

# Access Virtual Visits

With a virtual visit you can see and talk to a doctor online, any time.



[amwell.com](http://amwell.com)



[doctorondemand.com](http://doctorondemand.com)

Note: Doctor on Demand does not support any version of Internet Explorer®.

You have access to a network of virtual visit provider groups. To learn more about virtual visits and our network please log into [myuhc.com](http://myuhc.com)® or the UnitedHealthcare **Health4Me**® app.

Once you choose a virtual visit provider group you will be directed to their website from [myuhc.com](http://myuhc.com) or their app from Health4Me. You also have the option of going directly to their website or app to access care. You can download their app directly from [Google Play](https://play.google.com)™ or the [Apple](https://www.apple.com)® [App Store](https://www.apple.com)®.

Virtual visits are covered under your health plan benefits either way you decide to access care.



Apple and App Store are registered trademarks of Apple, Inc. Google Play is a trademark of Google, Inc.

Access to virtual visits and prescription services may not be available in all states or for all groups. Go to [myuhc.com](http://myuhc.com) for more information about availability of virtual visits and prescription services. Always refer to your plan documents for your specific coverage. Virtual visits are not an insurance product, health care provider or a health plan. Virtual visits are an internet based service provided by contracted UnitedHealthcare providers that allow members to select and interact with independent physicians and other health care providers. It is the member's responsibility to select health care professionals. Care decisions are between the consumer and physician. 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. Members have cost share responsibility and all claims are adjudicated according to the terms of the member's benefit plan. Payment for virtual visit services does not cover pharmacy charges; members must pay for prescriptions (if any) separately. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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