

Virtual Visits are appropriate for:

- ✓ Cold and flu
- ✓ Allergies
- ✓ Fever
- ✓ Pinkeye
- ✓ And more.

 ER

25%

of ER issues can be
diagnosed and treated
via Virtual Visit.¹



Is a Virtual Visit right for you?

Virtual Visits are **good** for:

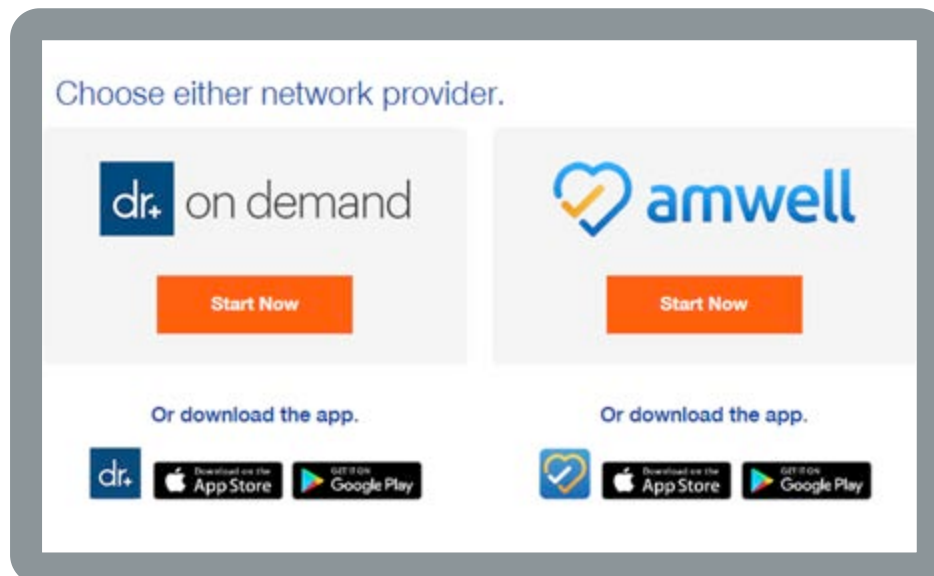
- ✓ Allergies
- ✓ Bladder/Urinary tract infection
- ✓ Bronchitis
- ✓ Cough/Cold
- ✓ Diarrhea
- ✓ Fever
- ✓ Migraine/Headaches
- ✓ Pinkeye
- ✓ Rash
- ✓ Seasonal flu
- ✓ Sinus problems
- ✓ Sore throat
- ✓ Stomachache
- ✓ Quick assessment of severity

Choose **other care** for:

- Anything that needs a hands-on exam
- Anything that needs a test
- Cancer or other complicated conditions
- Chronic conditions
- International visits
- Sprains/Broken bones or injuries requiring bandaging

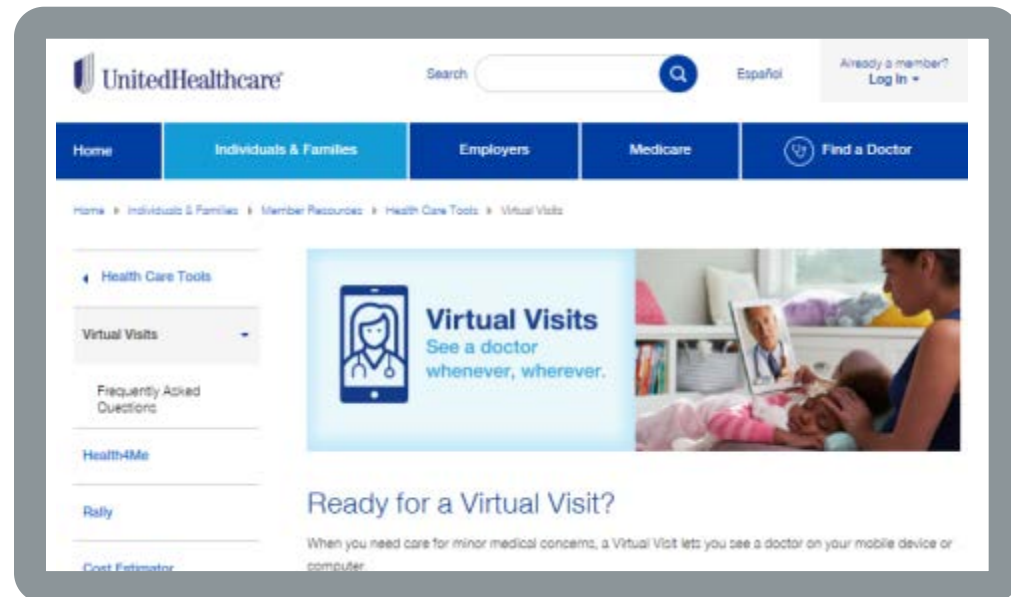
How it works.

