

Talk to a behavioral health specialist anytime.

Introducing Virtual Behavioral Health Visits for UnitedHealthcare® Group Retirees.

New for the 2018 plan year, you will be able to live video chat* with a behavioral health specialist using your computer, tablet or smartphone any time, day or night. Services include initial evaluation, medication management and ongoing counseling. All you need is a strong internet connection.

Doctor on Demand and American Well (AmWell) are among the 1,600 providers that bring you this innovative service.¹

Here are answers to some common questions.

How much does it cost?

A virtual behavioral health visit with a network provider has a \$0 copay and 0% coinsurance.

Who will I be talking to?

You can find a list of participating virtual behavioral visit providers by logging into your member website.

How quickly can I get an appointment?

You can typically get an appointment within 5 business days.

Can I use it for any behavioral health situation?

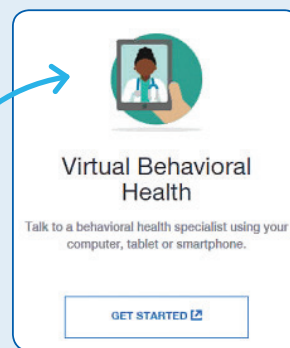
Virtual behavioral health visits may be best for initial evaluation, medication management and ongoing counseling to treat addiction, depression, trauma, loss, stress or anxiety. You will be advised by the virtual provider if an in-person visit is appropriate. Virtual visits are not appropriate for crisis or emergency situations.²

There are 2 ways to get a Virtual Behavioral Health Visit.

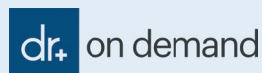


On your computer:

1. Go to your member website. If you already have an online account, go to step 2. Not registered? Click on “register now” and follow the steps to create your online account.
2. Sign in with your user name and password.
3. Click on the Virtual Visits tile on the bottom of the home page to view your virtual provider group choices, access their websites and set up an appointment.



On your tablet or smartphone:



Download the Doctor on Demand app



Or, download the American Well app

*The device you use must be webcam-enabled.

¹Providers 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.

²This 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, co-payments, and restrictions may apply. Benefits, premium and/or co-payments/co-insurance may change on January 1 of each year.

The provider network may change at any time. You will receive notice when necessary.

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.