

Where to go for care

When you have a sudden health need that isn't an emergency and you can't see your primary care provider (PCP), UnitedHealthcare wants you to know you have other options through your ARBenefits UnitedHealthcare® Group Medicare Advantage (PPO plan).

For situations like a cold, flu, skin rash, urinary tract infection or eye issue, or many other circumstances where you're not sure if you need to see a provider, Virtual Visits² may be an option. You can video chat with a provider on your computer, tablet or smartphone anytime for a \$0 copay. All you need is a strong internet connection. Phone visits are also available through Teladoc by calling 1-800-Teladoc (1-800-835-2362). You can ask questions, get a diagnosis, or even get medication prescribed and if appropriate, can be sent to your pharmacy. (Please note that providers can't prescribe medication in all states.) Log into your member portal and select Virtual Care to see available providers. Once you select a provider and submit your request for an appointment right away, you'll usually see the provider in about 5 to 10 minutes.

Virtual Visits may be an option for you if you are seeking routine behavioral or mental health care as well. When you see a provider in the UnitedHealthcare Virtual Visits network for a behavioral health visit, it may be covered if you have UnitedHealthcare behavioral health benefits. Check your plan documents for more information about your plan's specific benefits.

For a sudden or more urgent health need that isn't an emergency, an urgent care facility may be an option. Urgent care may be quicker than the emergency room and may have convenient locations with extended hours. It may cost less too (depending on what tests or screenings might be needed.)

Urgent care centers typically can treat sprains or strains, fractured bones (such as a finger), a fever or strep throat, minor cuts, burns or bites. (These are examples and not a complete list.) Urgent care clinics are located across the country.

Call 911 or go to the emergency room if you think your health at serious risk by waiting to get care.

Visits to the emergency room are typically used for very serious or life-threatening conditions such as:

- Heavy bleeding
- Chest pain
- Major burns
- Breathing difficulty

If you need help finding a provider or have questions about your benefits, please call UnitedHealthcare Customer Service toll-free at 1-844-488-3953, TTY 711, 8 a.m. – 8 p.m. Central Time, Monday – Friday. You can also search for providers online at retiree.uhc.com/ARBenefits

¹Not all network providers offer virtual care. Virtual visits may require video-enabled smartphone or other device. Not for use in emergencies. Benefits, features and/or devices may vary by plan/area. Limitations, exclusions and/or network restrictions may apply.

There may be other providers in our network.