

LifeConnections
Health Center and Pharmacy

Frequently Asked Questions
(FAQs)

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Business Context

1. Why is Cisco investing so much money in an onsite health center in San Jose?

As an extension of Cisco's HealthConnections program, the LifeConnections Health Center is designed to enhance employee health and productivity. Cisco spends \$417 million annually in health care for employees and their dependents and these costs directly impact our bottom line. The health center is a convenient, cost efficient way to improve health outcomes, thus reducing costs over time, while enhancing the quality of care available at our worldwide headquarters in San Jose (which has our largest concentration of employees).

For our enterprise customers, the health center will serve as a powerful example of technology driven solutions in a health care setting.

For our employees and their eligible dependents, an independent medical group will provide the medical services with the administrative support of Cerner Corporation ("Cerner") to deliver a new model of care that:

- **Delivers health services that have been customized for Cisco employees** based on research, health care needs and employee feedback
- **Integrates primary care** with acupuncture, chiropractic care and physical therapy
- Offers **expanded time for appointments** with health providers
- Focuses on **preventive care and health** by offering periodic physicals and screenings, flu shots and travel immunizations
- **Uses technology** to streamline your health care experience through:
 - Online scheduling of appointments
 - Paperless check-in
 - Secure messaging to providers
 - Electronic medical records
 - Prescriptions sent electronically to the pharmacy from your physician
 - Online prescription refills
 - And much more.

2. Do other Cisco locations outside of San Jose have a health center?

Yes, our campus in Bangalore, India has a health center. Other worldwide locations may be considered in the future based on the effectiveness of the San Jose center.

LifeConnections Health Center

3. What is the LifeConnections Health Center?

The LifeConnections Health Center is an innovative onsite medical facility on the San Jose campus.

Physician and professional services are provided by an independent medical group. Administrative support to the medical group is provided by Cerner Corporation (Cerner). The medical group strives to offer a new model of care that treats the whole person with the emphasis on prevention of chronic disease. With the support of Cerner IQHealth systems, all medical information and transactions are integrated through technology to improve efficiency and communication with the patient. Employees can choose to visit the medical group for primary care services, routine physicals, travel immunizations, acupuncture, chiropractic care, laboratory services and physical therapy.

The health center has a full-service pharmacy operated by Walgreens. The pharmacy offers prescription services, consultations, and over-the-counter products.

The health center also offers onsite health coaching and condition management services by Matria staff as well as onsite EAP services offered by OptumHealth Behavioral Solutions (formerly UBH).

4. Who can use the LifeConnections Health Center?

All U.S. benefits-eligible employees and dependents can use the health center.

5. Can Cisco contractors use the LifeConnections Health Center and Pharmacy?

The LifeConnections Health Center is not available to contractors. However, Cisco contractors are permitted to use the LifeConnections Pharmacy.

6. Where is the LifeConnections Health Center located?

The health center is located at:
Building Q, Second floor
3571 North First Street, Suite 200
San Jose, CA 95134.

This location is just across the street from the First and Tasman VTA metro stop. Cisco shuttle service is available to the health center. Parking and bike racks are also available.

Showcasing integration and convenience for Cisco employees, Building Q houses the health center, pharmacy, fitness center and child care center.

7. When will the LifeConnections Health Center open?

Appointments will be available starting November 24, 2008. The LifeConnections Health Center portal and phone lines open on November 17, 2008 for scheduling appointments on or after November 24.

8. What are the hours of operation?

The health center will be open weekdays from 8 a.m. to 7 p.m. The pharmacy will be open weekdays from 8:30 a.m. to 7:30 p.m.

The health center and pharmacy observe the same holidays as Cisco.

9. How do I make an appointment?

You can make an appointment with the health providers in either of two ways:

- Call the medical group at: 408 424-2000, or
- Schedule online through the health center portal:
www.ciscolifeconnections.com
 - Select the “Log-in to Health Services” link (available beginning November 17).

You must establish an account before you can schedule an appointment online.

Cerner will send you an electronic notification with specific login instructions to establish a personal online account. Cerner will send your eligible family members their notification letter by U.S. mail to your home address. These notifications will arrive on (or about) November 17, 2008.

10. Who do I call if I have a problem logging in?

If you have questions or comments about the website or login, call the Cerner Help Desk between 6 a.m. and 3 p.m. Pacific Time, weekdays, excluding holidays, at 888 287-1024.

