

Implementation Overview

FUL is designed to be simple to launch.

It does not require replacing your health plan, changing payroll, rebuilding benefits administration, or disrupting day-to-day operations. FUL works alongside your existing benefits, giving employees and their families access to affordable healthcare without adding insurance-level complexity for your organization.

There are no payroll integrations, claims files, or health plan changes required for a standard implementation. You may launch FUL at any time during the year.

Employer Experience

Most organizations can be ready to launch within 2 business days after FUL receives a complete employee census.

The standard census is simple:

- › First name
- › Last name
- › Mobile phone number and email address

From there, your FUL Customer Success team works with you to develop a launch plan that fits your organization. Together, we'll determine the appropriate launch timing, employee communications, and resources needed to help employees understand, activate, and begin using their membership.

For organizations that want to move quickly, employees can have complete access to in as soon as 2 business days. You may choose to coordinate launch with internal communications, onboarding, or other workforce initiatives.

Enterprise Launch Options

Your FUL Customer Success team handles setup, employee communications and launch support. Once we receive a complete employee census, most organizations can be ready to launch within two business days—or on a later date you choose.

Have unique requirements? We can accommodate custom communications, branding, phased rollouts and other implementation needs.

What Ful.Health Handles

Your FUL Customer Success team supports implementation by:

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| › Configuring your organization | › Supporting launch |
| › Preparing employee enrollment resources | › Helping employees activate their memberships |
| › Providing communication materials | › Remaining available after go-live |

What We'll Need From You

For most standard implementations, we'll typically need:

- › A primary point of contact
- › A complete employee census
- › Your preferred launch timing
- › Approval of employee communications, if applicable

That is usually enough to begin.

What Employees Experience

Employees receive clear instructions for activating their FUL membership via SMS or Email.

Once activated, they can immediately begin using available services for themselves and their eligible household members, including:

- › Physician-first virtual care
- › Expert Coverage navigation
- › Prescription savings
- › Healthcare guidance
- › Expert Hospital bill support

Adding New Employees

After launch, new employees can be added at any time.

Once Ful.Health receives the employee's census information, new hires can typically begin using their membership by the next business day.

The required information remains the same:

- › First name
- › Last name
- › Mobile phone number and email address

After Launch

Launching FUL is only the beginning.

Your Customer Success team remains available to support your organization, answer employee questions, assist with new enrollments, and help ensure employees continue receiving the full value of their membership as your workforce grows and changes.

Every organization is different. If your team has unique eligibility rules, communication needs, timing considerations, branding requests, or operational questions, we'd be happy to help design an implementation approach that keeps your launch simple, practical, and successful.