



Virtual Visits



Virtual Visits

See a doctor
whenever, wherever.

UnitedHealthcare's Virtual Visits model lets members choose a virtual visit provider group, see and speak to a doctor using their mobile device or computer.

During the virtual visit, members can obtain a diagnosis and, if appropriate, a prescription that can be sent to their pharmacy.

- Virtual Visits are fully integrated with benefit plans administered by UnitedHealthcare.
- The Virtual Visits model includes a benefit design combined with a network of contracted virtual visit provider groups.
- Cost of the patient visit will be subject to benefit plan design, including deductibles, copays and out-of-pocket (OOP) maximums.
- Claims will be processed using standard claim processing procedures and the employee cost share will be covered like other medical claims.
- Educational content for Virtual Visits is available on myuhc.com® and the Health4Me® mobile app.
- Virtual Visits provider groups are integrated into provider search on myuhc.com and the Health4Me mobile app.
- Virtual Visit provider groups can also be accessed directly through their URL or mobile apps (Amwell.com and DoctoronDemand.com)

24/7 access every day of the year for many common conditions.



Visits that are typically under 20 minutes.²



Physicians who can diagnose and prescribe.

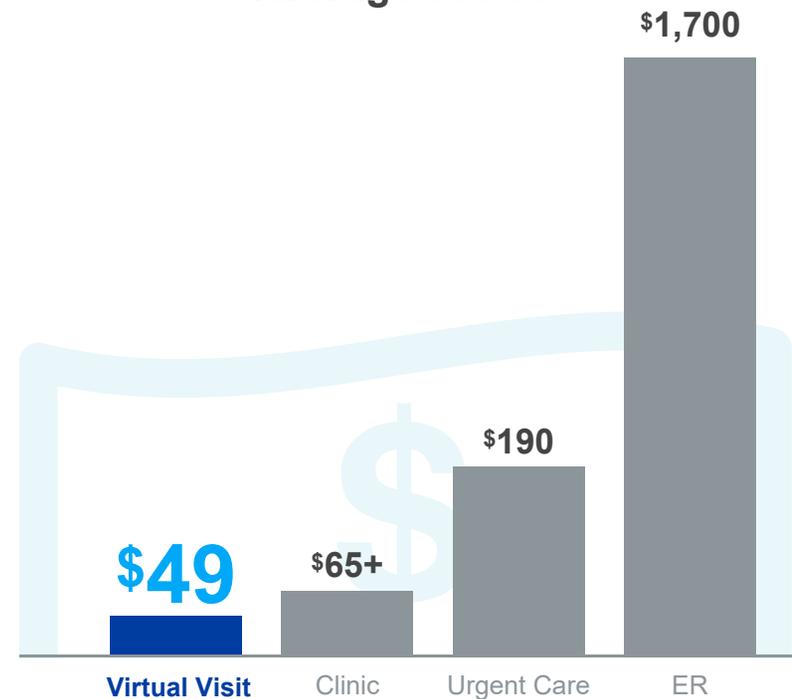


Health care beyond normal clinic hours.



More time at work, not time driving to or waiting for an office visit.

Average costs.¹



¹Claim rates are negotiated with each Virtual Visit provider group and will vary. ² Average based on monthly data reports from Virtual Visits providers.

Virtual Visits are appropriate for:

- ✓ Cold and flu
- ✓ Allergies
- ✓ Fever
- ✓ Pinkeye
- ✓ And more.



ER

25%

of ER issues can be
diagnosed and treated
via Virtual Visit.¹

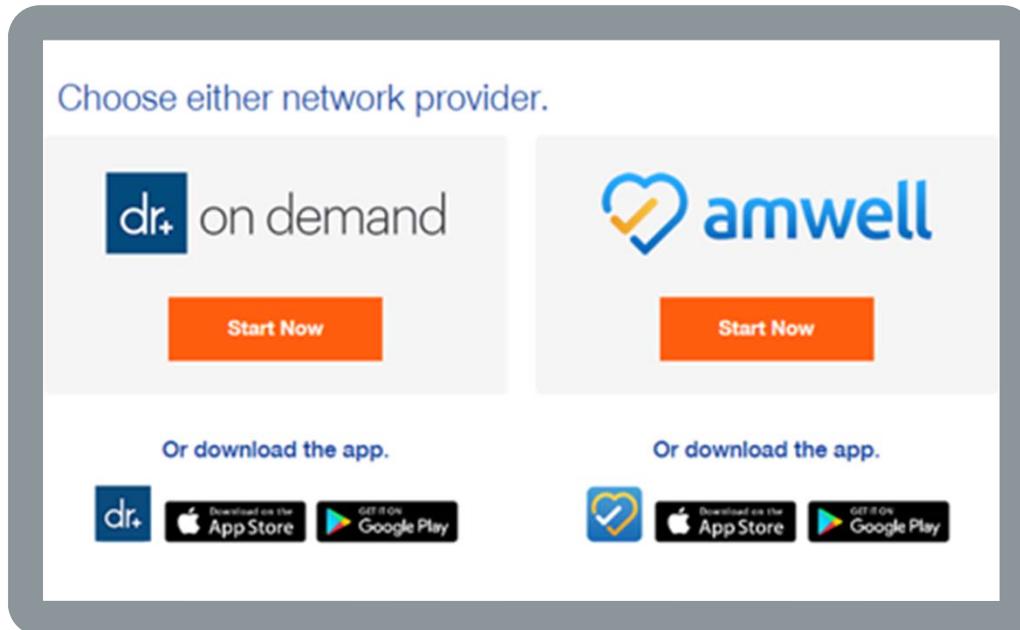


Is a Virtual Visit right for you?

