

NEW!

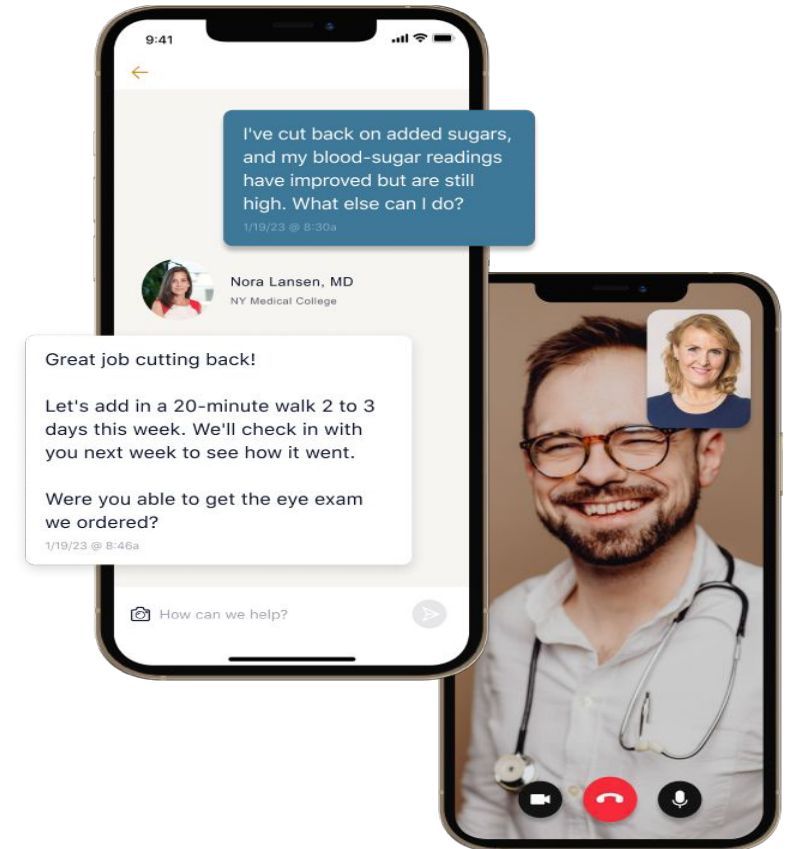
galileo

Bring the Doctor's Office to You – On Your Schedule

Galileo offers a smarter way for you and your family to get the care you need, from the medical team you deserve.

All in a single app.

- Care for most conditions, from colds and UTIs, to diabetes and depression
- 24/7, ongoing access to expert providers with national expertise
- Manage your health questions and conditions with the app
- The cost of care from Galileo depends on the type of services rendered
- Visit galileo.health/bcbsnm or download the Galileo app from the Google Play Store or Apple App Store



Galileo is part of the BCBSNM PPOSM Network



Convenient care on your schedule

From the common cold and UTIs, to depression and diabetes, our team treats hundreds of conditions on the Galileo app.

Don't have a doctor? Galileo can be your primary care provider, saving you money and keeping you healthier in the long run.

Already have a doctor? We can help you when you can't get an appointment, need care after-hours, or don't have time for an in-person visit.

We save you time and money compared to a traditional doctor's office visit.

Office Visit	Galileo
Wait weeks for an appointment	Same-day care
Take time off work and figure out logistics	Talk to a doctor anytime, from anywhere
One doctor juggling multiple cases	World-class medical team
Waiting room + short 10 minute visit	On-going care by message and video