- 1 See and talk with a doctor using a mobile device* or computer.
- 2 Start a visit now or register for when you need one.
- 3 Get a diagnosis and a prescription, if needed, in 20 minutes or less.



Before you're sick, sign up for Virtual Visits

- ✓ Use the United Healthcare mobile app (register on myuhc.com first) or download the AmWell or Doctor on Demand app
- ✓ Visit myuhc.com, type in “[uhc.com/virtualvisits](https://myuhc.com/virtualvisits)”




Ready to Register?


Have your health plan ID card and your method of payment (debit or credit card) ready to set up an account with a Virtual Visit provider group.

- Go to the UHC website via single sign-on, internet or mobile app to get started. You'll need to choose a provider:

Choose either network provider.



Start Now



Start Now



Or download the app.

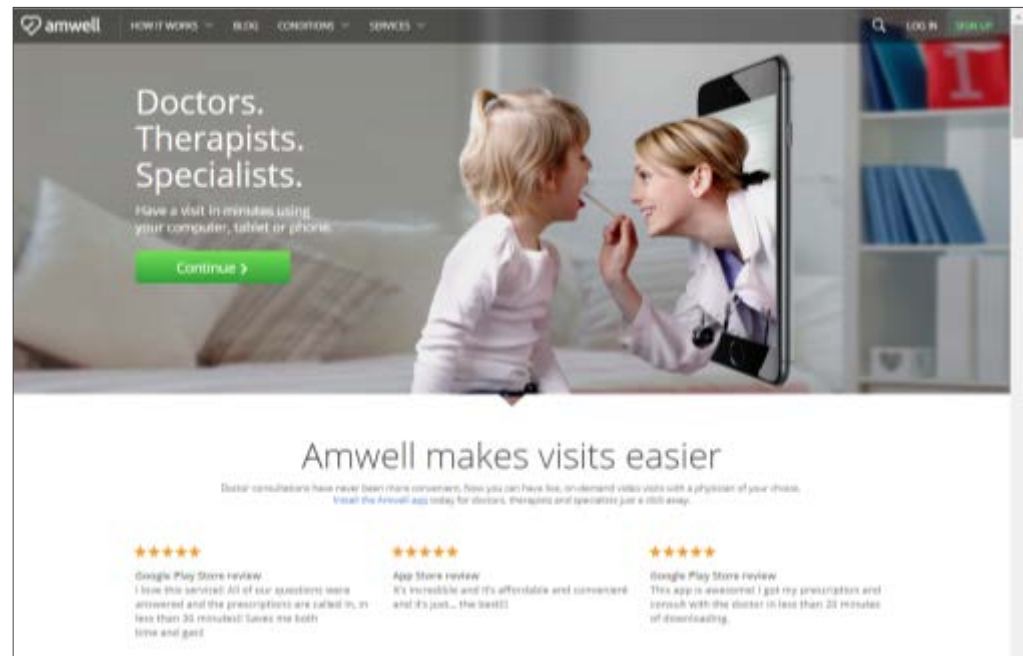


Or download the app.



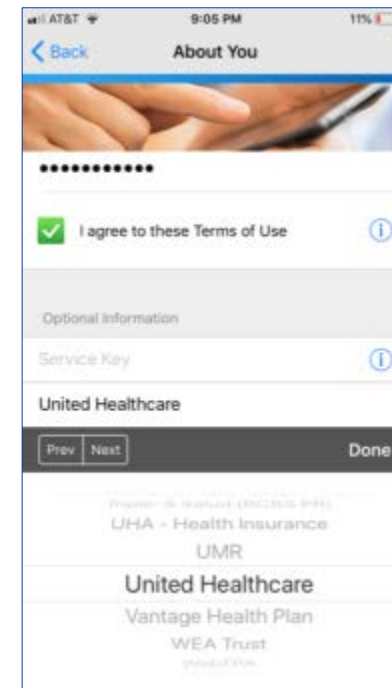
If you choose AmWell, follow these steps:

1. Download the app on your mobile device
2. Open the AmWell app (or website amwell.com)
3. Select “Sign up”

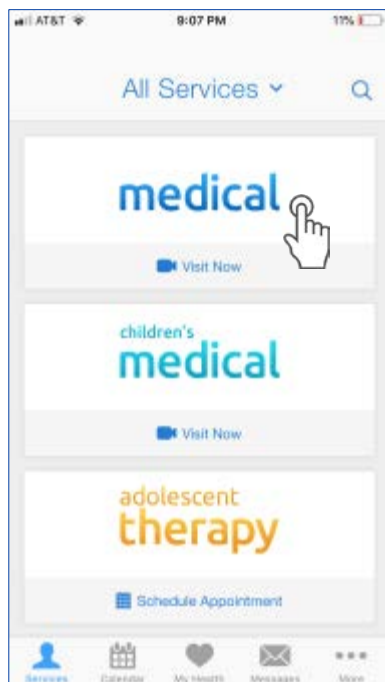


Follow the prompts to complete registration:

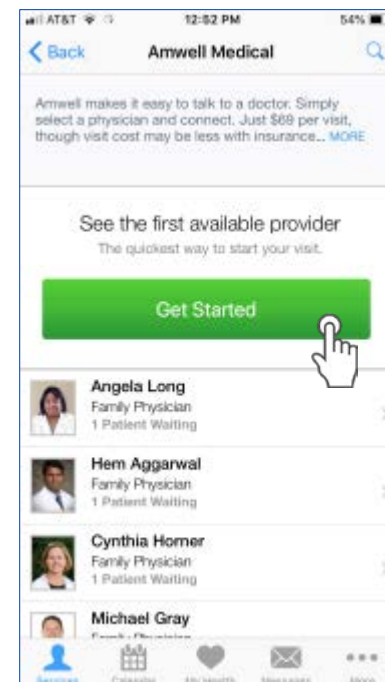
1. First and Last name
2. Email address
3. Create a password
4. Agree to the Terms of Use
5. Select your insurance
6. Enter your Subscriber ID



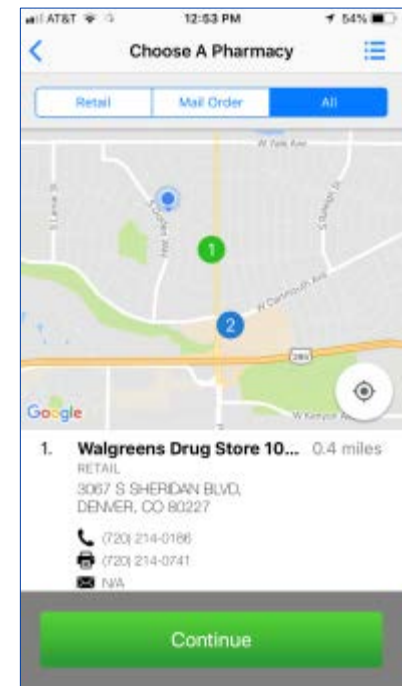
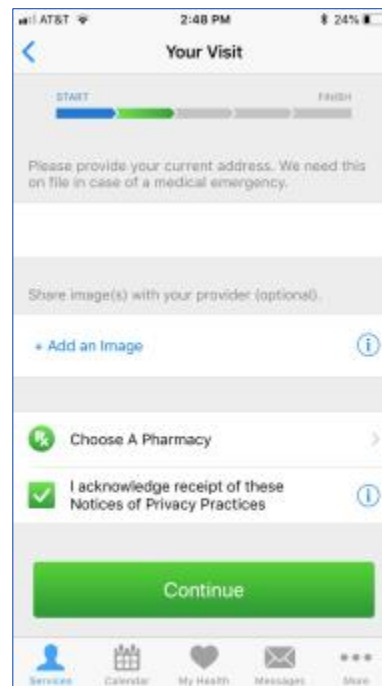
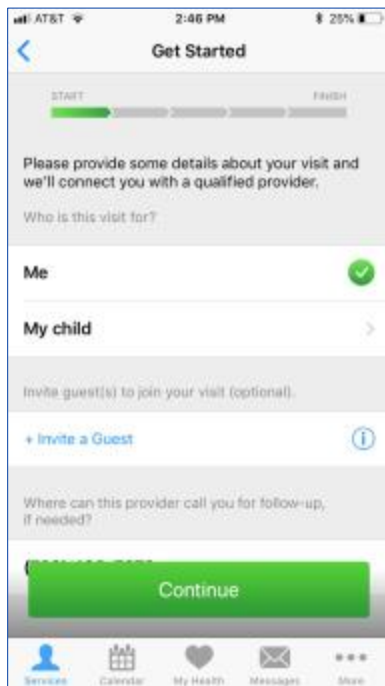
From the Home Screen you can select the type of service you are interested in:



