



**No driving.  
No crowded  
waiting rooms.  
See a doctor  
when you need  
a doctor.**

## Virtual Visits

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.

A virtual visit lets you see and talk to a doctor from the comfort of your home or office without an appointment. And it's part of your health benefits. Appointments can take place by mobile device or computer. Most visits take 10-15 minutes. And, doctors can write a prescription\*, if needed, that you can pick up at your local pharmacy.

### Access virtual visits

- ▶ Login to [myuhc.com](http://myuhc.com).
- ▶ Click on the "Physician & Facilities" tab at the top of the page.

There you will find information where you can:

- ▶ Learn more about virtual visits, and
- ▶ Access direct links to provider sites where you can register and receive care.

### It's part of your health benefits

Virtual visits are part of your health benefits which are administered by UnitedHealthcare. You can expect to pay a portion of the costs according to your medical plan. Your costs may be lower than an in-person appointment with your doctor. All virtual visits will appear in claim summaries the same as any other medical claim.

\*Prescription services may not be available in all states. Go to [myuhc.com](http://myuhc.com) for more information about availability of prescription services.

Virtual visits are not an insurance product, health care provider or a health plan. Virtual visits are an internet-based service provided by contracted UnitedHealthcare providers that allow members to select and interact with independent physicians and other health care providers. It is the member's responsibility to select health care professionals. Care decisions are between the consumer and physician. Virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. Members have cost share responsibility and all claims are adjudicated according to the terms of the member's benefit plan. Payment for virtual visit services does not cover pharmacy charges; members must pay for prescriptions (if any) separately. No controlled substances may be prescribed. Other prescriptions may be available where clinically appropriate and permitted by law, and can be transmitted to the pharmacy of the member's choice.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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### When to use a virtual visit

Talk to a doctor about non-emergency conditions, including:

- ▶ Allergies
- ▶ Bladder infection
- ▶ Bronchitis
- ▶ Cough/cold
- ▶ Diarrhea
- ▶ Fever
- ▶ Pink eye
- ▶ Rash
- ▶ Seasonal flu
- ▶ Sinus problems
- ▶ Sore throat
- ▶ Stomach ache

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