If you prefer to email Cerner, send the following information to support@iqhealth.com:

- Name
- Email address
- Phone number
- Best time to contact you
- Your question or suggestion
- If you are reporting an error, please include the exact text of the error message and the steps to reproduce it.

11. What health services can I receive at the health center?

You can receive a variety of health services, including:

- Primary care services are available from independent medical group physicians
- Preventive services such as flu shots, health screenings and travel immunizations are also provided by the medical group
- Prescription drugs and a limited selection of over-the-counter remedies are available from an onsite pharmacy managed by Walgreens
- Basic lab services such as blood tests and urinalysis are performed by LabCorp
- Physical therapy sessions with onsite professionals (with a prescription from a medical provider), including a private suite designed for physical therapy treatments and full access to the fitness center facility
- Acupuncture treatments from the independent medical group physicians and acupuncturists
- Chiropractic care from a dedicated onsite practitioner
- Matria Healthcare health coaches onsite to help you set and reach your health improvement goals
- Matria Healthcare condition management support from RNs who specialize in chronic diseases such as asthma, diabetes, heart failure, coronary artery disease and musculoskeletal pain (back or neck pain or arthritis)
- OptumHealth Behavioral Solutions EAP counseling services for assistance and referral services on behavioral and family issues

12. What types of doctors work at the health center?

All physicians and primary care medical practitioners work for a licensed, independent medical group. The physicians are Board Certified in Internal Medicine or Family Practice. Registered nurses, acupuncture, chiropractic and physical therapy professionals also work for the medical group and are accredited based on the standards established for their field of practice. Other health care professionals also provide services at the health center including LabCorp lab technicians, Walgreens pharmacists, Matria Healthcare health coaches and OptumHealth Behavioral Solutions EAP counselors. You can view the biographies of these practitioners on the health center portal:

www.ciscolifeconnections.com.

13. Are the doctors considered in-network under Cisco's United Healthcare and CIGNA plans?

Yes.

14. Can I meet the doctors and see the facility before it opens?

To meet the physicians and preview the new facility, scheduled tours will be available weekdays between November 5th and November 14th. Go to www.ciscolifeconnections.com to schedule a facility tour, which takes about one hour.

You can meet some of the physicians if you attend one of the health events on the San Jose campus. You can also meet some of the physicians if you sign up to have your health screenings done at the health center on November 4.

You can view brief biographies of practitioners on the health center portal: www.ciscollifeconnections.com.

15. How much does it cost to visit a provider?

It depends on which plan you are in:

- If you are enrolled in a UnitedHealthcare Choice or Choice Plus plan, or CIGNA Open Access or Open Access Plus plan, you will pay just the normal plan copays with a credit/debit card (if a PIN is not required).
- If you are enrolled in the new Health Plus Savings Plan, you will pay the entire cost of services until you meet your deductible. You will be asked for payment following your appointment. You may use your HSA debit card as payment at the time of service.

Employees and eligible dependents not covered by a CIGNA or UnitedHealthcare plan must pay by credit card at the time of service. Itemized bills will be provided so patients can file a claim with their respective health plans. This includes employees/eligible dependents covered under a spouse's health plan.

16. As a Kaiser plan member, can I use the health center?

You are eligible to use the health center as a Cisco employee but you must pay the full cost for services provided by the medical group. A Kaiser physician may be contracted to provide services at the health center in early 2009. Until then, you must continue to use your current Kaiser physicians and facilities to receive benefits coverage under the Kaiser Medical Plan.

17. As a non-UnitedHealthcare or CIGNA medical plan member, do I get a discount if I pay cash for health services?

Health services are provided at the lowest rates possible. Cisco employees and eligible dependents that have coverage through Kaiser, a spouse's employer or other medical coverage outside of Cisco would be required to pay at the time of service. If you have PPO medical plan, you can file a claim with your insurance carrier for reimbursement of your expenses. HMO and EPO plans typically do not cover services from out-of-network providers.

18. Can I visit the physicians at the health center, but keep my own doctor?

Yes. You can use the services of the medical group however you wish. Some employees and their families may just want a flu shot or a prescription filled; others may prefer to have all of their medical care coordinated through the medical group's physicians.

19. Will same day appointments be available?

Yes, depending on availability. Call the LifeConnections Health Center at 408 424-2000 and if they can fit you in, they will.

Staffing and Administration of the Health Center

20. Who is Cerner and why were they selected to run administrative systems for the medical group at the health center?

Cerner Corporation ("Cerner") is a leading U.S. supplier of health care information technology solutions. They are experienced in providing management services to patient-centered medical groups. They also manage the health IT systems including a secure, password protected patient web portal where electronic medical data is stored, appointments can be scheduled and medical group providers can be contacted directly through secure messaging.