Virtual Visits are good for:	Choose other care for:
<ul style="list-style-type: none">✓ Allergies✓ Bladder/Urinary tract infection✓ Bronchitis✓ Cough/Cold✓ Diarrhea✓ Fever✓ Migraine/Headaches✓ Pinkeye✓ Rash✓ Seasonal flu✓ Sinus problems✓ Sore throat✓ Stomachache✓ Quick assessment of severity	<ul style="list-style-type: none">○ Anything that needs a hands-on exam○ Anything that needs a test○ Cancer or other complicated conditions○ Chronic conditions○ International visits○ Sprains/Broken bones or injuries requiring bandaging

How it works.

- 1 See and talk with a doctor using a mobile device* or computer.
- 2 Start a visit now or register for when you need one.
- 3 Get a diagnosis and a prescription, if needed, in 20 minutes or less.



- Data rates may apply.
- Apple, App Store and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google, Inc.

Before you're sick, sign up for Virtual Visits

- ✓ Use the health4me mobile app (register on myuhc.com first) or download the AmWell or Doctor on Demand app
- ✓ Visit myuhc.com, type in “uhc.com/virtualvisits”



Ready to Register?

Have your health plan ID card and your method of payment (debit or credit card) ready to set up an account with a Virtual Visit provider group.

- Go to the UHC website via single sign-on, internet or mobile app to get started. You'll need to choose a provider:

Choose either network provider.



Start Now



Start Now



Or download the app.

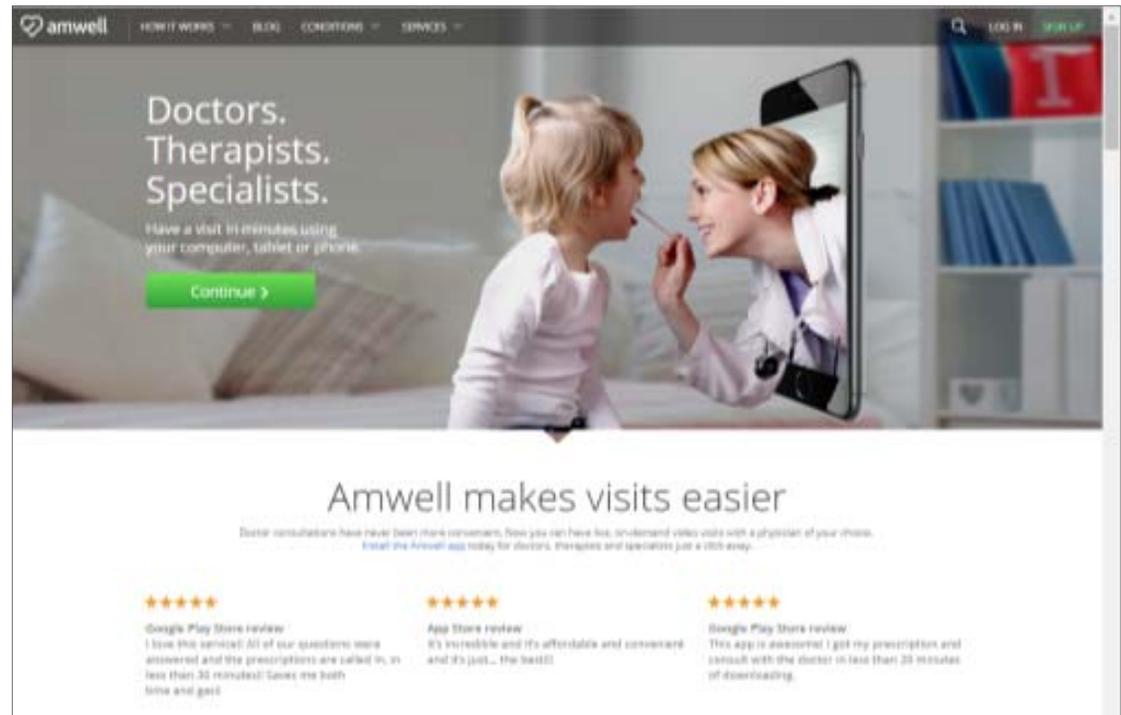


Or download the app.



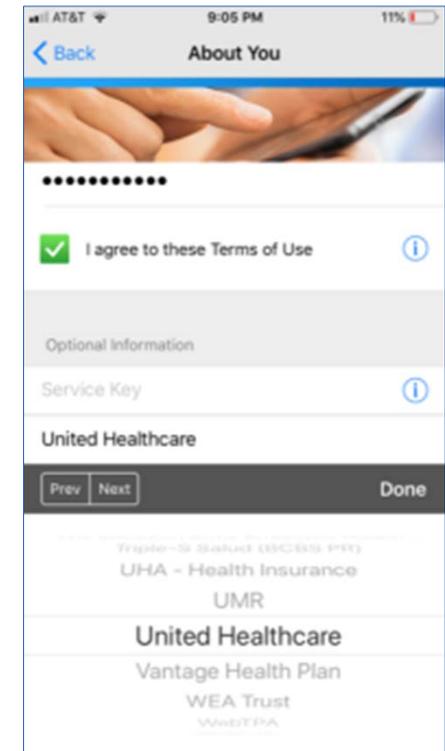
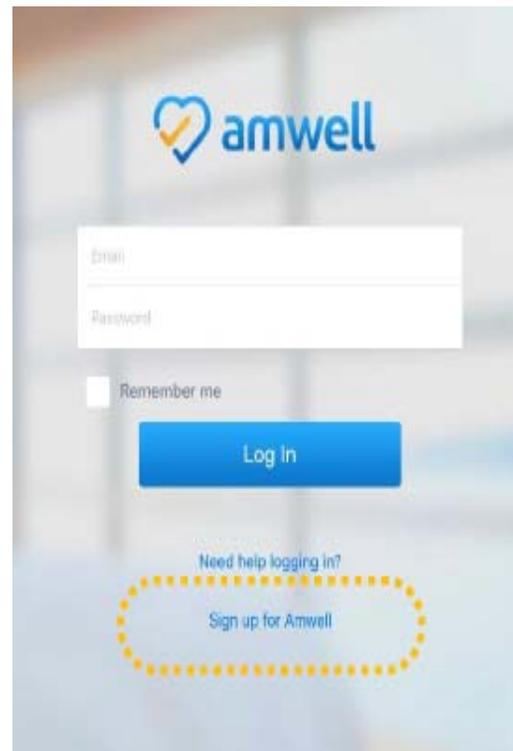
If you choose AmWell, follow these steps:

1. Download the app on your mobile device
2. Open the AmWell app (or website amwell.com)
3. Select “Sign up”

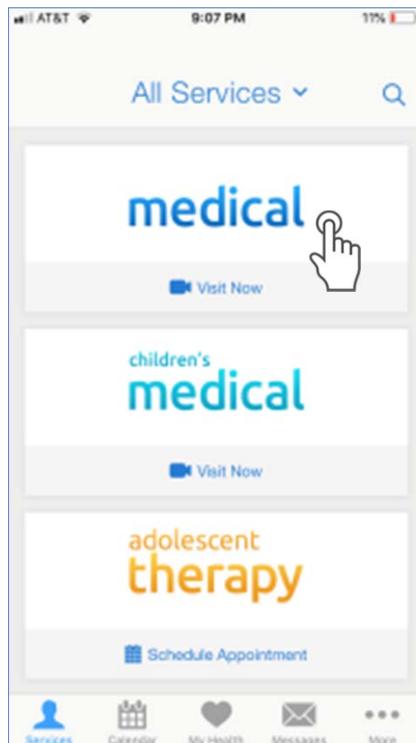


Follow the prompts to complete registration:

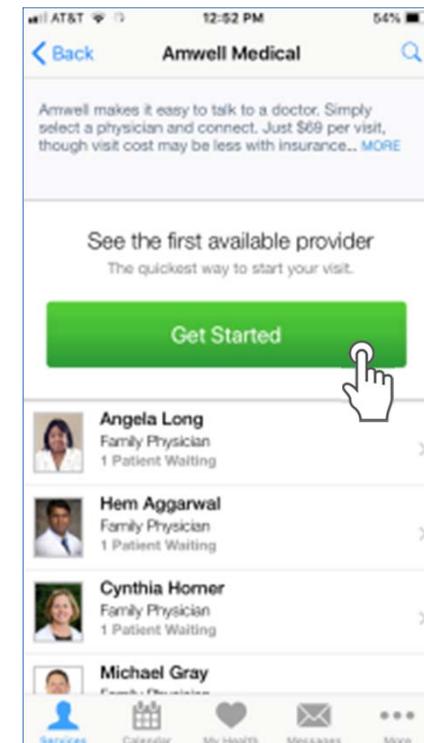
1. First and Last name
2. Email address
3. Create a password
4. Agree to the Terms of Use
5. Select your insurance
6. Enter your Subscriber ID



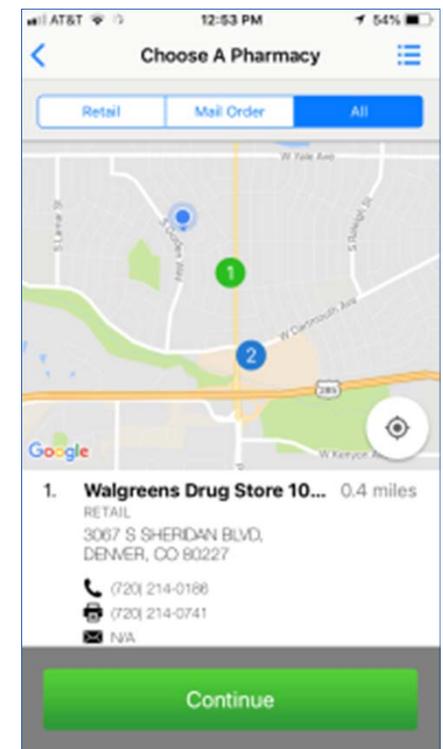
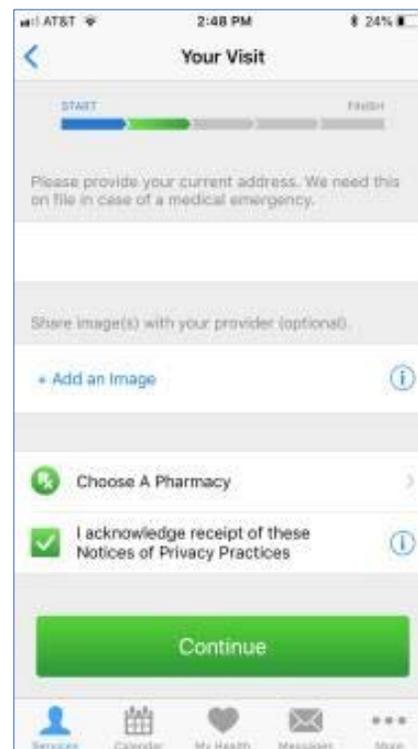
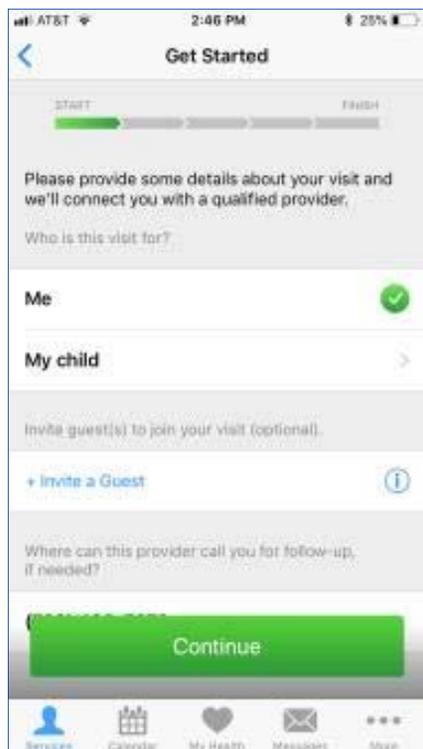
From the Home Screen you can select the type of service you are interested in:



Selecting “Get Started” is the quickest way to start your visit. Or you can review available physicians if you prefer.



