in close proximity to each other in order to facilitate information sharing and provide the guidance you need in real time.

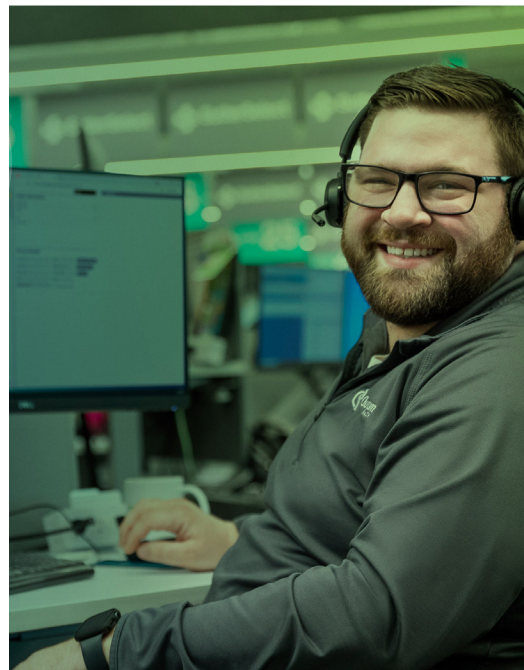
In addition, we have specialty clinical staff available, including medical doctors, oncology specialists, transplant and NICU nurses, and pharmacists, who support Pods with their expertise and discuss treatment plans with providers.



“She called to share that she would be there to help us on the journey. She has helped me understand our insurance coverage, find specialists, get approvals, get medication, and correct billing errors. She has become an important and wonderful part of our village – a real friend.”



I usually assume that the 'people' answering app chats are high-tech bots. But when I reached out on the MyQHealth app to ask some questions about an upcoming procedure, I connected with a real human with a lot of patience. Best app chat EVER. Thank you for connecting with our generation in a way we want, but with actual human support!



UNDERSTANDING YOUR HEALTH PLAN

Providing flexible, comprehensive benefit choices to meet your unique needs is just one of the many ways Mister Car Wash supports your health and wellbeing. In fact, Mister provides so many benefits, you may not even be aware of some of them.

Your health plan also includes these FREE programs (more details on the following pages):

- CirrusMD
- Hinge Health
- Ginger
- myHealthcare Cost Estimator
- Livongo – weight management
- Livongo – diabetes management
- Livongo – diabetes prevention
- Livongo – hypertension management
- MyQHealth Early Steps® Maternity Coaching
- MyQHealth Tobacco Cessation Coaching

Contact your MyQHealth Care Coordinators whenever you or your dependents need care, or to learn more about what your health plan offers.



Have a medical question? You have a doctor right at hand.

Getting care is as easy as texting a friend. Securely chat with a doctor about any health concern, big or small, within seconds. No appointments, no wait times. Just instant access to peace of mind.

WHAT:

CirrusMD is available to Mister Car Wash's medical plan participants free of charge. Doctors are available 24/7, and conversations don't end until you have the answers you need.

WHEN:

Use CirrusMD when you:

- Feel sick but it's not an emergency
- Have a minor injury
- Have general medical questions
- Are not sure where to go to obtain care
- Want to refill a prescription (controlled substances, nontherapeutic drugs and certain other medications may not be available)

WHO:

Employees and dependents enrolled in a Mister Car Wash medical plan are eligible.

HOW:

- Download the CirrusMD app from the Apple App Store or the Google Play Store by searching for "CirrusMD." Then, choose "Create Account" under the sign-in box to sign up.
- You can also learn more, sign up and use CirrusMD online at **mycirrusmd.com**.

Conquer musculoskeletal (MSK) pain without drugs or surgery – just your mobile device!

Join the more than 300,000 people who have joined our programs so far and have cut their pain by over 60% with personalized exercise therapy, coaching and education.

WHAT:

The Hinge Health Digital Clinic is the #1 MSK solution for employers and health plans, empowering people to reduce chronic pain, opioid use and surgeries. We surround members with a complete clinical team and technology for the most clinically proven MSK care.

Whether you're preparing for surgery, recovering from an injury, or looking to form healthy habits, Hinge Health's digital programs can help.

Get expert treatment from the comfort of home. We'll customize a care plan for your needs and send you the Hinge Health kit, which includes:

- Wearable sensors for live feedback during exercise
- A tablet for app-guided exercise therapy

WHO:

Employees and dependents 18+ enrolled in a Mister Car Wash medical plan are eligible.

HOW:

- Connect with your health coach or physical therapist through the app, text or email at any time.
- Apply to join online at **HingeHealth.com/MisterCarWash**.
- No referral or diagnosis is needed.

In-the-moment care for every emotion.

Ginger offers members convenient, confidential, affordable mental health services through free text-based coaching, self-guided activities and private video sessions.