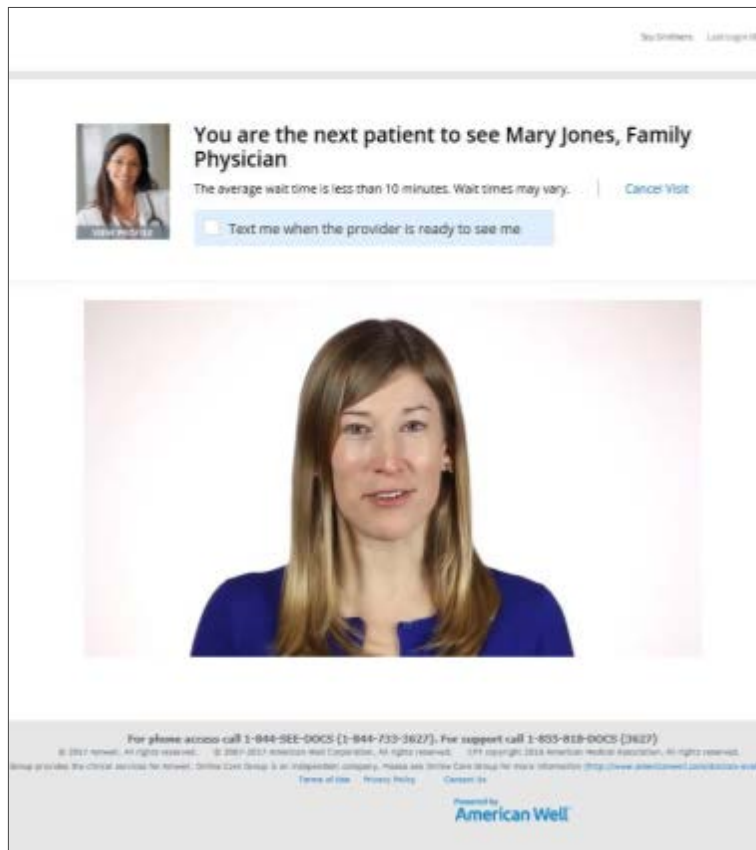
Selecting “Get Started” is the quickest way to start your visit. Or you can review available physicians if you prefer.



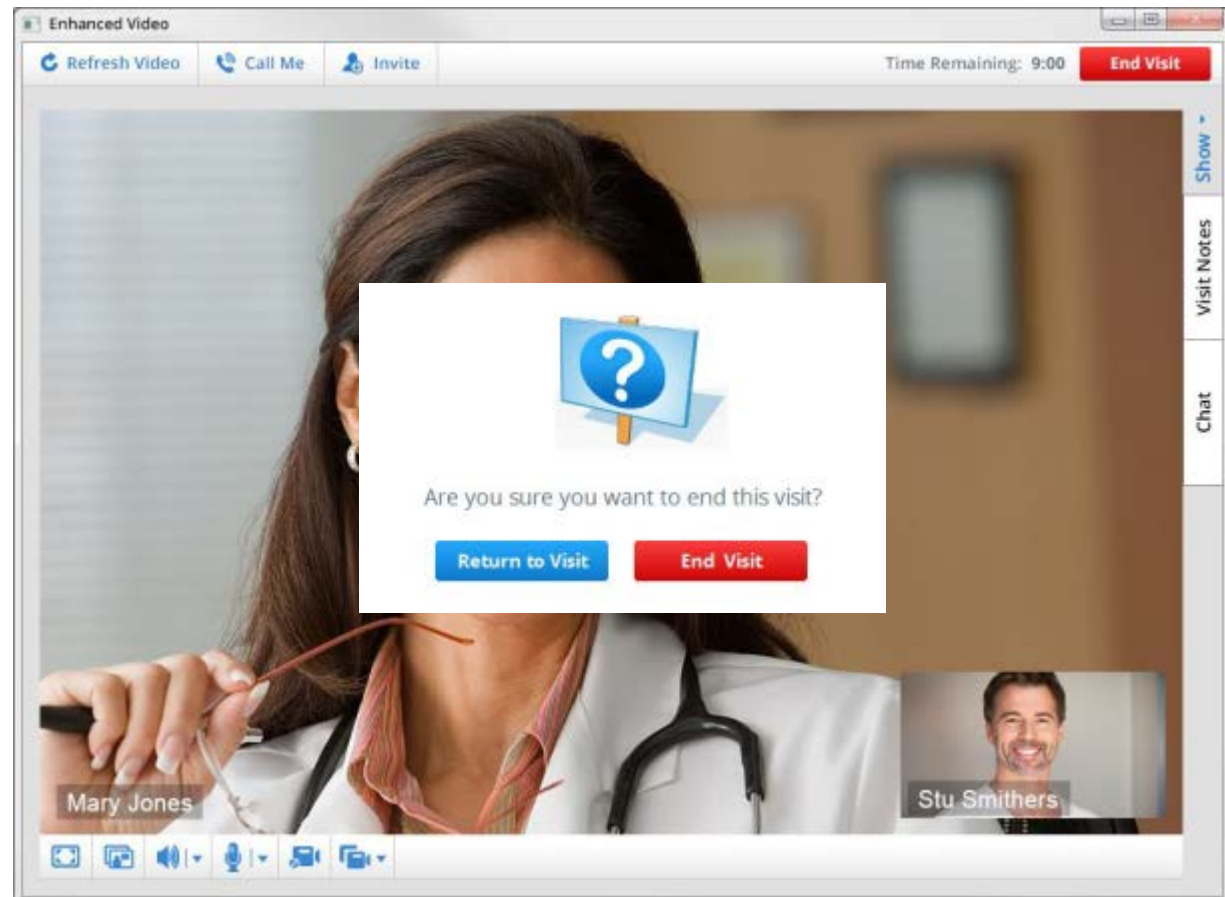
Follow the prompts and provide some background on the purpose of your visit. You will be asked to choose a Pharmacy and agree to the Privacy Practices.



