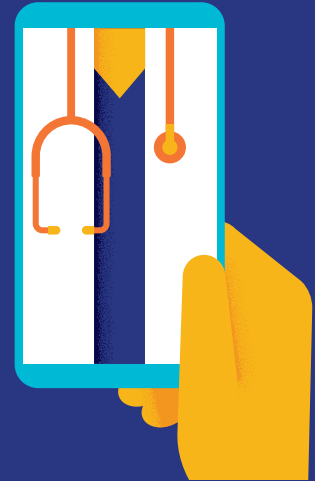




Talk to a behavioral health specialist from anywhere



Virtual Behavioral Health Visits for UnitedHealthcare® Group Medicare Advantage plan members

You are able to talk to a behavioral health specialist by phone or video¹ from your computer, tablet or smartphone – 24/7, day or night. Services include initial evaluation, medication management and ongoing counseling.

Taking steps to treat depression, anxiety, stress, worry or addiction may help give you the peace of mind you need to live the life you deserve. You will be connected to a trained specialist. They will listen and help you identify the nature of your problem. Then, they will help find the right resources to address it.

Ways to access virtual visits

You will first need to set up an account. Then, you can schedule an appointment. Amwell® and Doctor on Demand™ are part of the UnitedHealthcare provider network bringing you this innovative service.²



On your computer:

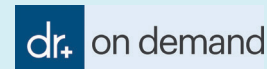
Visit your **member portal**, click on **“Find Care”** and then **“Virtual Care”**



On your tablet or smartphone:



Download the American Well app



Download the Doctor on Demand app

Answers to some common questions

How much does it cost?

A virtual behavioral health visit with a network provider is the same cost share as an individual therapy session in a network provider's office.

Who will I be talking to?

You can find a list of participating virtual behavioral health visit providers by visiting your **member portal**, selecting **"Find Care"** and then selecting **"Virtual Care"**.

How quickly can I get an appointment?

Schedules vary by provider and number of requests. However, you can typically get an appointment within 5 business days.

Can I use it for any behavioral health situation?

Virtual behavioral health visits are for initial evaluation, behavioral health medication management and ongoing counseling. These are for treatment of addiction, depression, trauma, loss, stress or anxiety. The virtual provider will let you know if an in-person visit is needed. Virtual behavioral health visits are not for crisis or emergency situations.³

We're here to help



If you have questions, call Customer Service at the number on the back of your member ID card.

¹Data 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.

³This 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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