



## Virtual Visits: Access to care online at any time

### Frequently Asked Questions

#### Are virtual visits covered under my health plan? What kind of medical services can be provided using a virtual visit?

Yes, when you use one of the provider groups in our virtual visit network, you have benefit coverage for certain non-emergency medical conditions like the flu, colds, pinkeye, rashes and fevers.

#### How much and when will I have to pay for a virtual visit?

You will pay a \$20 co-pay at the time of your visit. You can use a credit or debit card to pay.

#### Where can I find out what providers are in the virtual visit network and how do I access them?

For information about what virtual visit provider groups are in the network, including the states in which each provider group operates, log into myuhc.com. You can also access the provider groups through the united healthcare UnitedHealthcare app or by going directly to uhc.com/virtualvisits.

#### Some virtual visit provider groups list other services like nutrition counseling, lactation services, therapy and psychology services. Are these covered under my virtual visit benefit?

Not at this time. While you can choose to receive these additional services from the virtual visit provider, the services will not be covered under your virtual visit benefit and you will be responsible for the full cost. The cost for these services will not count toward your deductible or out-of-pocket maximum.

#### How long is the wait to see a doctor once I am at the provider group's site? Can I schedule an appointment instead of waiting?

Virtual visit provider groups are expected to deliver care within 30 minutes or less from the time of the patient's request. You also are able to schedule an appointment for another time with a virtual visit doctor.

#### Am I required to have a PCP in order to use a virtual visits network provider?

No, it is not a requirement and you do not need a referral to use a virtual visit.

#### What happens once I reach the virtual visit provider groups website? What happens during an actual virtual visit?

The first time you use the virtual visit provider you will need to set up an account with that virtual visit provider group. You will need to complete the patient registration process to gather medical history, pharmacy preferences, primary care physician contact information and insurance information.

Each time you have a virtual visit, you will be asked some brief medical questions, including questions about your current medical concern. If appropriate, you would then be connected using secure live audio and video technology to a doctor licensed to deliver care in the state that you are in at the time of your visit. You and the doctor will discuss your medical issue, and if appropriate, the doctor may write a prescription for you.

#### Can my child or underage dependent use virtual visits?

Yes. In general a parent or legal guardian must be present when the virtual visit is conducted with a minor dependent who is covered under your plan.

#### Are additional languages (besides English) supported by virtual visit provider groups?

Yes. Specifics vary by virtual visit provider group. All virtual visit provider groups offer some Spanish-speaking physicians, although not in all states. Additional information is available at each virtual visit provider group's website.

#### Can I find a Virtual Visit provider on my phone?

Yes, members can access virtual providers on the UHC app by clicking "Find Care" and then "Virtual Care". Providers are available 24/7 and can write a prescription if needed.



# From minor sprains to major colds, life's full of surprises. Your next step?

## Check

your options  
for care.



## Choose

your care  
provider.



## Go

for better  
health.



With online doctor visits, urgent care centers and more, comparing your care options for quality, cost and convenience could end up **saving you a lot of time, money and frustration.**



## Check. Choose. Go.<sup>SM</sup>

When you need care, call your primary care physician or family doctor first.

Your physician has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. When seeing your physician is not possible, however, it's important to know your quick care options to find the place that's right for you and help avoid financial surprises. Compare your choices today at [uhc.com/checkchoosego](http://uhc.com/checkchoosego).

Quick Care Options	Needs or Symptoms	What You Pay
<b>24/7 Nurse Line</b> Call the number on your health plan ID card for expert advice.	<ul style="list-style-type: none"> <li>Choosing where to get medical care</li> <li>Finding a doctor or hospital</li> </ul>	<ul style="list-style-type: none"> <li>Health and wellness help</li> <li>Answers to questions about medicines</li> </ul>
<b>Virtual Visits</b> Anywhere, anytime online doctor visits.	<ul style="list-style-type: none"> <li>Cold</li> <li>Flu</li> <li>Fever</li> </ul>	<ul style="list-style-type: none"> <li>Pinkeye</li> <li>Sinus problems</li> </ul>
<b>Convenience Care Clinic</b> Treatment that's nearby.	<ul style="list-style-type: none"> <li>Skin rash</li> <li>Flu shot</li> </ul>	<ul style="list-style-type: none"> <li>Minor injuries</li> <li>Earache</li> </ul>
<b>Urgent Care Center</b> Quicker after-hours care.	<ul style="list-style-type: none"> <li>Low back pain</li> <li>Respiratory (cough, pneumonia, asthma)</li> <li>Stomach (pain, vomiting, diarrhea)</li> </ul>	<ul style="list-style-type: none"> <li>Infections (skin, eye, ear/nose/throat, genital-urinary)</li> <li>Minor injuries (burns, stitches, sprains, small fractures)</li> </ul>
<b>Emergency Room (ER)</b> For serious immediate needs.	<ul style="list-style-type: none"> <li>Chest pain</li> <li>Shortness of breath</li> <li>Severe asthma attack</li> </ul>	<ul style="list-style-type: none"> <li>Major burns</li> <li>Severe injuries</li> <li>Kidney stones</li> </ul>