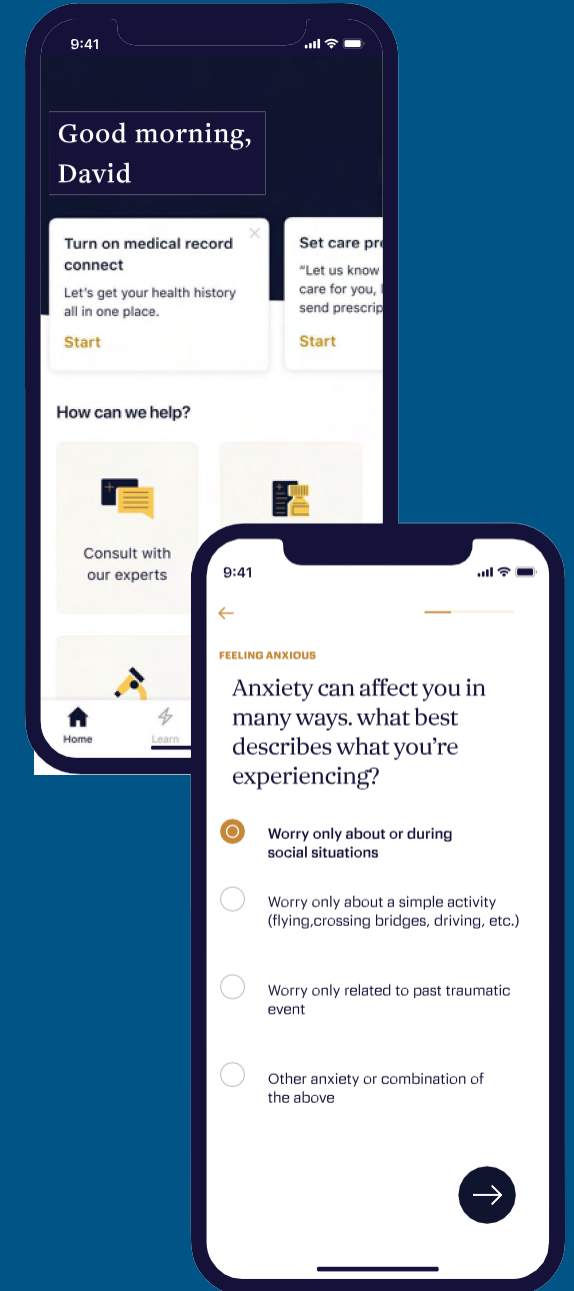


Galileo is designed to provide the highest-quality care, in a way that's convenient and accessible for you. Here's how we're different from other virtual care experiences you may have had.

We'll **learn about your health history** in order to understand how to best care for you. Whenever you request care with Galileo, we'll ask you a few questions first to get to know more about what you're experiencing.

We'll **connect you with the right provider** for your health needs. Galileo providers have access to condition-specific experts they collaborate on cases with, to ensure your diagnosis and treatment plan is the best it can be.

We're your **ongoing partner in care**. Galileo is here for you whenever you need, as often as you need. This allows our providers to get to know you over time, resulting in higher-quality care that improves your health for the long-run.





High-Quality Virtual Primary Care That's Always Available



Our team is available 24/7. Here's how you can connect with our providers.

In-App Message

Connect with a Galileo provider at your convenience via chat in the app

Message us anytime!

Phone or Video

Start by chatting in the app and ask to schedule a video consult. You can also provide your phone number and time to be called.

This is great for: new member introductory visits*, annual wellness visits, and whenever you'd prefer to speak to a provider instead of message.

* Some states require a video visit to establish care, including:
AR, DE, ID, IN, KS, MN, NM, RI, WV



When to Use

Expect a response within 15 minutes for urgent issues, and up to 12 hours for non-urgent issues, subject to demand and patient response time.



Urgent care

Instead of spending hours waiting in the ER, start a case with Galileo.

Acute care

For health needs that come up unexpectedly and cause you concern or discomfort, such as a stomach bug, cold, cough, flu, infection, or injury.

Chronic conditions

For conditions such as diabetes, asthma, or high blood pressure, Galileo provides you with an ongoing care plan. This includes regular check-ins, reminders for prescription refills and in-person exams that might be needed.

Prior authorizations

Our team can assist with prior authorizations to cover a medication, procedure, or medical equipment.

Preventive care

Galileo can do your annual checkup. We'll gather your history and provide you with an overall picture of your health and guide you for the labs or tests you may need in person.

Lab test orders

Galileo will request lab orders from the most convenient lab based on your location. As a standard, we refer to Quest Diagnostics or Labcorp in order to get the fastest results, but if you prefer a different location, just let us know.

Primary care

We can be your primary care provider, or supplement your care when it's hard to get in to see your current one. With your permission, we can share information with them on our cases and interactions.

Specialty referrals

Thanks to our in-house specialists, Galileo can handle over 90% of cases. For those that we cannot handle in-house, we'll refer you to the most convenient in-network specialist. Some specialist offices require a primary care referral, and we can help you with the paperwork and appointment scheduling, if preferred.

Mental health care

Galileo can screen for and treat stress, anxiety, and depression. When needed, we can also help you find and schedule appointments with a therapist. Our team will also check in with you regularly.

galileo[®]

How to Use



1 Create your Galileo account

- Download the app and provide your health plan member ID
- Need help? Email support@galileohealth.com
- Note: Due to protected health information, all dependents require a separate account with a unique email address to use Galileo.