WHAT:

Any challenge, from stress and depression to issues with work and relationships.

- Behavioral health coaching – offering day-to-day support for life's challenges, such as anxiety and sleep management.
- Therapy and psychiatry – licensed in-network therapists and psychiatrists are available and can be added to your care team for sessions via video chat.
- Ginger also offers self-guided care from a library of skill-building resources, including activities, podcasts, videos, articles and more.
- Behavioral coaching is text-based, and psychiatry/therapy is offered through private video sessions. Our library of skill-building resources is available anytime in the app.

WHO:

Employees and dependents 18+ enrolled in a Mister Car Wash medical plan are eligible.

HOW:

1. Download the Ginger Emotional Support app.
2. In the app, tap "Get Started," then tap "Verify with Name, DOB, ZIP."
3. Follow the instructions sent to your inbox, and you're all set.

Have a question? Email help@ginger.com.
Learn more at ginger.com/experience.

NOTE: Copay is required for licensed therapist and psychiatry visits only. All other Ginger services are free to participants.

myHCE makes finding the right care at the best cost easy.

Get easy access to the information you need to make informed healthcare decisions. You can get an estimate based on your chosen location and medical provider. Our quality and cost efficiency measurements make sure that you get the best service at a reasonable price.

WHAT:

myHCE presents cost and quality information for providers and medical facilities in your area. The quality information is based on the UnitedHealth Premium® designation program, which assigns a Tier 1 rating to high-quality providers. Allowing you to find treatment options and learn about recommended care, myHCE can help you through every step of your treatment. You can even create and save a care path to track the appointments, tests and follow-up care related to your health needs.

WHEN:

myHCE is convenient. You can get your cost estimates from home or any other location with online access.

HOW:

myHCE is user-friendly. It's based on four key elements that we call the **Four P's**:

- **PROCEDURE:** Look up treatments and services specific to your needs with the easy-to-use search engine.
- **PRICE:** Compare estimated prices of your treatment options to make a decision that fits your budget.
- **PROVIDER:** View quality and efficiency measurements for participating providers.
- **PLACE:** Locate providers in the area you choose, view maps, and print directions.

For more information about myHCE, call your MyQHealth Care Coordinators.

Weight management, made achievable.

Livongo's evidence-based Weight Management program helps you lose weight, learn smart strategies for a healthier lifestyle, and create better habits.

WHAT:

Get tools and coaching support to help you lose weight, keep it off, and develop healthier long-term habits – all at no cost to you.

- Get a smart scale, a personalized action plan, and ongoing expert coaching and support – all paid for by your Mister Car Wash medical plan.
- The Livongo app allows you to view weight trends, share reports with your doctor, set goals and track progress, get advice from a coach, and more.
- One-on-one, coach-led online meetups provide support and accountability.
- Lessons provide evidence-based strategies for healthy living, and health challenges drive small changes for big wins.

WHEN:

After you enroll, you will be shipped a Livongo smart scale for you to start checking your weight.

WHO:

Employees and dependents 18+ enrolled in a Mister Car Wash medical plan are eligible.

HOW:

Download the Livongo mobile app, from the Apple App Store or the Google Play Store, which enables you to personalize your program and see your progress.

Register at **be.livongo.com/MISTER/register** or call **800-945-4355** with code **MISTER**.

Diabetes management, made easier.

Sometimes, making lifestyle changes can be tough, even when you know those changes may lead to a better version of you. But when you have personal support, coaching and digital tools to help, those changes may be a little easier to make.

WHAT:

Manage your diabetes through a combination of advanced tracking technology and expert guidance, all at no cost to you. You'll get:

- A welcome kit
- Expert advice from certified diabetes educators, 24/7
- Shareable data, so you can share your readings with your doctor or care team

WHEN:

After you enroll, you will be shipped an advanced glucose meter that automatically uploads readings to your private account and gives insights. You'll also have access to unlimited test strips and supplies by simply tapping the meter to reorder.

WHO:

Employees and dependents 13+ enrolled in a Mister Car Wash medical plan are eligible.

HOW:

Register at **be.livongo.com/MISTER/register** or call **800-945-4355** with code **MISTER**.

Diabetes prevention, made achievable.

Livongo is a holistic program that empowers people with health challenges to live better and do more. The best part? It's a CDC-recognized program that helps members focus on lifestyle behavior change to prevent diabetes, all at no cost to you.

WHAT:

Livongo's Healthy Living and Diabetes Prevention Program combines live expert coaching with smart technologies that support you every step of the way.

- Offers tools and coaching support to help you lose weight, keep it off, and develop healthier long-term habits.
- The Livongo app allows you to view weight trends, share reports with your doctor, set goals and track progress, get advice from a coach, and more.
- One-on-one, coach-led online meetups provide support and accountability.
- Lessons provide evidence-based strategies for healthy living, and health challenges drive small changes for big wins.

