

24/7 Virtual Visits






No driving. No waiting rooms. No appointment necessary!

With 24/7 Virtual Visits through Optum® Virtual Care, Teladoc®, Doctor on Demand or Amwell®, you can see and talk to a doctor from your mobile device* or computer for less than an office visit. Consider a 24/7 Virtual Visit when it's not an emergency, your doctor is not available or if you need medical attention while traveling. The physician can write a prescription,** if needed, which you can pick up at your local pharmacy. 24/7 Virtual Visits doctors can treat a wide range of conditions, including:

- ▶ Allergies
- ▶ Bronchitis
- ▶ Cough/cold
- ▶ Diarrhea
- ▶ Ear infection
- ▶ Fever
- ▶ Pink eye
- ▶ Rash
- ▶ Seasonal flu
- ▶ Sinus problems
- ▶ Sore throat
- ▶ Stomachache
- ▶ Urinary tract infection

All network doctors are aligned with the American Medical Association and Federation of State Medical Boards guidelines.

Know all your options

Your options	Average cost***		Average time
	Copay Advantage plan:	HSA Advantage plan:	
 24/7 Virtual Visits through Optum Virtual Care, Teladoc, Doctor on Demand or Amwell	\$0	\$50	20 min.
 Convenience care clinic	\$25	\$100	30–60 min.
 PCP office/telehealth or telemedicine visit	\$25	\$170	30–60 min.
 Urgent care	\$50	\$185	30–60 min.
 Emergency room	\$250	\$2,600	1 hour or more ¹

Freestanding emergency room (FSER): FSERs, sometimes referred to as urgency centers, typically bill at ER rates (or higher) and can cost \$1,500 more than an urgent care center. Neither located in nor attached to a hospital, FSERs are able to treat similar conditions as an ER, but cannot admit patients.

Important note: If you experience a true emergency, dial 911 or go to the nearest emergency room.

Activate your 24/7 Virtual Visits account now

Visit myuhc.com/virtualvisits or log in to the UnitedHealthcare® app.

Download the UnitedHealthcare app



Get benefit information for you and your family at the touch of a button. It's easy, fast and free!

Available through the Apple® App Store® or Google Play®.



Explore 24/7 Virtual Visits and other care options at uhc.com/quickcare



* Data rates may apply.

** Prescription services may not be available in all states. You are responsible for selecting a network pharmacy.

*** Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage.

¹ cdc.gov/nchs/about/factsheets/factsheet_nhcs.htm

24/7 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. 24/7 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. Payment for 24/7 Virtual Visit services does not cover pharmacy charges; members must pay for prescriptions (if any) separately. The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.

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