



Visit with a doctor 24/7 — whenever, wherever

With 24/7 Virtual Visits, you can connect to a doctor by phone or video¹ through **myuhc.com**[®] or the UnitedHealthcare[®] app.



A convenient and faster way to get care

Doctors can treat a wide range of health conditions—including many of the same conditions as an emergency room (ER) or urgent care—and may even prescribe medications,² if needed. **With a UnitedHealthcare plan, your cost for a 24/7 Virtual Visit is usually \$0.³**

Consider 24/7 Virtual Visits for these common conditions:

- Allergies
- Bronchitis
- Eye infections
- Flu
- Headaches/migraines
- Rashes
- Sore throats
- Stomachaches
- and more

\$0 cost

An estimated 25% of ER visits could be treated with a 24/7 Virtual Visit — bringing a potential \$2,000⁴ cost down to \$0.

Get started

Sign in at myuhc.com/virtualvisits | Call **1-855-615-8335**

Download the UnitedHealthcare app

United Healthcare

ACEC LIFE/HEALTH TRUST

¹ Data rates may apply.

² Certain prescriptions may not be available, and other restrictions may apply.

³ The Designated Virtual Visit Provider's reduced rate for a 24/7 Virtual Visit is subject to change at any time.

⁴ Average allowed amounts charged by UnitedHealthcare Network Providers are not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. Estimated Urgent Care savings are based on the difference between average Urgent Care visit cost of \$180 and Virtual Visit cost of \$0; \$2,000.00 difference between the average Emergency Room visit and the average urgent care visit. The information and estimates provided are for general informational and illustrative purposes only and is 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. In an emergency, call 911 or go to the nearest emergency room.

The UnitedHealthcare[®] app is available for download for iPhone[®] or Android[®]. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

24/7 Virtual Visits phone and video chat with a doctor 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, or for all members. Check your benefit plan to determine if these services are available.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health Plan coverage provided by or through a UnitedHealthcare company.



Prepare for a telehealth visit in 3 simple steps

Telehealth connects you with quality care without needing to go to your doctor or health care provider's office. Depending on your health plan, you'll likely pay less if you use a network provider. Sign in to myuhc.com[®] to access your health plan account and view the most up-to-date list of your plan's network providers.

Telehealth may be a great way to stay on top of your health from the comfort of your home. Here are 3 steps to help you prepare for a smooth visit.

1 Get yourself ready

Take a few minutes before your telehealth visit to prepare

- **Quiet space** – choose a quiet area to avoid interruptions from family and pets
- **Good lighting** – position yourself in a well-lit room and try to avoid windows in the background that can cause glare
- **Comfortable spot** – find a place to settle in for your visit, like sitting at the kitchen table or in a comfy living room chair

2 Get your information ready

It's a good idea to have your questions and information on hand

- **Questions** – jot down questions about symptoms, procedures or prescriptions
- **Medications** – list your prescriptions, over-the-counter medications, vitamins, supplements, pharmacy name and address
- **Insurance** – keep your UnitedHealthcare member ID card handy for easy access

3 Get your tech ready

To ensure a smooth experience, remember to check your tech

- **Connect** – test your internet signal to ensure it's strong
- **Charge** – plug in or charge up your selected device—smartphone, laptop or tablet
- **Position** – steady your camera by propping it up in front of you instead of holding the device
- **Access** – follow any special instructions from your provider, like downloading an app or setting up an account

Troubleshooting tips

- **Test** – test the audio and video on your device 10 to 15 minutes before your telehealth visit
- **Speed** – consider closing other apps to help avoid a slow internet connection and distractions
- **Volume** – check that the microphone on your device is on and the volume is up, not on mute



Learn more at uhc.care/telehealth

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