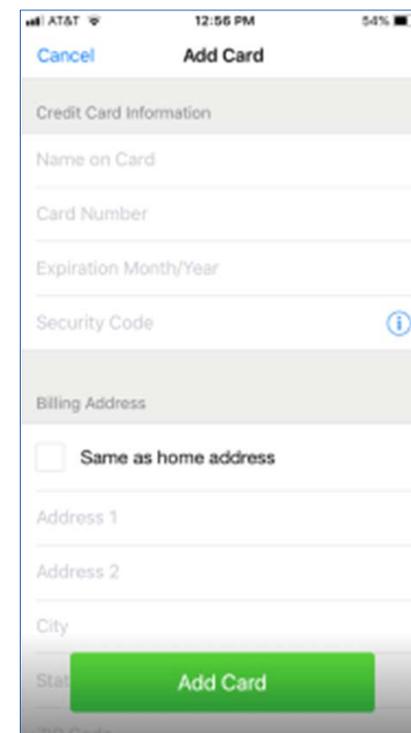
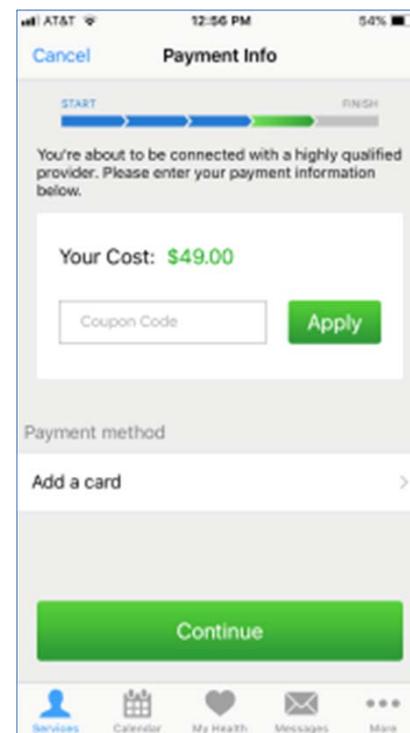
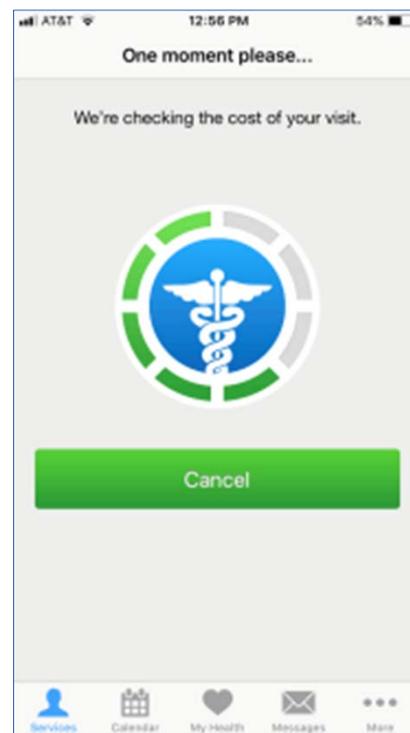
Follow the prompts and provide some background on the purpose of your visit. You will be asked to choose a Pharmacy and agree to the Privacy Practices.



Have your health plan ID card ready and enter your Member ID (if not entered during registration):

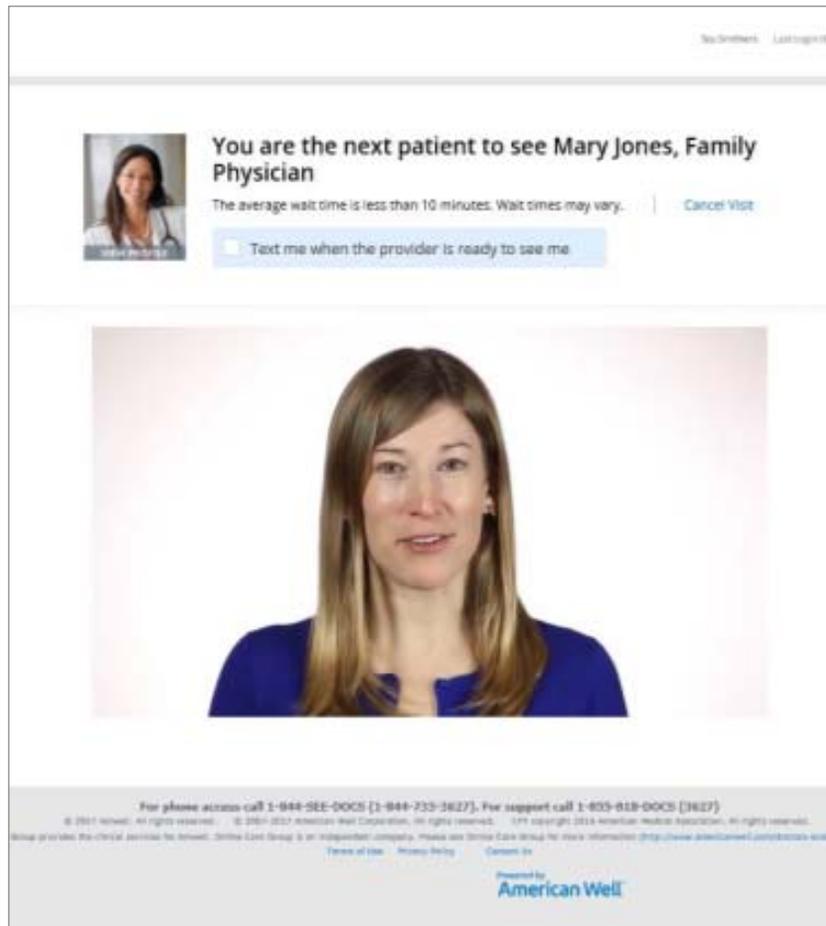
The app (or website) will verify your benefits and display your cost for services. You will need to enter your credit card information.