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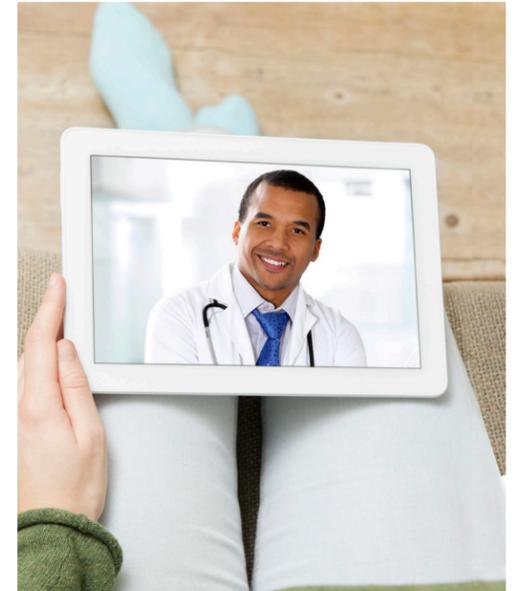
When you don't feel well, or your child is sick, the last thing you want to do is leave the comfort of home to sit in a waiting room. Now, you don't have to.

### Use virtual visits when:

- Your doctor is not available
- You become ill while traveling
- You are considering visiting a hospital emergency room for a non-emergency health condition

### Not good for:

- Anything requiring an exam or test
- Complex or chronic conditions
- Injuries requiring bandaging or sprains/broken bones



A virtual visit lets you see and talk to a doctor from your mobile device or computer without an appointment.

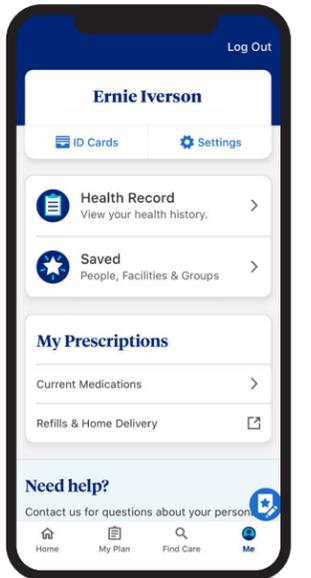
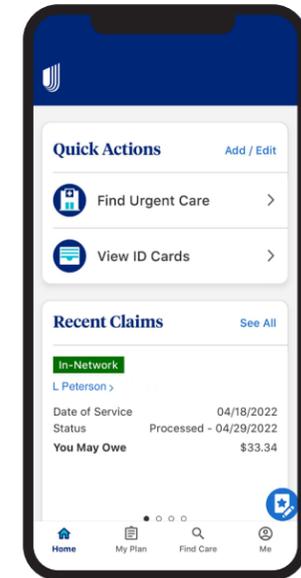
Most visits take about 10-15 minutes and doctors can write a prescription\*, if needed, that you can pick up at your local pharmacy. And, it's part of your health benefits.

You have access to a network of Virtual Visit provider groups. To learn more about Virtual Visits and our network please log into [myuhc.com](http://myuhc.com)® or the UnitedHealthcare mobile app.

You can access additional services virtually, including mental health and lactation support. Please note these services have a fee associated with them.

Once you choose a Virtual Visit provider group you'll be directed to their website from [myuhc.com](http://myuhc.com) or their app from Health4Me. You also have the option of going directly to their website or app to access care. You can download their app directly from Google Play™ or the Apple® App Store®.

To get started with a Virtual Visit, go to [uhc.com/virtualvisits](http://uhc.com/virtualvisits)



### Tips for registering:

- Locate your member ID number on your health plan ID card
- Or look up your number on [myuhc.com](http://myuhc.com).
- Have your primary care provider name and medical history ready.
- Choose a pharmacy that's open in case you're given a prescription.

### Freestanding ERs

Many people have been surprised by their bill after visiting a freestanding emergency room (FSER). FSERs, sometimes referred to as urgency centers, bill at ER rates (or higher) and can be \$1,500 more than an Urgent Care Center. Neither located in nor attached to a hospital, FSERs are able to treat similar conditions as an ER but do not have an ER's ability to admit patients.

### Ask before you enter:

- Is this an urgent care center or an ER?
- Is this facility a network provider?