

# What is a Virtual Visit?

## See and speak to a doctor using your computer, tablet or smartphone.

With Virtual Doctor Visits, you're able to live video chat<sup>2</sup> with a doctor from your computer, tablet or smartphone — anytime, day or night. You can ask questions, get a diagnosis, or even get medication prescribed<sup>3</sup> and, if appropriate, have it sent to your pharmacy. All you need is a strong internet connection. When you take advantage of this innovative service, you can choose to see doctors from Doctors on Demand or American Well (AmWell).<sup>4</sup>

### How much does it cost?

A Virtual Doctor Visit with Doctor on Demand or AmWell has a \$0 copay.<sup>4</sup>

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

Once a request for a visit has been submitted, the average wait time is about 5 –10 minutes. A typical visit lasts 10 minutes.

### Who will I be talking to?

You can find a list of participating Virtual Doctor Visit providers by logging into your member website.

### Can I use it for any medical situation?

Virtual Doctor Visits are good for minor health concerns like:

- Allergies, bronchitis, cold/cough
- Fever, seasonal flu, sore throat
- Migraines/headaches, sinus problems, stomach ache

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.<sup>5</sup>

### How do I get started?

#### On your computer:

1. Go to your member website. If you already have an online account, go to step 2. If not, click on “register now” and follow the steps to create your online account.
2. Sign in with your username and password.
3. Click on the Virtual Doctor Visits tile on the bottom of the home page to view your virtual provider group choices, access their websites and set up an appointment.

#### On your tablet or smartphone:

Download the Doctor on Demand app or the American Well (AmWell) app and follow the instructions that appear on your screen.



# WHAT TO DO WHEN YOU NEED CARE

<sup>1</sup> The NurseLine service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.

<sup>2</sup> The device you use must be webcam-enabled.

<sup>3</sup> Doctors can't prescribe medications in all states.

<sup>4</sup> 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.

<sup>5</sup> 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.





# The Importance of Having a Regular Doctor

## You and Your Doctor

At UnitedHealthcare®, we encourage you to have a strong relationship with a primary care provider (PCP) or doctor who you see regularly. Having a trusted relationship with your doctor is one of the best ways to get the care you may need, when and where you need it. Having regular visits makes it easier for you to share information about your health that may help your doctor provide you with better care.

One of the best times to share information is during an annual wellness visit or annual physical exam. Both are covered at \$0 copay under your UnitedHealthcare® Group Medicare Advantage plan. During your annual wellness visit and/or annual physical exam, you can ask if you’re up to date on preventive care, like cancer screenings and immunizations, and talk to your doctor about any health changes or concerns that you might have. You can also develop a health and wellness plan to help you stay on top of your health care.

## Need help?

If you don’t have a PCP, we can help you find one. Or if your relationship with your doctor isn’t as strong as you’d like, you may want to consider changing doctors. We’ll be happy to help you find a PCP in your area that may meet your needs. We can even help schedule your first appointment. And if you haven’t had an annual wellness visit and/or annual physical exam, we can help schedule that, too.

# Where To Go


When you don’t feel well, it can be tough to know when and where to seek care. Should you wait to see your doctor? Take advantage of a Virtual Doctor Visit (see next page)? Or visit an urgent care center? The best thing to do is to ask your doctor or call the NurseLine about when and where to get care, especially if you already have a medical condition. However, if your doctor isn’t available, here is a helpful chart that may help you decide.

	Virtual Doctor Visit	Urgent Care Center	Emergency Room
Animal bites		✓	• Any life-threatening or disabling condition
Stitches		✓	
X-rays		✓	
Back pain		✓	
Mild asthma		✓	• Sudden or unexplained loss of consciousness
Minor headaches	✓	✓	
Sprains, strains		✓	
Nausea, vomiting, diarrhea		✓	
Bumps, cuts, scrapes	✓	✓	• Chest pain, numbness in face, arm or leg; difficulty speaking
Burning with urination	✓	✓	
Coughs, sore throat	✓	✓	
Ear or sinus pain	✓	✓	
Eye swelling, irritation, redness or pain	✓	✓	• Severe shortness of breath
Minor allergic reactions	✓	✓	
Minor fevers, colds	✓	✓	
Rashes, minor burns	✓	✓	
Vaccinations		✓	• High fever with stiff neck, mental confusion or difficulty breathing

**ER rule of thumb:** Call 911 or go to the emergency room (ER) if you think you could put your health at serious risk by waiting to get care.

**Note:** Generally, out-of-pocket costs are lower if non-emergency care is received at an urgent care center, and a Virtual Doctor Visit has a \$0 copay. Each clinic or center may have different services available and different hours they are open. Be sure to call and ask before you go.

We’re here to help.

 Toll-free **866-622-8014**, TTY **711**, 8 a.m. – 8 p.m. local time, Monday – Friday



**Still not sure?** You can also call NurseLine toll-free at **1-877-365-7949**, TTY **711**, 24 hours a day, 7 days a week to talk to a nurse about your health questions or concerns.<sup>1</sup>