NOTE: Even if you don't have a copay, a Credit Card is needed for a Virtual Visit.

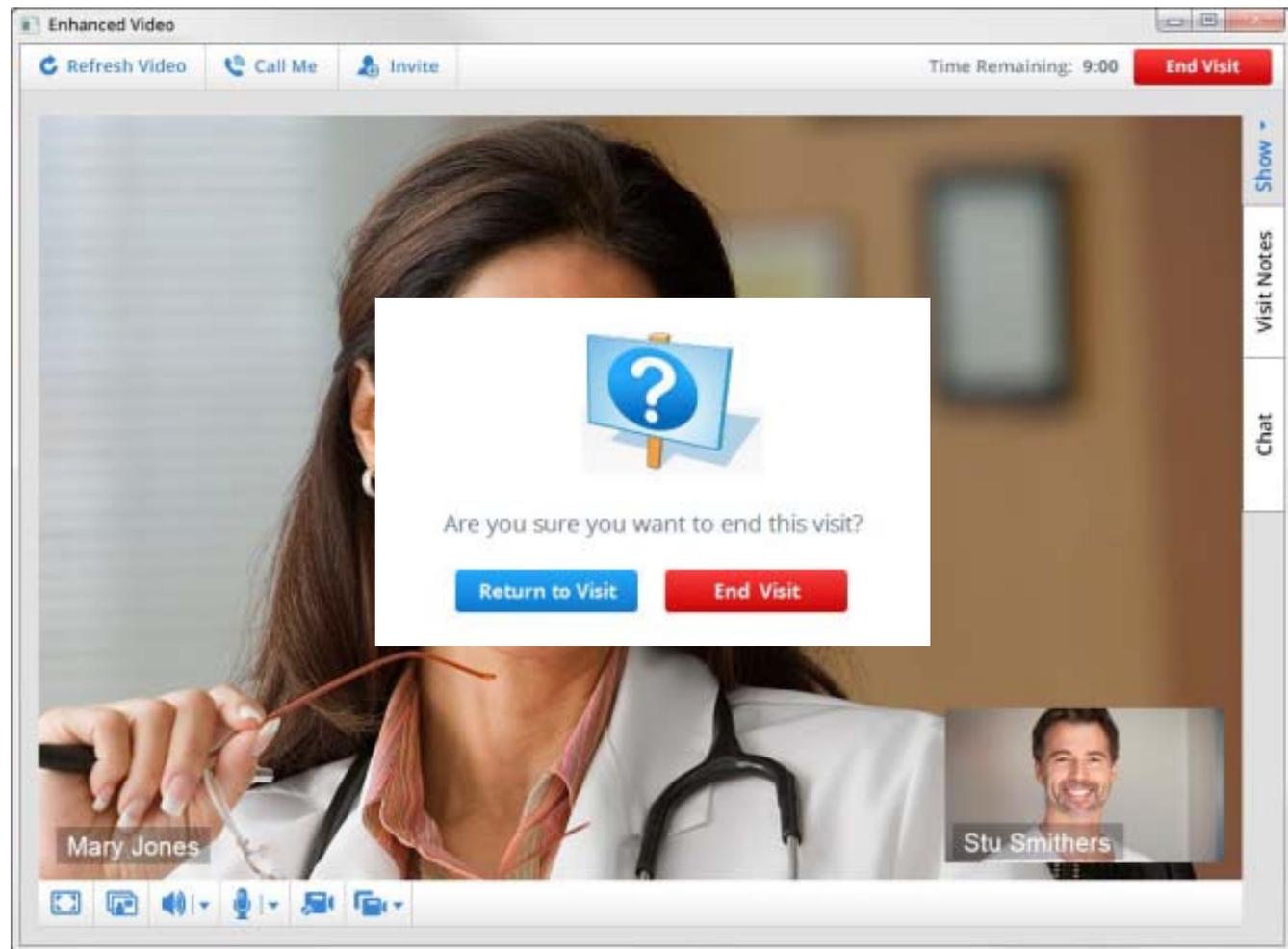


Visits may be less depending on your benefit plan coverage.

Next you will be put in the queue and your visit should start momentarily.

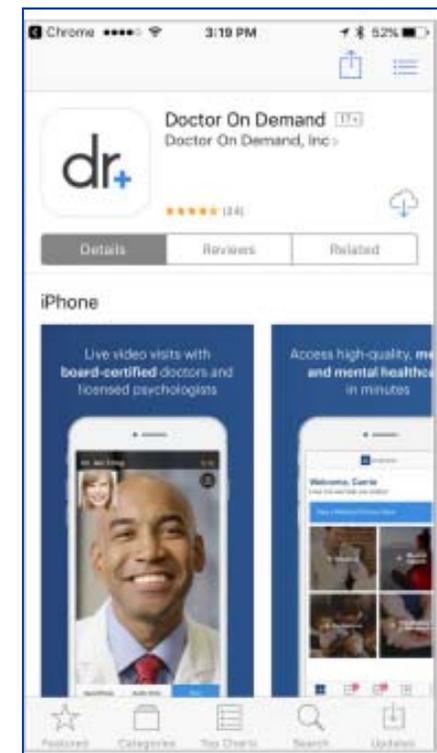
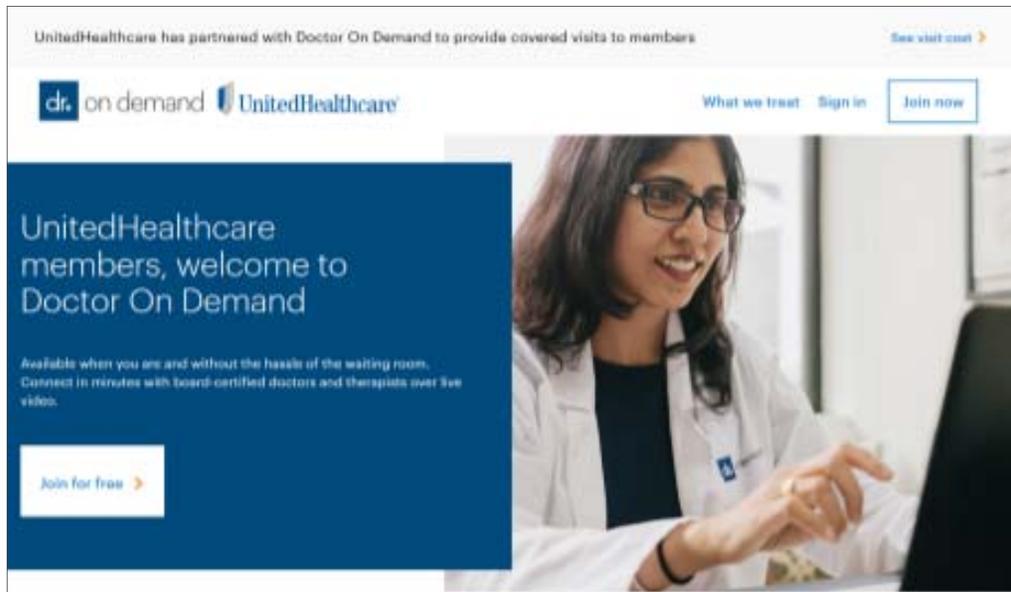


