

Talk to a doctor from anywhere

Teladoc® Visits for UnitedHealthcare® Group Medicare Advantage members

With Teladoc, you're able to talk to a doctor by phone or video¹ from your computer, tablet or smartphone — 24/7, 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 doctor visit whenever you need one or schedule one at a time that's convenient for you.

Teladoc is part of the UnitedHealthcare provider network bringing you this innovative service.

Answers to some common questions:

How much does it cost?

A Virtual Visit with Teladoc is a \$0 copayment with your plan.

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.

Who will I be talking to?

You can speak to a board-certified doctor by visiting www.uhcvirtualvisits.com and then selecting 'Choose a Medical Provider' and selecting Teladoc. (Note: Teladoc is the only Virtual Visits provider available in the U.S. Virgin Islands and Puerto Rico.)

Can I use it for any medical situation?

Teladoc 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 by the provider if an in-person visit is appropriate. Virtual Visits are not appropriate for serious or emergency medical situations. For more examples, please refer to the next page.

There are 3 ways to access a Teladoc visit



1. On your computer:

Visit www.uhcvirtualvisits.com

- Click on **Choose a Medical Provider**
- Click on **Visit Teladoc**
- Or go to **Teladoc.com** directly.
Set-up your account or sign-in if you have an account



2. On your tablet or smartphone:



Download the Teladoc app



- #### 3. Call 855-615-8335 to speak to a representative and set-up your account and request a visit by phone



Examples for when to use a virtual Teladoc 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
- ✗ Sprains/Broken bones or injuries requiring bandaging



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

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

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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