WHEN:

After you enroll, you will be shipped an advanced smart scale.

WHO:

Employees and dependents 18+ enrolled in a Mister Car Wash medical plan are eligible.

HOW:

Register at **be.livongo.com/MISTER/register** or call **800-945-4355** with code **MISTER**.

Hypertension management, modernized.

Livongo empowers members to manage hypertension with a no-cost simple solution that tracks progress and delivers personalized interventions powered by clinical expertise and data science.

WHAT:

Take charge of your blood pressure. Get personalized tips after every check, share reports with doctors, and work toward your goals with help from experts.

- A connected blood pressure monitor empowers self-monitoring while the app helps you track food and activity, to understand your lifestyle habits.
- Livongo's "Drive to 5" campaign establishes baseline blood pressure and helps to build a habit of consistent monitoring.
- Health Nudges™ deliver calls to action when members are most receptive, while health challenges drive small changes for big wins.
- One-on-one human and digital Livongo Expert Coaching support overcomes barriers to medication adherence.

WHEN:

After you enroll, you will be shipped the Livongo connected blood pressure monitor with instructions that guide you through setup and your first reading.

WHO:

Employees and dependents 18+ enrolled in a Mister Car Wash medical plan are eligible.

HOW:

- Download the Livongo mobile app, from the Apple App Store or the Google Play Store, which enables you to personalize your program and see your progress.
- Register at **be.livongo.com/MISTER/register** or call **800-945-4355** with code **MISTER**.

We know there’s a lot more to pregnancy than picking a name and setting up a nursery. Early Steps Maternity nurses and coaches provide essential prenatal advice and tips for everything from morning sickness to breastfeeding.

Offering support and resources that focus on the health of both you and your baby, Early Steps Maternity coaches and nurses help prepare you for labor, delivery and a new baby – while also helping you understand your maternity health benefits.

OUR MATERNITY COACHES AND NURSES PROVIDE ESSENTIAL ADVICE AND TIPS FOR:

- Common pregnancy discomforts, like morning sickness, sleep issues and stress
- Prenatal nutrition and physical activity
- Postnatal support (within 31 days of discharge)

Not only will we help your family grow with confidence, we’ll also help you reduce your stress and keep your health – and your baby’s – on the right track.

WHEN YOU ENROLL, YOU’LL EARN ACCESS TO:

- | | |
|--|---|
| • Personalized one-on-one coaching with a nurse or health coach | • An online educational portal |
| • A secure message center for private messaging with your coach or nurse | • A one-stop resource for pregnancy-related benefit information |
| | • One of three informational books for FREE |

For more information about Early Steps Maternity Coaching, or to enroll, call your MyQHealth Care Coordinators.

Earn a \$150 credit for completing the program!

Mister Car Wash cares about you and is offering a chance at freedom from the high cost of tobacco, higher risk of disease, and paying more for healthcare.

Learn how to successfully reduce and quit smoking with free MyQHealth Tobacco Cessation Coaching.

A certified tobacco cessation coach will work with you throughout the stages of quitting with expertise and encouragement along the way. Together, you’ll develop a quit plan, navigate triggers, and overcome setbacks.

OVER A MINIMUM OF FIVE WEEKS, YOUR DEDICATED COACH WILL:

- | | | |
|--|--|---|
| • Connect one-on-one during five coaching sessions | • Access important resources you need to succeed | • Show you how to receive FREE medications and nicotine replacement, if appropriate for you, to increase your chances of reducing or quitting |
| • Understand your personal motivators for quitting | • Guide you through the stages of quitting | |
| • Create a customized plan to help you meet your goals | | |

MyQHealth Tobacco Cessation Coaching includes five scheduled coaching calls at least a week apart, but with no more than 45 days between calls. **To enroll, call your MyQHealth Care Coordinators.**

Earn premium credit for completing the program!



“
I'm not even sure how people do this without a MyQHealth Care Coordinator. I'm just glad I didn't have to do it alone.
”

HERE'S YOUR TO-DO LIST FOR THE 2022-23 BENEFIT YEAR

- ☐ Register on your MyQHealth portal.
- ☐ Put primary care provider (PCP) on file.
- ☐ Complete age-appropriate preventive screenings.
- ☐ Complete chronic condition-appropriate screening.
- ☐ Receive flu and COVID-19 shots.
- ☐ Download the MyQHealth app and go to the Benefit Checker.

WHEN IT COMES TO YOUR CARE, START WITH THE ONE WHO KNOWS YOU BEST

Over the years, you build a relationship with your primary care provider (PCP). He or she knows your health history and can make informed decisions regarding your care. Whether you're feeling sick or it's time for your annual physical, your PCP is there to provide personal care throughout your life.

VISITING YOUR PCP FIRST CAN ALSO HELP YOU SAVE MONEY ON OUT-OF-POCKET EXPENSES.