2 Talk to a provider

- Tap **Consult our medical experts** from the home screen
- Let us know how we can help
- Complete a short intake form to help providers give you the best care
- We'll review your case - expect a response within 15 minutes for urgent issues, and up to 12 hours for non-urgent issues

REQUEST CARE

Type in your symptoms or condition, or just tap *Tell us what you're feeling*.

SHORT INTAKE

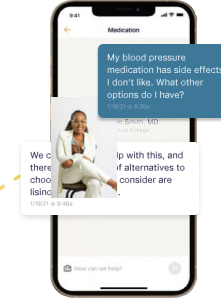
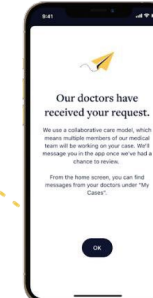
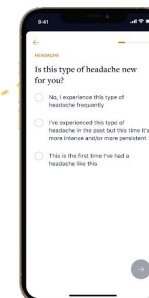
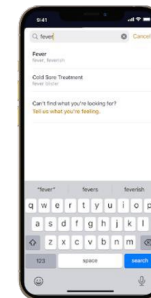
Answer a few quick questions about what you're experiencing.

ROUTING

Your request will be routed to the appropriate providers.

CARE PLAN

A provider will reach out about your care.



3 Need help with an administrative task?

- Tap **Ask our patient support team** from the home screen
- Let us know how we can help - our team can help with finding care based on cost, location, and any other preferences, or support with your medical forms, records exchange, and more.

Tip: Make sure your notifications are on so you can see when Galileo sends you a message!



Tips For the Best Experience

- Turn on your notifications in the app, so you don't miss a response from a provider.
- Want to do a video call or speak by phone to a provider? Just ask in your case message.
- Every Member of your family needs their own Galileo account. Use a unique email address for each family member.
- Think of us as your go-to-partner for healthcare, instead of a one-time resource. The more we get to know you, the higher-quality care you'll received.
- Please note by law, Galileo cannot prescribe controlled substances and the majority of non-urgent pediatric care must be treated in person.

All care through Galileo is 100% confidential.



What Galileo Can Help With



Coughs, colds, flu

Stomach issues

Infections

Minor injuries or burns

Fever

Aches and pains

Allergies and rashes

Sleep issues

Asthma

Skin issues, acne, insect bites

**Gender-affirming care and
care coordination**

Women's health

Men's health

Sexual health

Sports medicine

Weight management

Diabetes

Hypertension

**Stress, anxiety, and
depression**

Annual wellness visit

Lab orders and readings

Medication management

And more...

All care through Galileo is 100% confidential.

AboutGalileo



[Link](#) to video

Contact Information

Lisa Guevara

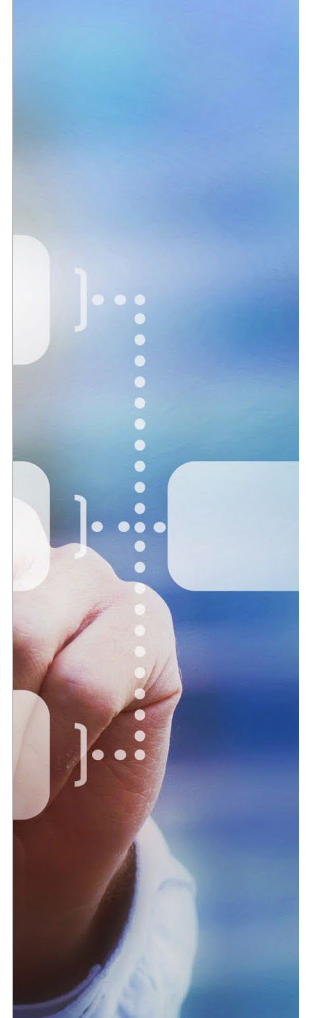
Account Executive

lisa_guevara@bcbsnm.com

505-816-4096



Appendix



The strength of BlueSM



NUMBER 1

brand in health care



OVER 118 MILLION

members



**MORE THAN
2 MILLION**

unique, in-network providers



98%

of claims paid at in-network rates

Blue Access for MembersSM

Tools at Your Fingertips

- View, print, download or re-order your member ID card
- Confirm your coverage and eligibility information
- Find in-network doctors, hospitals and other health care providers
- Review claims for medical, pharmacy and dental services* all in one place

