



Talk to a provider from anywhere – 24/7



24/7 Medical Virtual Visits for UnitedHealthcare® Group Medicare Advantage plan members

With 24/7 Medical Virtual Visits, you're able to talk to a health care provider by phone or video¹ from your computer, tablet or smartphone anytime, day or night. You can ask questions, get a diagnosis, or even get medication prescribed and have it sent to your pharmacy. Register and complete a brief Medical History today so you're set up and ready to go when you need care. You can request a visit whenever you need one or schedule one at a time that's convenient for you.

Amwell®, Doctor on Demand™ and Teladoc® are part of the UnitedHealthcare provider network and available at no cost to you for medical virtual visits.²



If you are experiencing a medical emergency, you should seek appropriate emergency medical assistance such as calling "911".

Ways to access 24/7 Medical Virtual Visits



On your computer:

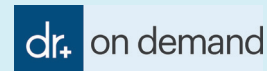
Visit your member portal, select **"Find Care"** and then **"Virtual Care"**



On your tablet or smartphone:



Download the American Well app



Download the Doctor on Demand app



Download the Teladoc app or call **1-800-TELADOC (1-800-835-2362)** to set up your account and request a visit by phone

Examples for when you could use a 24/7 Medical Virtual Visit

Good for

- ✓ Allergies
- ✓ Bladder/Urinary tract infections
- ✓ Bronchitis
- ✓ Cough/Cold
- ✓ Diarrhea
- ✓ Fever
- ✓ Migraine/Headaches
- ✓ Pink eye
- ✓ Rash
- ✓ Seasonal flu
- ✓ Sinus problems
- ✓ Sore throat
- ✓ Stomachaches
- ✓ Quick assessment of severity
- ✓ And much more

Not good for

- ✗ Anything requiring a hands-on exam
- ✗ Anything requiring a test or X-ray
- ✗ Cancer or other complex conditions
- ✗ Chronic conditions
- ✗ International visits
- ✗ Sprains/Broken bones or injuries requiring bandaging

Answers to some common questions

How much does it cost?

For those with a UnitedHealthcare Group Medicare Advantage (PPO) plan, a 24/7 Medical Virtual Visit with Amwell, Doctor on Demand or Teladoc has a \$0 copay.³

How quickly can I talk to someone and how long does a visit last?

Once a request for a visit has been submitted, wait times vary based on availability. A typical visit lasts 10–15 minutes.

Can I use it for any medical situation?

24/7 Medical Virtual Visits may be best for situations like a cold, flu, skin rash, eye issue, or many other common conditions that may be treatable without a physical exam or X-ray. You will be advised if an in-person visit is appropriate. These visits are not appropriate for serious or emergency medical situations.⁴

Can I have a virtual visit with my own doctor?

You may be able to have a **Virtual Provider Visit** if it is offered by your primary care provider (PCP). Virtual Provider Visits are not 24/7 appointments and they may be offered at a different copay, like an office visit.³

You can find a list of providers that may be offering Virtual Provider Visits by visiting your member portal and selecting **“Find Care.”**

¹The device you use must be webcam-enabled. Data rates may apply.

²Providers listed may not be available in every area. Other providers are available in our network. Contact the Customer Service number on the back of your member ID card for more information.

³Costs vary by plan. Please refer to your Summary of Benefits or Evidence of Coverage for details.

⁴This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.

Benefits and features vary by plan/area. Limitations and exclusions apply. Providers cannot prescribe medications in all states. Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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