

## See a doctor whenever, wherever. Virtual Visits

When you're sick and need care quick, a Virtual Visit is a convenient way to start feeling better faster.

With a Virtual Visit, you can see and talk to a doctor via mobile device or computer - 24/7, no appointment needed. The doctor can give you a diagnosis and prescription\*, if needed. And with a UnitedHealthcare plan, your cost is \$50 or less.

To get started with a Virtual Visit, go to [uhc.com/virtualvisits](https://uhc.com/virtualvisits).

### Get care in 20 minutes or less.

Use a Virtual Visit for these minor medical needs:

- Bladder infection/ Urinary tract infection
- Rash
- Bronchitis
- Sinus problems
- Cold/ flu
- Sore throat
- Fever
- Stomachache
- Pinkeye

### Prepare for your Virtual Visit.

Have these three items ready to register and complete your Virtual Visit:

- Health plan ID card
- Credit card
- Pharmacy location

\* Prescription services may not be available in all states.

\*\* Based on analysis of 2016 UnitedHealthcare ER claim volumes, where ER visits are low-acuity and could be treated in a Virtual Visit, PCP, or urgent/convenient care setting.

Virtual visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.

Insurance coverage provided by or through UnitedHealthcare Insurance Company and its affiliates. Administrative services provided by UnitedHealthcare Services, Inc. or their affiliates. Health Plan coverage provided by or through a UnitedHealthcare company.

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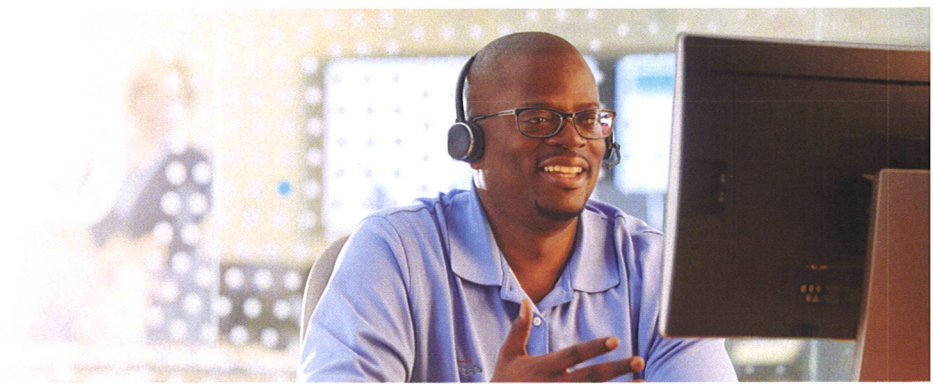
### Virtual Visits can save time and money.

An estimated 25 percent of ER visits could be treated with a Virtual Visit — which brings a potential \$1,700 cost down to \$50.\*\*





UnitedHealthcare  
**Resources**



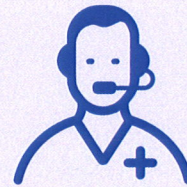
Chris, UnitedHealthcare Advocate

# More than a health plan— a personalized experience.

Whatever your health plan questions and care needs are, you can count on any of our experts — including someone like Chris—to help with answers and guidance.

## Feel the support of a team that's dedicated to helping you:

- Understand your benefits and claims.
- Talk through your bill or payment.
- Avoid overpaying, find the right care and cost options.
- Get answers to your pharmacy questions.
- Maximize your health savings.
- Take advantage of all your plan's health and well-being benefits.



### 24/7 support.

Connect with a registered health care professional anytime by calling the number on your health plan ID card.

## 3 easy ways to get personalized answers and information.



Call the member number  
on your health plan ID card.



Sign in to [myuhc.com](https://myuhc.com)<sup>®</sup>  
and click on **Call or Chat**.



Tap into the **UnitedHealthcare**<sup>®</sup> app  
for assistance when you're on the go.



**This 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 the program is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives 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. The program is not an insurance program and may be discontinued at any time. Additionally, if there is any difference between this information and your coverage documents (Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

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