When your visit is over, select “End Visit.”



If you choose Dr. on Demand follow these steps:

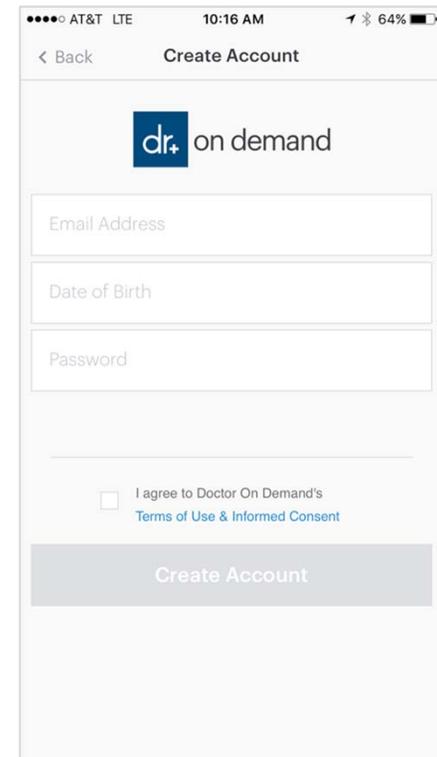
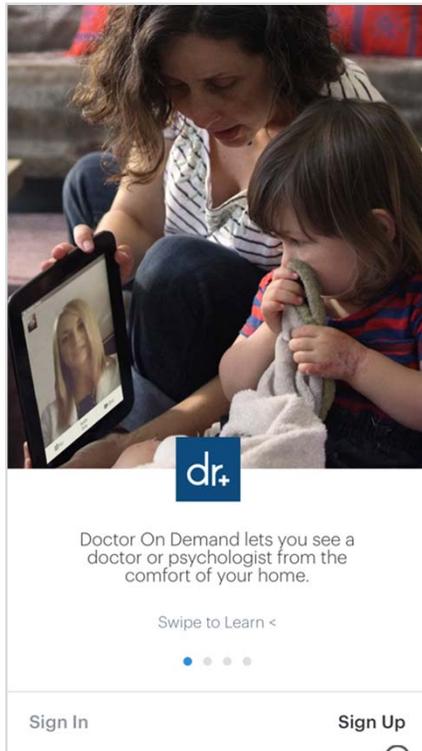
1. Download the app on your mobile device, or navigate to doctorondemand.com
2. Open the Dr. on Demand app (or website)
3. Sign up



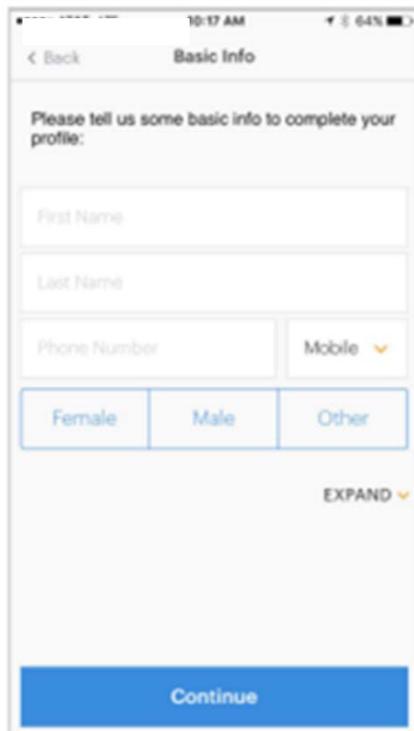
Choose: Sign Up.

Enter the following:

1. Email address
2. Password
3. Date of birth
4. Agree to the terms of use
5. Select “Create Account”



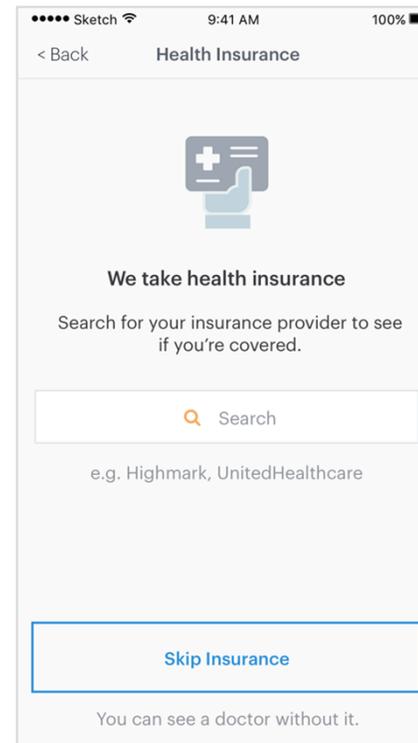
Create Your Profile by filling in your basic info:



The screenshot shows the 'Basic Info' screen with the following fields and options:

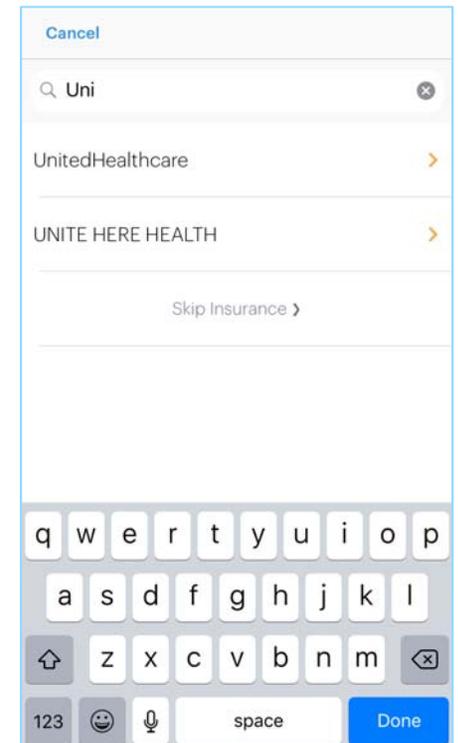
- First Name
- Last Name
- Phone Number (with a 'Mobile' dropdown)
- Gender selection: Female, Male, Other
- EXPAND dropdown
- Continue button

Follow the prompts and search for “UnitedHealthcare” to add your insurance information:



The screenshot shows the 'Health Insurance' screen with the following elements:

- Health icon with a hand pointing to it
- Section: We take health insurance
- Text: Search for your insurance provider to see if you're covered.
- Search input field with a magnifying glass icon and the text 'Search'
- Example text: e.g. Highmark, UnitedHealthcare
- Skip Insurance button
- Text: You can see a doctor without it.

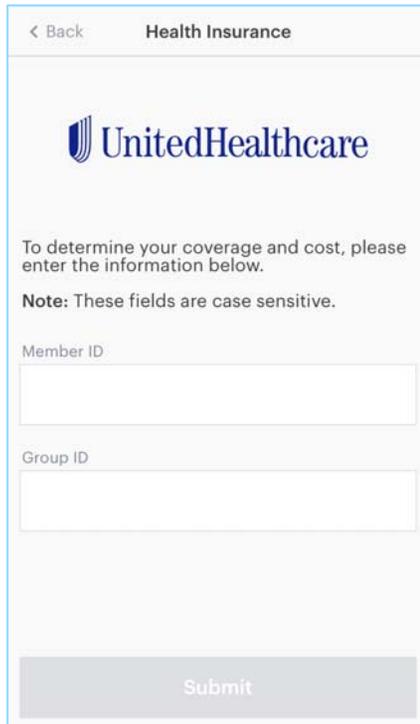


The screenshot shows the search results for 'UnitedHealthcare' with the following elements:

- Cancel button
- Search input field with 'Uni' and a clear button
- Search results: UnitedHealthcare, UNITE HERE HEALTH
- Skip Insurance button
- Keyboard with 'Done' button

Have your health plan ID card ready and enter your Member and Group ID:

The app will verify your benefits and display your cost for services:



Health Insurance

UnitedHealthcare

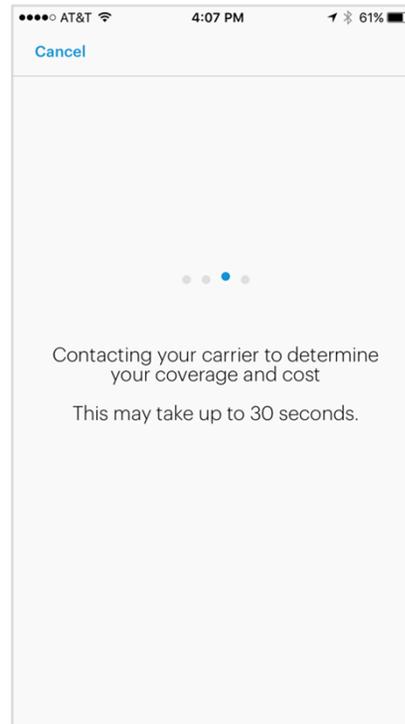
To determine your coverage and cost, please enter the information below.

Note: These fields are case sensitive.

Member ID

Group ID

Submit




Health Insurance

UnitedHealthcare

Insurance Accepted

Your health insurance plan covers Doctor On Demand.

