

Talk to a doctor from your home

Virtual Doctor Visits for UnitedHealthcare® Group Medicare Advantage members

With Virtual Doctor Visits, you're able to live video chat¹ with a doctor from your computer, tablet or smartphone — any time, day or night. You can ask questions, get a diagnosis, or even get medication prescribed and have it sent to your pharmacy. All you need is a strong internet connection. **You may want to prepare ahead by setting up an account for a Virtual Doctor Visit so you're all set when it's time to make an appointment.**

Doctor on Demand and AmWell are part of the UnitedHealthcare provider network bringing you this innovative service.²

Answers to some common questions:

How much does it cost?

Copays vary by plan. A Virtual Doctor Visit with Doctor on Demand or AmWell may be as low as \$0 with certain plans. Please refer to your Summary of Benefits or Evidence of Coverage for details.

How quickly can I talk to someone and how long does a visit last?

Once a request for a visit has been submitted, wait times vary based on availability. A typical visit lasts 10–15 minutes.

Who will I be talking to?

You can find a list of participating Virtual Doctor Visit providers by visiting uhcvirtualvisits.com.

Can I use it for any medical situation?

Virtual Doctor Visits may be best for situations like a cold, flu, skin rash, eye issue, or when it may be safer to visit a doctor from home. 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.³ For more examples, please refer to the next page.

There are 2 ways to access Virtual Doctor Visits



On your computer:

Visit uhcvirtualvisits.com and set up your account with either AmWell or Doctor on Demand.



On your tablet or smartphone:



Download the Doctor on Demand app



Or, download the American Well app



Examples for when to use a Virtual Doctor Visit

Good For

- ✓ Allergies
- ✓ Bladder/Urinary tract infections
- ✓ Bronchitis
- ✓ Cough/Cold
- ✓ Diarrhea
- ✓ Fever
- ✓ Migraine/Headaches
- ✓ Pink eye
- ✓ Rash
- ✓ Seasonal flu
- ✓ Sinus problems
- ✓ Sore throat
- ✓ Stomachaches
- ✓ Quick assessment of severity

Not Good For

- ✗ Anything requiring a hands-on exam
- ✗ Anything requiring a test
- ✗ Cancer or other complex conditions
- ✗ Chronic conditions
- ✗ International visits
- ✗ Sprains/Broken bones or injuries requiring bandaging



If you are experiencing a medical emergency, you should seek appropriate emergency medical assistance such as calling “911”.

¹The device you use must be webcam-enabled.

²Providers 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.

³This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.

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.

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