21. Who hires the doctors, nurses and staff?

The physicians and other medical professionals are contracted and managed by an independent medical group. Management and administrative services are provided by Cerner. Health coaching and condition management services are provided by Matria Healthcare and EAP services are provided by OptumHealth Behavioral Solutions.

22. What were the criteria for selecting the medical group's physicians?

Medical group physicians are technology savvy professionals with exceptional people skills and a proven track record of providing great care to patients. All are proponents of a holistic and preventive approach to medicine including the integration of complementary care practices such as chiropractic services and acupuncture into treatment plans. All physicians are Board Certified and licensed to practice in the state of California. Other health center providers are credentialed based on the standards in their field of practice (RN, Chiropractor, Acupuncture, Physical Therapy, etc.).

23. What motivates a good doctor to work for the medical group?

There is a long list of reasons, including:

- Extended time available to spend with patients (up to 50 minutes instead of the 10 minute norm in most clinical settings)
- An ability to develop relationships with patients and treat the whole person, not just an acute illness
- A team approach to care with education and follow-on services available through the health center
- A commitment to prevention and health maintenance in addition to acute care
- The technology tools available to improve communication and collaboration with their patients.

Specialty Care, Referrals and Transfer of Medical Data

24. How do I access physical therapy services through the medical group?

If you have a specialist overseeing your condition, you may ask him/her to refer you to the medical group for physical therapy services. Your doctor should coordinate with the physical therapist regarding your treatment plan. If you do not have an outside specialist, you can see one of the medical group's primary care physicians at the health center to discuss your condition and obtain a physical therapy referral and treatment plan.

25. Which physicians and hospitals does the medical group use for specialty referrals?

Medical group physicians will refer you to specialty physicians who are part of their referral network. Lab, x-ray and imaging services not available through the medical group are typically referred to a local contracted provider who is part of the specialty network.

All CIGNA and UnitedHealthcare plan members can self refer to any specialty physician or hospital of their choosing. If you use an in-network physician or hospital facility your out-of-pocket costs will typically be lower.

26. How do I get the medical information from my electronic medical record to my outside physician?

You can print your medical record from the health center portal and take it to your outside physician. Or, you may authorize the medical group to send the information in your medical record directly to your outside physician by completing a release of medical information authorization form and providing your physician's contact information.

27. How do I get information and test results from my outside physicians into my electronic medical record?

You may ask your physician's office to send a copy of your medical information directly to the medical group or you may bring a copy of your record to your appointment. The content of your printed medical record will be scanned to ensure it becomes part of your electronic medical record. You can also provide copies of test results or other medical history so that the information can be scanned into your medical record.

LifeConnections Pharmacy

28. Where is the LifeConnections Pharmacy?

The pharmacy is located with the LifeConnections Health Center at:

Building Q, Second floor
3571 North First Street, Suite 201
San Jose, CA 95134.

The phone number for the pharmacy is 408 424-2100.

29. When will the LifeConnections Pharmacy be open?

The pharmacy will open on November 3, 2008.

30. What are the hours of operation?

The pharmacy is open weekdays from 8:30 a.m. to 7:30 p.m. The pharmacy observes the same holidays as Cisco.

31. How do I get a prescription filled?

Just bring your new prescriptions into the LifeConnections Pharmacy or have a current prescription transferred. To save you time and ensure accuracy, prescriptions written by medical group physicians can be electronically sent to the pharmacy and will be available for pick up before you leave the building.

After November 3rd, you will be able to create an online account with the pharmacy to request online refills.

32. How do I transfer my prescriptions?

When your current retail prescriptions are ready for refill, just call or bring your prescription information into the LifeConnections Pharmacy and the pharmacist will fill your prescription. If you are filling your prescriptions at another Walgreens, the LifeConnections pharmacist can electronically transfer them to that location.

33. Is there an incentive for using the LifeConnections Pharmacy?

Yes. In addition to the convenience, San Jose-area employees will receive in their benefits open enrollment packet three coupons offering up to \$5 off the cost of generic prescriptions filled at the LifeConnections Pharmacy. Those who are enrolled in a Cisco medical plan administered by CIGNA or UnitedHealthcare are eligible to use the coupons.