Next you will be put in the queue and your visit should start momentarily.

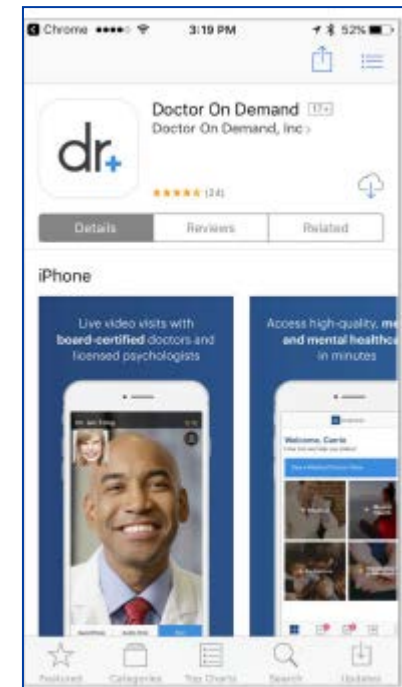
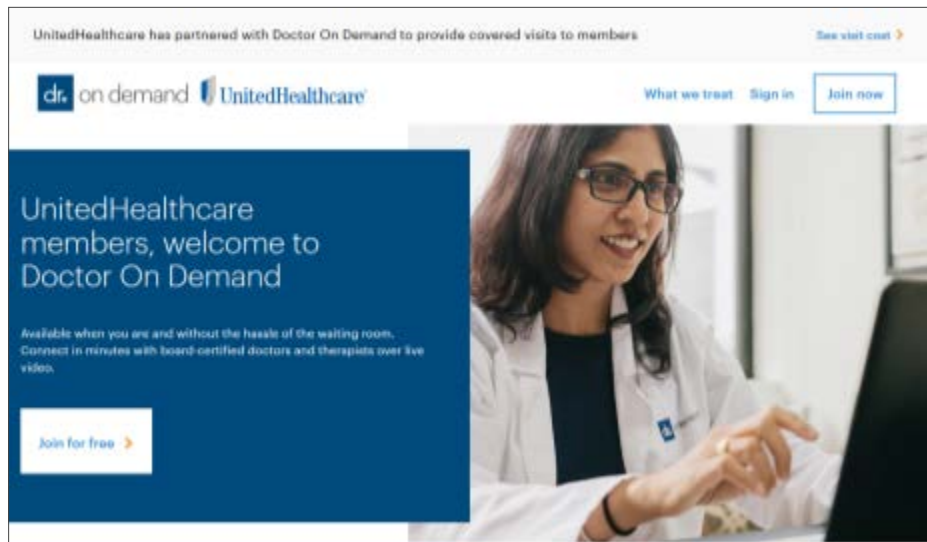


When your visit is over, select “End Visit.”



If you choose Dr. on Demand follow these steps:

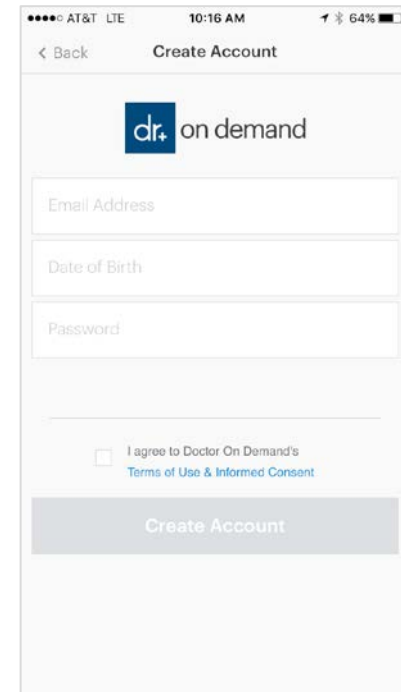
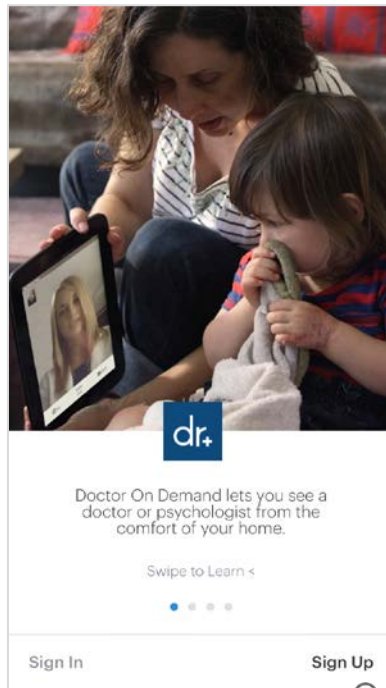
1. Download the app on your mobile device, or navigate to doctorondemand.com
2. Open the Dr. on Demand app (or website)
3. Sign up



