

24/7 Virtual Visits

No driving. No waiting rooms.

With 24/7 Virtual Visits, you can see and talk to a provider from your mobile device* or computer for less cost than for an office visit. Consider 24/7 Virtual Visits when it's not an emergency, when your provider is not available or if you need medical attention while traveling. The provider can write a prescription** if needed, which you can pick up at a pharmacy near you. 24/7 Virtual Visits providers can treat a wide range of symptoms and conditions, including:

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

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

Connect with 24/7 Virtual Visits now

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

Download the UnitedHealthcare app



Get benefit information for yourself 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 (Virtual urgent care)**	\$0	\$60 or less	Usually no wait
Convenience care clinic	\$25	\$80	30 min. or less
Primary care through your in-person provider	\$25	\$160	Usually short wait if scheduled
Primary care through your in-person provider via telehealth	\$25	\$160	Usually short wait if scheduled
Virtual primary care through UnitedHealthcare's national virtual network‡	\$25	\$99	Usually short wait if scheduled
Urgent care	\$50	\$165	30 min. or less
Emergency room	\$250	\$1,700	Up to 2 hours¹

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



App Store is a registered trademark of Apple, Inc. Google Play is a registered trademark of Google LLC.

†Data rates may apply.

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

‡2023: Median allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. (Estimated \$1,500 difference between the median emergency room visit, \$1,700, and the median urgent care visit, \$165.) The information and estimates provided are for general informational and illustrative purposes only and are not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you.

†† 24/7 Virtual Visits is a service available with a Designated Virtual Network Provider via video, or audio-only where permitted under state law. 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, or for all members. Check your benefit plan to determine if these services are available. The Designated Virtual Visit Provider's reduced rate for 24/7 Virtual Visits is subject to change at any time, and may apply after the deductible is met, depending on your plan.

‡ Virtual primary care are services available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual primary care services are only available if the provider is licensed in the state that the member is located at the time of the appointment. Virtual primary care is 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, or for all members. Certain prescriptions may not be available, and other restrictions may apply.

¹ <https://www.cdc.gov/nchs/fastats/emergency-department.htm>

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