

# 24/7 Virtual Visits

No driving. No waiting rooms.

With 24/7 Virtual Visits through Optum® Virtual Care, Teladoc® Health, Doctor on Demand, Amwell® or Walmart Health Virtual Care, you can see and talk to a provider 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 a pharmacy near you. 24/7 Virtual Visits doctors can treat a wide range of symptoms and conditions, including:

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

All 24/7 Virtual Visit providers are 100% board-certified physicians and nationally certified nurse practitioners.

## Connect with 24/7 Virtual Visits now

Visit [myuhc.com/virtualvisits](https://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®.

## Know all your options

Your options	Average per visit costs***		Average time
	Copay Advantage plan:	HSA Advantage plan:	
24/7 Virtual Visits through Optum Virtual Care, Teladoc Health, Doctor on Demand, Amwell or Walmart Health Virtual Care	\$0	\$60 or less	15 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 <sup>1</sup>

**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.



Explore 24/7 Virtual Visits and other care options at [uhc.com/quickcare](https://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.

<sup>1</sup> [cdc.gov/nchs/about/factsheets/factsheet\\_nhcs.htm](https://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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