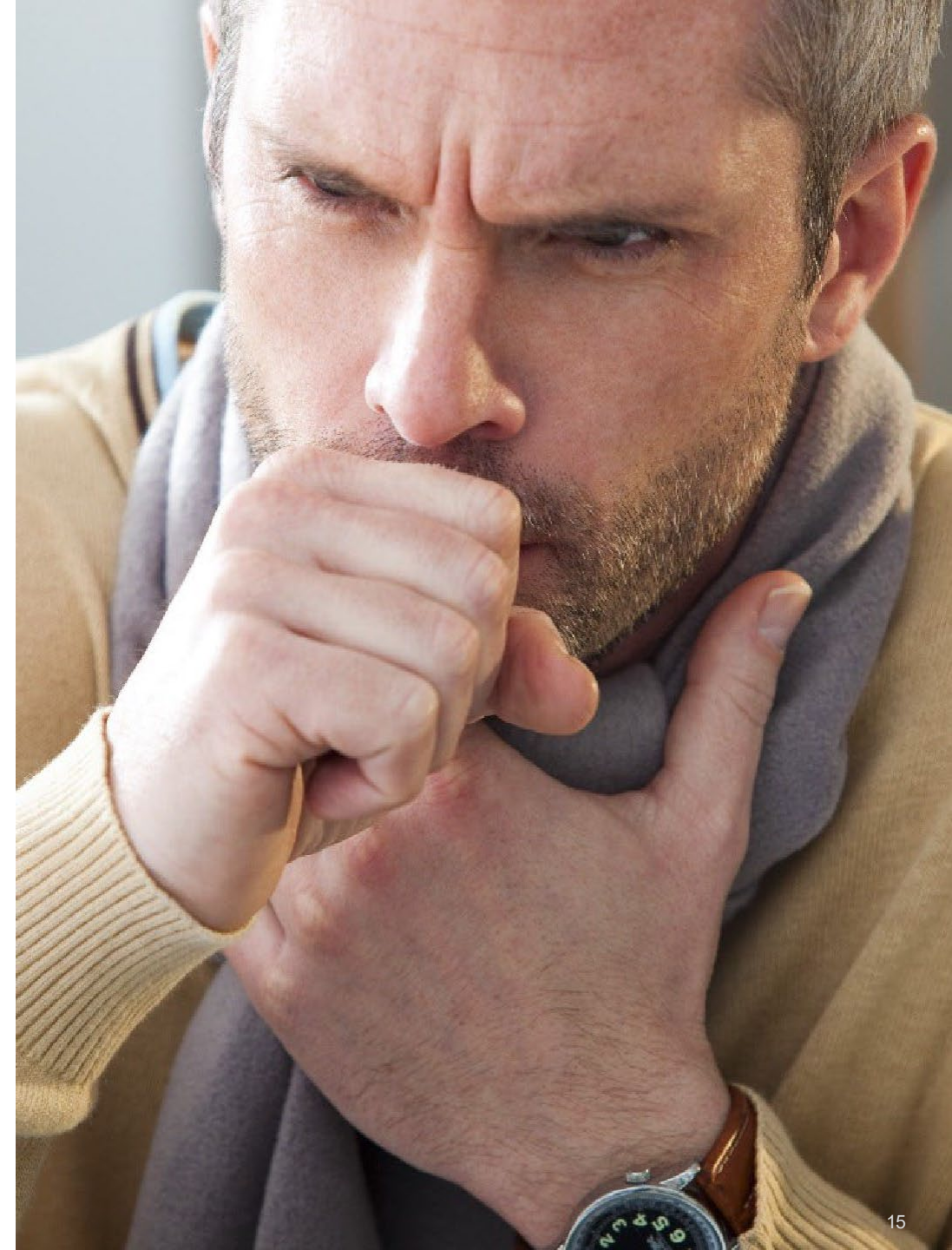


Get Care When and Where You Need It

- Whether you're at home or traveling, access to an independently contracted, board-certified doctor is available 24/7.
- You can speak to an MDLIVE® doctor immediately or schedule an appointment for a time that works for you.
- MDLIVE doctors can help treat many non-emergency conditions.
- A Virtual Visit may be a better alternative to the emergency room or urgent care center.
- **No Copay**

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of New Mexico. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.