Those enrolled in the Health Plus Savings Plan can apply the coupons to the cost of generic fills (one coupon for each 30-day supply). You can also get a 90-day prescription filled for double the copay of a 30-day supply — same as the mail order plan.

Also, all over-the-counter products are discounted 15 percent from Walgreens' retail price at the LifeConnections Pharmacy.

34. What happens if I need a prescription refill over the weekend?

You can have your prescription filled at any Walgreens retail pharmacy. Just call your local Walgreens and give them your prescription number. They will be able to access your pharmacy data and fill your prescription.

35. How much will my prescriptions cost?

You pay the same at the LifeConnections Pharmacy that you would at any other participating retail pharmacy. One exception is on generic medications, if a generic medication costs less than \$5.00, you will pay the actual cost of the prescription. You will need to provide the pharmacy with a copy of your health plan ID card when you have your first prescription filled.

San Jose-area employees will receive in their benefits open enrollment packet three coupons offering up to \$5 off the cost of generic prescriptions filled at the LifeConnections Pharmacy. Those who are enrolled in a Cisco medical plan administered by CIGNA or UnitedHealthcare are eligible to use the coupons.

Those enrolled in the Health Plus Savings Plan can apply the coupons to the cost of generic fills (one coupon for each 30-day supply).

You must pay for your prescription when you pick it up from the LifeConnections Pharmacy — either with cash, a credit/debit card or your HSA debit card.

36. Will over-the-counter items be available at the pharmacy?

Yes. The pharmacy will stock items such as pain relievers, vitamins, antacids, cold and flu remedies, etc.

All over-the-counter products sold at the LifeConnections Pharmacy are discounted 15 percent from the Walgreens' retail price.

37. Can I get a 90-day fill at the LifeConnections Pharmacy?

Yes, you can use the LifeConnections Pharmacy to fill a 90-day prescription and the cost would be the same cost as mail-order – just double the copay of a 30-day supply. So you reduce your costs. Filling a 90-day prescription at the LifeConnections Pharmacy also satisfies the requirement for using mail order for maintenance medications.

Health Center Web Portal and Electronic Medical Data

38. How do I access the LifeConnections Health Center website?

Go to: <http://www.cisco.com/lifeconnections>. On the landing page, you will see login buttons for both Health Services and Pharmacy Services. You will need to create accounts with Cerner IQHealth to schedule appointments online and with Walgreens to refill prescriptions online.

39. What is Cerner IQHealth?

Cerner IQHealth is the name of Cerner’s portal that you will use to schedule appointments online, send secure messages to health center providers or view your electronic health data, including test results.

40. How do I get a login ID to access health services online?

Cerner will email you with your initial login ID and password. To get a login ID for covered dependents under the age of 18, you can call Cerner’s IQHealth team at: 877 621-8014. Each of your eligible dependents over the age of 18 will receive a letter mailed to the home containing their login IDs and password information. These communications will be sent on or around Nov. 17, 2008, just in advance of the health center opening on Nov. 24. Use the login and password information to create an account with Cerner.

41. Why do I have to log in separately for health services and pharmacy services?

During the opening phase two separate secure systems will be used; one for the health services and one for pharmacy services. You can access both of them at <http://www.cisco.com/lifeconnections>.

42. Do I have to create an online account to access health services and pharmacy services?

No, you may call the medical group and/or the pharmacy for appointments and prescriptions. However, you must set up an account with Cerner IQHealth if you want to make appointments online, send secure messages to medical group providers or view your electronic health data, including test results. Online prescription refills are only available to patients who establish an online account with Walgreens.

43. Is my health data secure?

Yes. Cerner Corporation (“Cerner”) maintains physical, electronic and procedural safeguards that comply with state and federal regulations to guard your personal health information.

Cerner ensures that your data is safe in transmission and they employ strict security measures to safeguard online transactions. All personal information is stored in a secured database offsite at Cerner in Kansas City.

Cerner stores personal information on a separate server (not local) where your password is encrypted and stored on a secure database. Their security procedures provide a level of security consistent with federal and international privacy regulations, such as the Health Insurance Portability and Accountability Act (HIPAA). Cerner’s Quality System is ISO 9001:2000 certified.

Cerner Corporation, its subsidiaries and affiliates commits to protecting the security and privacy of Cisco employees and their families.

44. Will Cisco have access to my medical records?

No, the delivery of care, maintenance and storage of medical records and health information is outsourced to Cerner and an independent medical group. Cisco will not have access to any medical records and does not have knowledge of the names of patients who use the LifeConnections Health Center for health services.