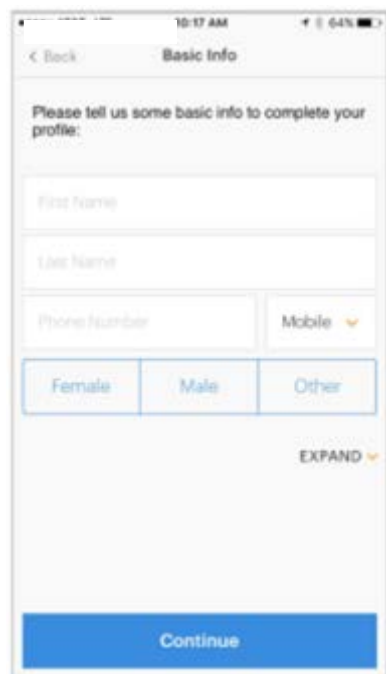
Choose: Sign Up.

Enter the following:

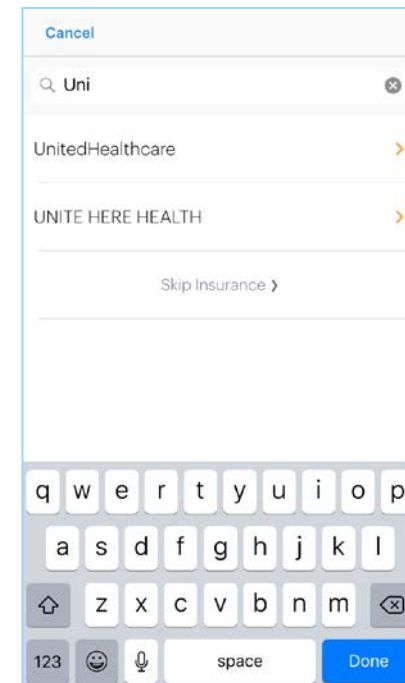
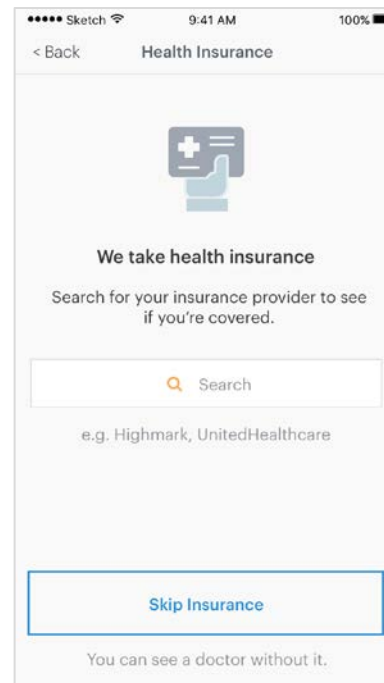
1. Email address
2. Password
3. Date of birth
4. Agree to the terms of use
5. Select "Create Account"



Create Your Profile by filling in your basic info:

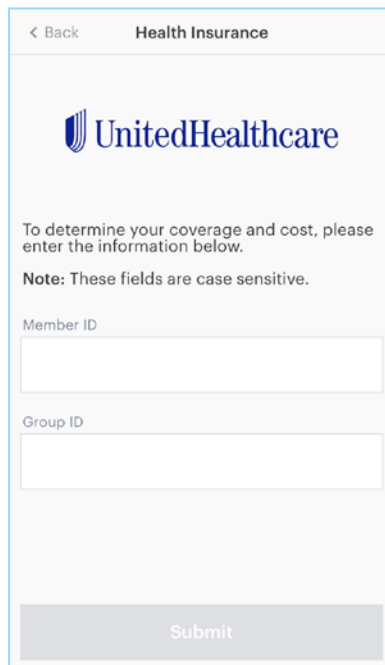


Follow the prompts and search for "UnitedHealthcare" to add your insurance information:



Have your health plan ID card ready and enter your Member and Group ID:

The app will verify your benefits and display your cost for services:



Health Insurance

UnitedHealthcare

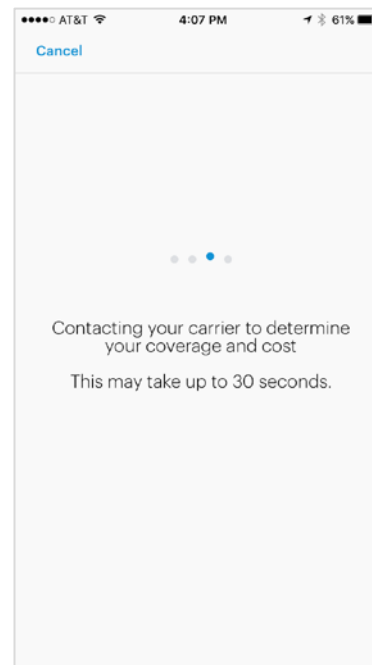
To determine your coverage and cost, please enter the information below.

Note: These fields are case sensitive.

Member ID

Group ID

Submit




Health Insurance

UnitedHealthcare

Insurance Accepted

Your health insurance plan covers Doctor On Demand.

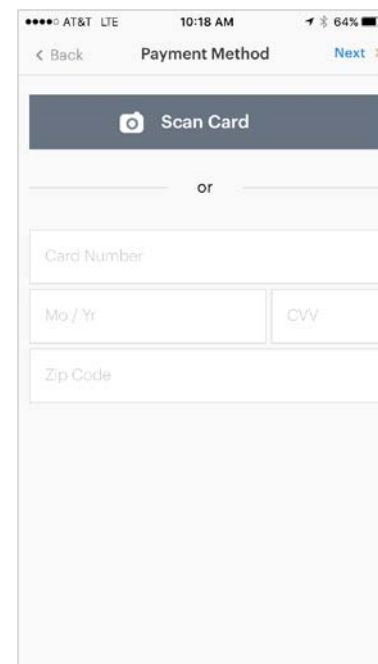
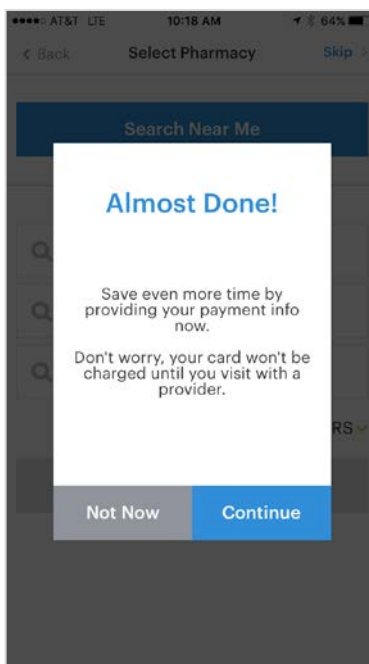
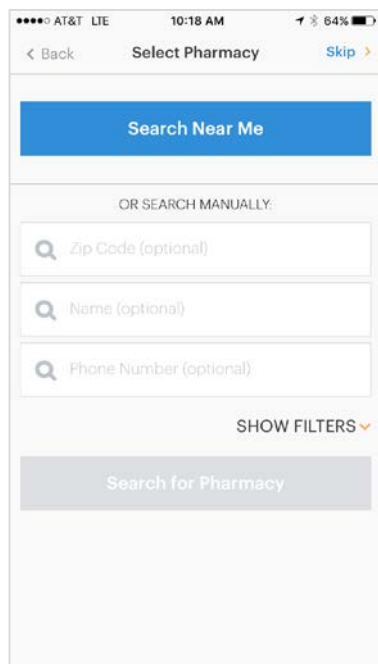
YOUR COST

Medical Doctor	\$49
Psychologist	\$79
Psychiatrist (45 minute initial visit)	\$229

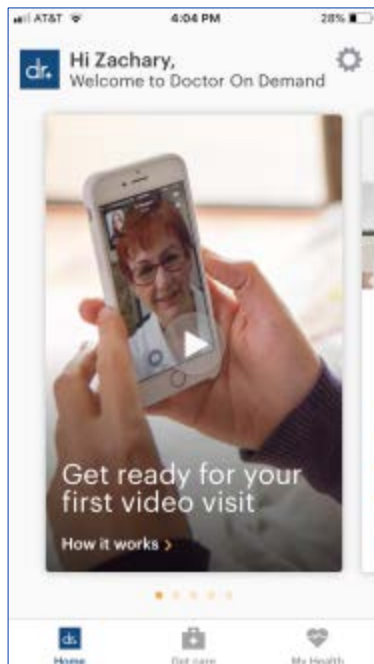
OK, Great!