How Virtual Visits Work

CONNECT

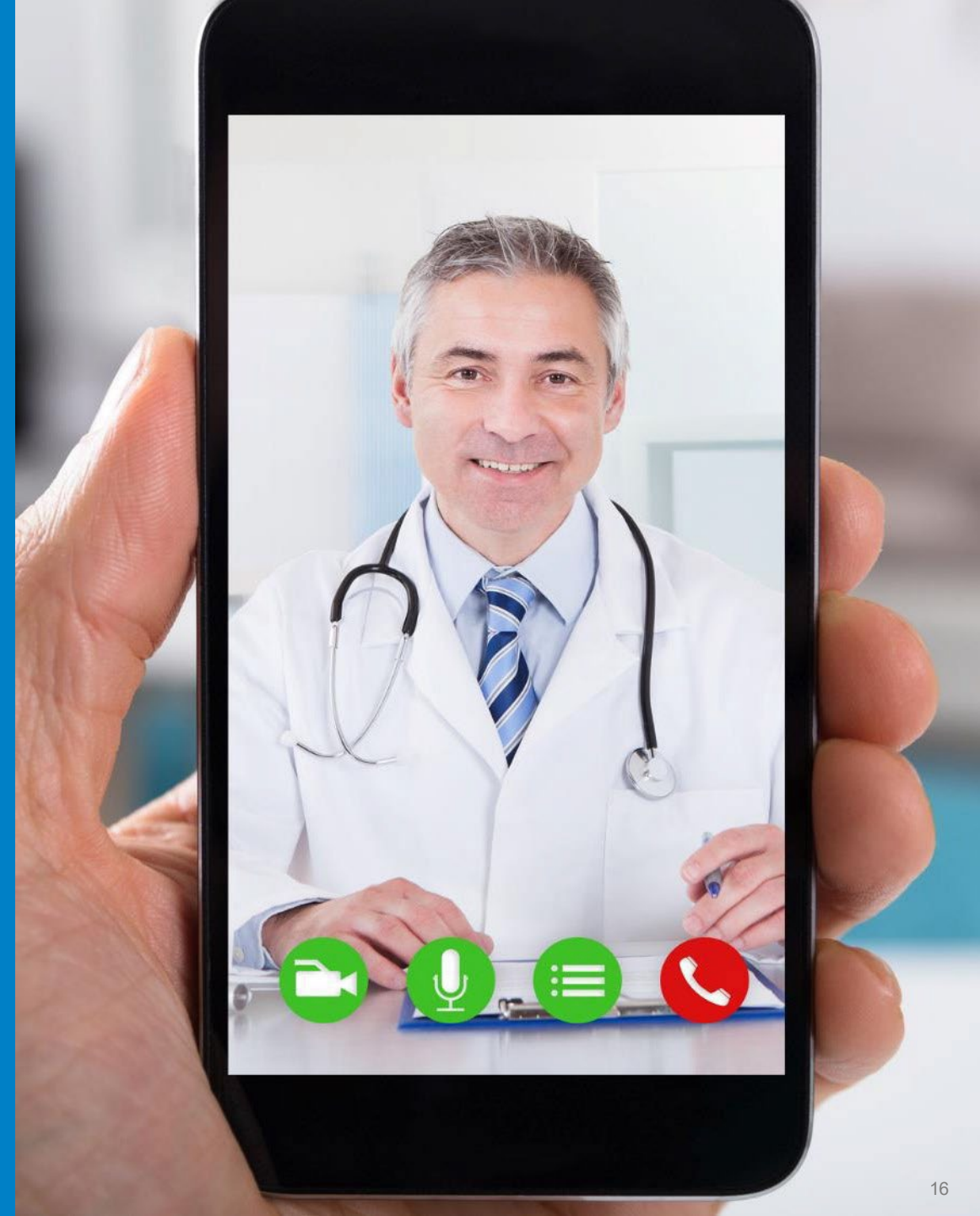
Access where mobile app, online video or telephone service is available

INTERACT

Real-time consultation with an independently contracted, board-certified doctor or therapist

DIAGNOSE

Prescriptions sent to a pharmacy of your choice (when appropriate)





Secure messaging and
complimentary assessments



Online video



Mobile app

Behavioral Health Virtual Visits

Powered by
MDLIVE

- Diagnostic assessment
- Ongoing counseling
- E-prescribing
- Ongoing medication management

Therapy Is With Licensed Providers

- Psychologists
- Psychiatrists
- Professional counselors
- Marriage/family therapists
- Clinical social workers
- Alcohol/drug/addiction counselors

Activate Your MDLIVE Account Today!

Call MDLIVE at 888-858-5074

Go to MDLIVE.com/bcbsnm

Text BCBSNM to 635-483

Download the MDLIVE app

- Speak with a health service specialist to confirm a virtual visit is right for your situation, or get other assistance
- If you need a visit you can speak with a doctor right away, or schedule a future appointment
- You can also call Customer Service to activate your account, schedule a visit, or if you have questions or need help.