That's because a PCP typically charges lower fees than specialists, urgent care offices or emergency rooms, but can often treat the same conditions. If you do need a specialist, your PCP can issue a referral, so you see the right doctor and get the right diagnosis and treatment the first time.

Your PCP can be a:

- Family physician
- General practitioner
- Doctor of internal medicine
- Doctor of osteopathic medicine (osteopath)
- Physician assistant
- Nurse practitioner
- Pediatrician

GETTING CHECKED UP AND CHECKED OUT CAN HELP YOU PREVENT DISEASE

Routine checkups are an important part of your care for several reasons, including detecting or preventing many health conditions, identifying factors that may be putting your health at risk, and setting goals to maintain or improve your health and wellness. In addition to general physical exams, your physician may suggest specific screenings based on your age and gender.

THESE COMMON PREVENTIVE SCREENINGS ARE AVAILABLE AT NO COST TO YOU AND YOUR ELIGIBLE DEPENDENTS:

- Mammogram (breast cancer screening)*
- Colonoscopy (colon cancer screening)†
- Bone density scan (osteoporosis screening)
- Physicals (overall health screening)
- Well-woman exam (Pap or cervical cancer screening)
- Prostate-specific antigen (PSA) test (prostate cancer screening)
- Well-child exam (child wellbeing check)
- Immunizations (prevention)

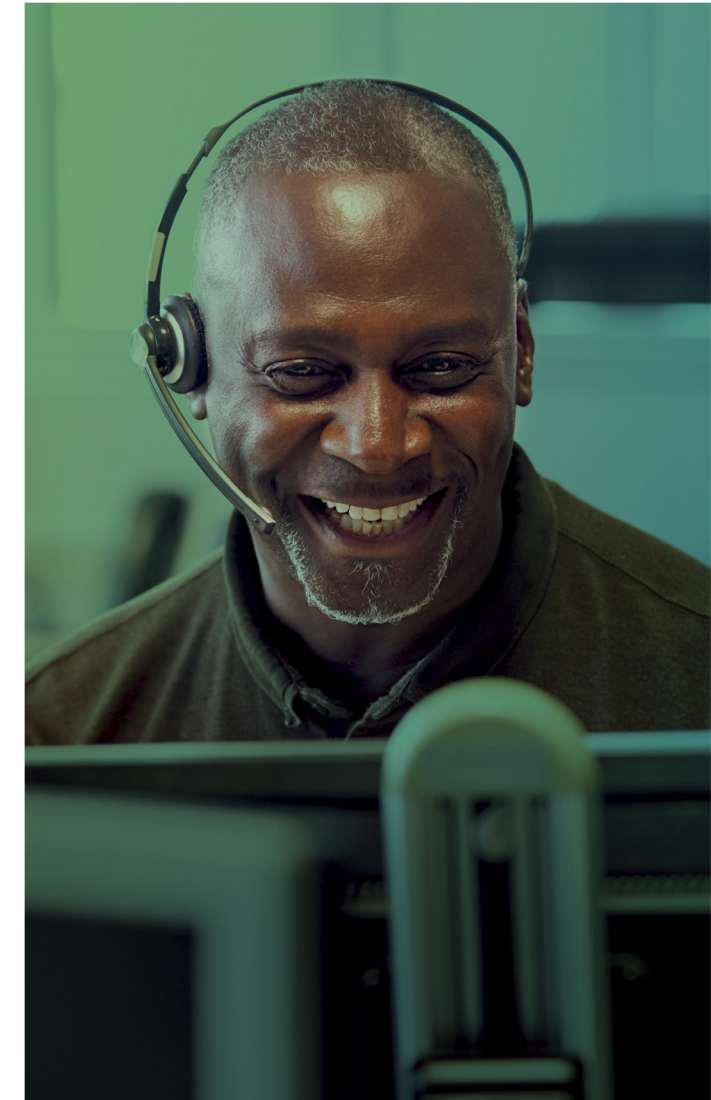
Coverage depends on network status of doctor and age appropriateness. Contact your MyQHealth Care Coordinators for more information.

* If you are age 40 or older, talk with your doctor about having a mammogram, which is a routine imaging procedure that provides a look at the internal structure of the breast and can help detect abnormal growths. Regular breast screening can find cancer at an early and more curable stage, according to the American College of Obstetricians and Gynecologists.

† If you are an adult 50 or older, having a colonoscopy every 10 years is a good way to prevent colon cancer. This screening can identify abnormal growths that could turn into cancerous ones. Consult with your physician about when and how frequently you should have a colonoscopy.



“No one should have to navigate their healthcare alone.”



“My Care Coordinator was very patient and very kind as he helped me figure out who we needed to contact about my benefits. He was very generous with his time and it was much appreciated, as I was very flustered when calling in.”



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