Talk to a doctor from anywhere

Virtual Doctor Visits for UnitedHealthcare® Group Medicare Advantage members

With Virtual Doctor Visits, you're able to talk to a doctor by phone or video[1] 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.

Amwell®, Doctor on Demand™ and Teladoc® are part of the UnitedHealthcare provider network bringing you this innovative service.[2]

Answers to some common questions:

How much does it cost?
Copays vary by plan. A Virtual Doctor Visit with Amwell, Doctor on Demand and Teladoc may be as low as $0 with certain plans. Please refer to your Summary of Benefits or Evidence of Coverage for details.

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 find a list of participating Virtual Doctor Visit providers by visiting **uhcvirtualvisits.com** and then selecting **"Choose a Medical Provider".**

Can I use it for any medical situation?

Virtual Doctor 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 Doctor Visits are not appropriate for serious or emergency medical situations.[3] For more examples, please refer to the next page.

Ways to access Virtual Doctor Visits

1. On your computer:
Visit **uhcvirtualvisits.com** and click on **"Choose a Medical Provider"**

2. On your tablet or smartphone:

amwell
Download the American Well app

dr on demand
Download the Doctor on Demand app

TELADOC®
Download the Teladoc app or call **855-615-8335** to set-up your account and request a visit by phone

United Healthcare

Examples for when to use a Virtual Doctor 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

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

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

[2]Providers 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.

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

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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