

# What is a Virtual Doctor Visit?

## See a doctor using your computer, tablet or mobile phone.

UnitedHealthcare’s Virtual Doctor Visits let you see and speak to specific doctors using your computer or a mobile device, like a tablet or smart phone. You can ask questions, get a diagnosis and even be prescribed medication<sup>2</sup> that, if appropriate, can be sent to your pharmacy. Doctor on Demand and American Well (AmWell) have joined the UnitedHealthcare provider network to bring you this innovative service.<sup>3</sup>

### How much does it cost?

A Virtual Doctor Visit with Doctor on Demand or AmWell has a \$0 copay.<sup>3</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 in online at [www.UHCRetiree.com](http://www.UHCRetiree.com).

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

Virtual visits may be best for situations like a cold, flu, skin rash or eye issue. 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>4</sup>

### How do I get started?

On your computer:

1. Go to [www.UHCRetiree.com](http://www.UHCRetiree.com).
2. Sign in with your username and password.
3. Click on the Virtual Doctor Visits box to view your virtual provider group choices, access their websites and set up an appointment.

<sup>1</sup> NurseLine 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> Doctors can’t prescribe medications in all states.

<sup>3</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>4</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.

This information is not a complete description of benefits. Contact the plan for more information.

Limitations, copayments and restrictions may apply. Benefits, premium and/or copayments/coinsurance may change on January 1 of each year.

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.

UnitedHealthcare Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número que aparece en la parte de atrás de su tarjeta de ID de miembro. 請注意：如果您說中文，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

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# WHAT TO DO WHEN YOU NEED CARE NOW







# The Importance of Having a Regular Doctor

## You and Your Doctor

At UnitedHealthcare®, we encourage our members to have a strong relationship with a primary care physician (PCP) who they 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.


A great time to do this 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 get 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.

For help finding a provider or scheduling an appointment, simply call toll-free **1-800-457-8506**, TTY **711**, 8 a.m. – 8 p.m. local time, Monday – Friday.

We're here to help.

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# To Wait or Not

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 head to a convenience health clinic in a supermarket or pharmacy? Or visit an urgent care center or emergency room (ER)? The best thing to do is to ask your doctor 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 to help you decide.

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

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

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



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