Next, you will be prompted to select your preferred pharmacy

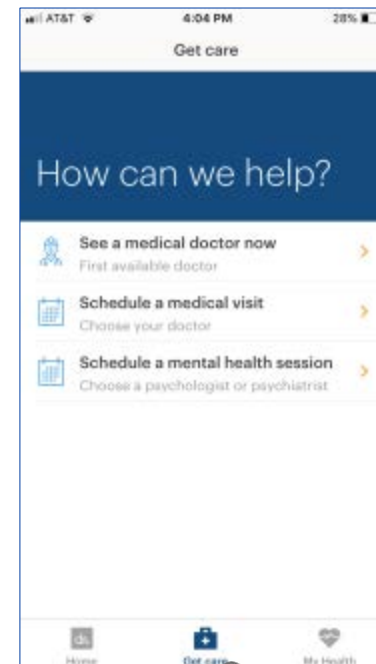
And enter your credit card information.
NOTE: Even if you don't have a copay, a Payment Method is needed for a Virtual Visit.



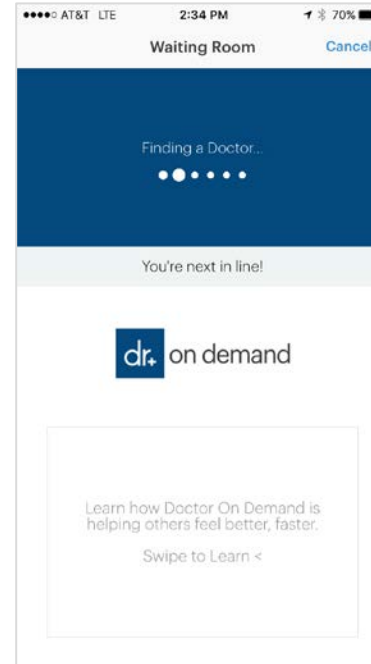
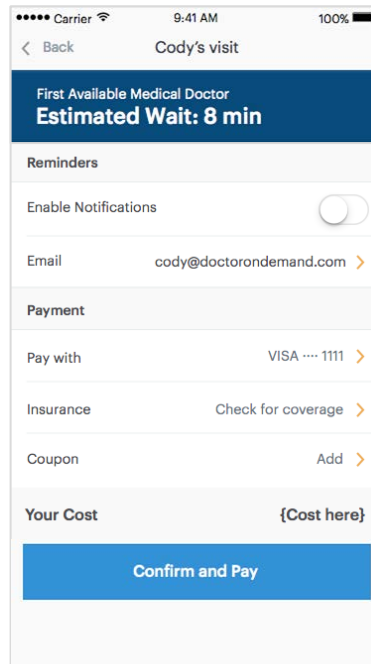
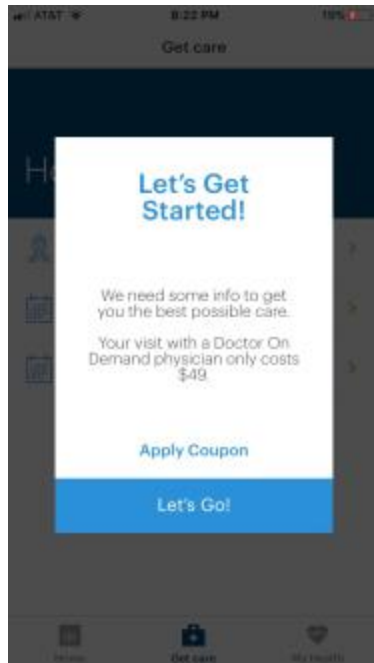
To learn more, watch an introductory video from the home screen:



Select from your options on the "Get Care" tab.



Confirm your cost share for the appointment, follow the prompts and provide some background on the purpose of your visit before chatting with the physician.



Visits may be less depending on your benefit plan coverage.

Some questions you may have:

<p>How long does an appointment last?</p>	<p>Usually about 20 minutes. We expect care to be provided by Virtual Visits physicians within 30 minutes.</p>
<p>Can I schedule an appointment instead of waiting?</p>	<p>Yes. You are able to schedule an appointment for another time with a Virtual Visits doctor.</p>
<p>Can I get a prescription if I need it? How do they get it to my pharmacy?</p>	<p>Yes. Virtual Visits doctors use e-prescribing to submit prescriptions to the pharmacy of your costs. Cost for prescription drugs are based on, and payable under, your pharmacy benefit. They are not part of your Virtual Visits benefit.</p>
<p>Will my visit information be shared with my PCP?</p>	<p>You can access your Virtual Visits record and share the information with your PCP if you would like. It is not automatically shared with your PCP.</p>
<p>Is Virtual Visits only available in other languages than English?</p>	<p>All Virtual Visits provider groups offer some Spanish-speaking physicians, although not in all states. Additional information is available at each provider group website.</p>