

# Talk to a doctor any time

## Virtual Doctor Visits for UnitedHealthcare® Group Retirees

With Virtual Doctor Visits, you're able to live video chat<sup>1</sup> 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. **Members will first need to register and then schedule an appointment.**

Doctor on Demand and American Well (AmWell) are part of the UnitedHealthcare provider network bringing you this innovative service.<sup>2</sup>

### Here are answers to some common questions:

#### How much does it cost?

A virtual doctor visit with Doctor on Demand or AmWell has a \$0 copay.

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

Once a request for a visit has been submitted, the average wait time is about 5–10 minutes. A typical visit lasts 10 minutes.

#### Who will I be talking to?

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

#### Can I use it for any medical situation?

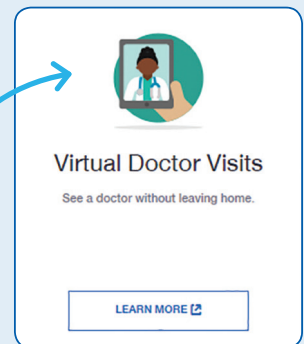
Virtual visits may be best for situations like a cold, flu, skin rash or eye issue. You will be advised by the virtual doctor if an in-person visit is appropriate. Virtual Visits are not appropriate for serious or emergency medical situations.<sup>3</sup>

## There are 2 ways to get a Virtual Doctor 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 Doctor 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

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<sup>1</sup>The device you use must be webcam-enabled.

<sup>2</sup>Providers 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.

<sup>3</sup>This 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, copayments, and restrictions may apply. Benefits, premium and/or copayments/coinsurance may change on January 1 of each year.

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

UnitedHealthcare Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-814-6894 (TTY: 711). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-855-814-6894 (TTY: 711).

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.