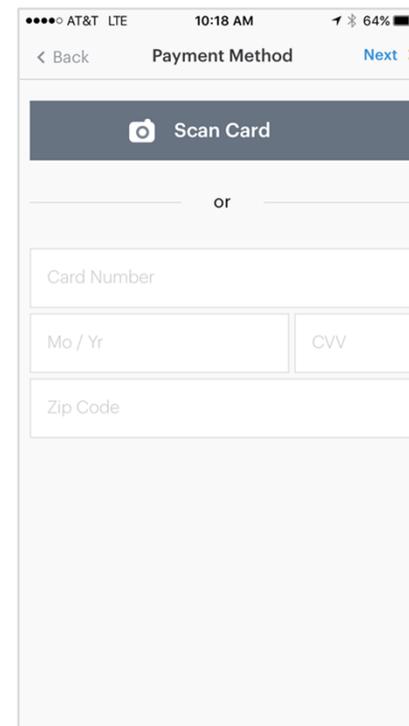
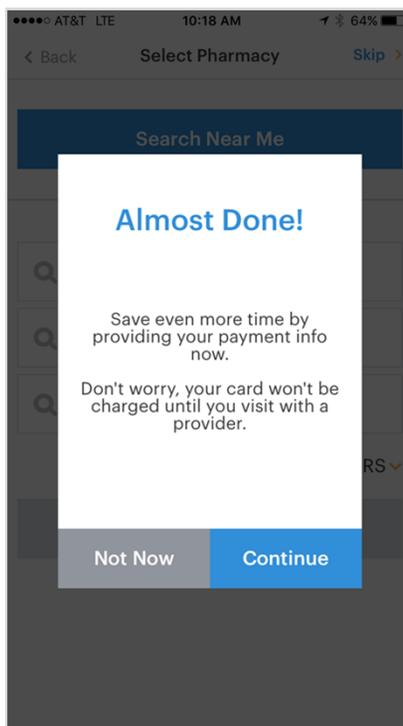
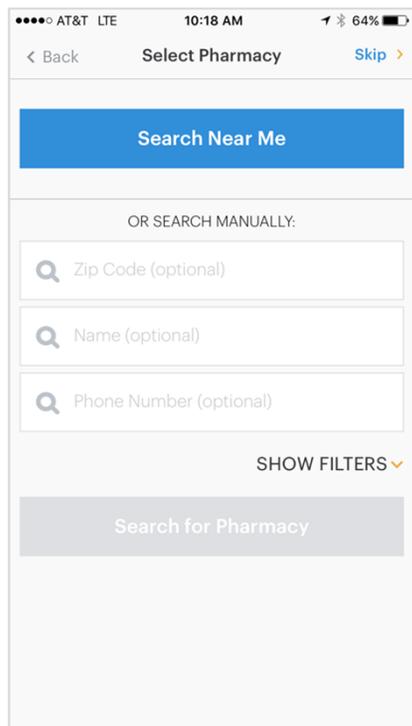
YOUR COST

Medical Doctor	\$49
Psychologist	\$79
Psychiatrist (45 minute initial visit)	\$229

OK, Great!

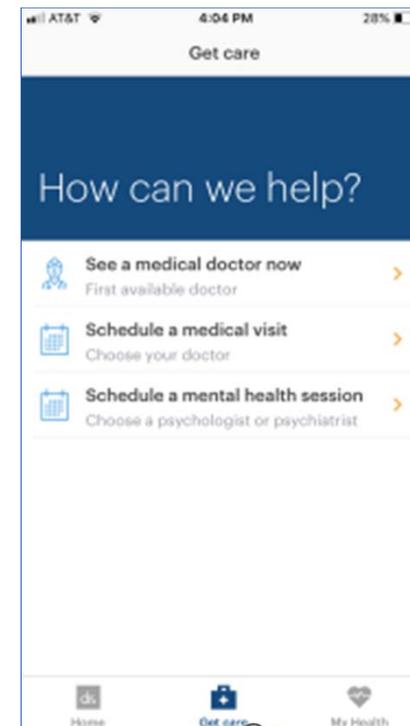
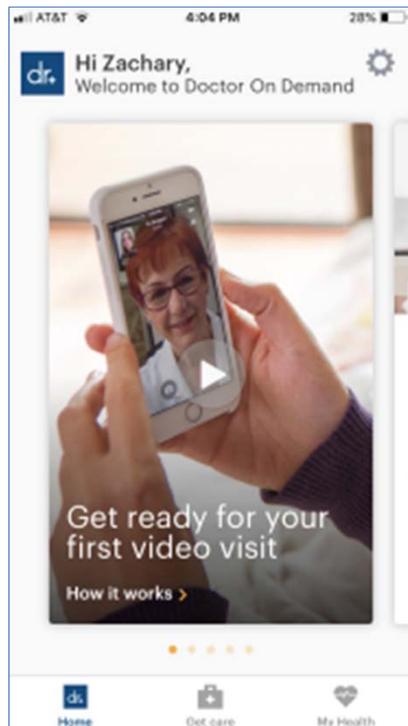
Next, you will be prompted to select your preferred pharmacy

And enter your credit card information.
NOTE: Even if you don't have a copay, a Payment Method is needed for a Virtual Visit.

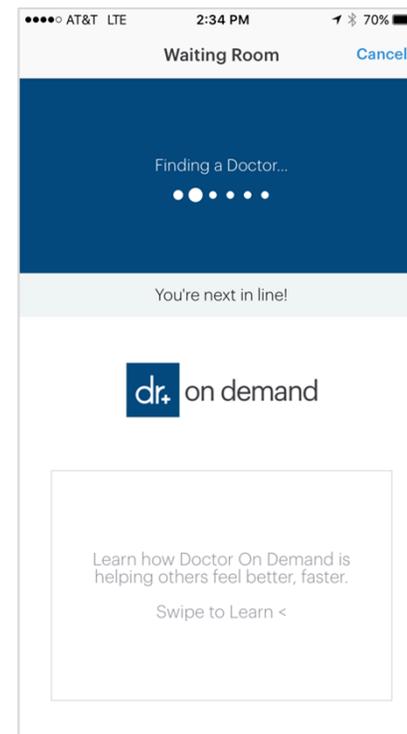
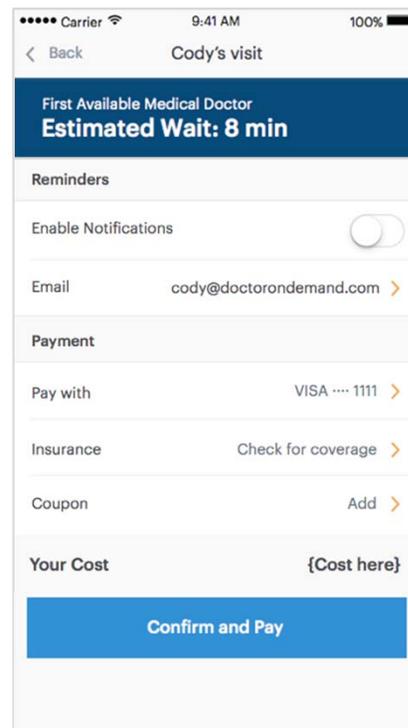
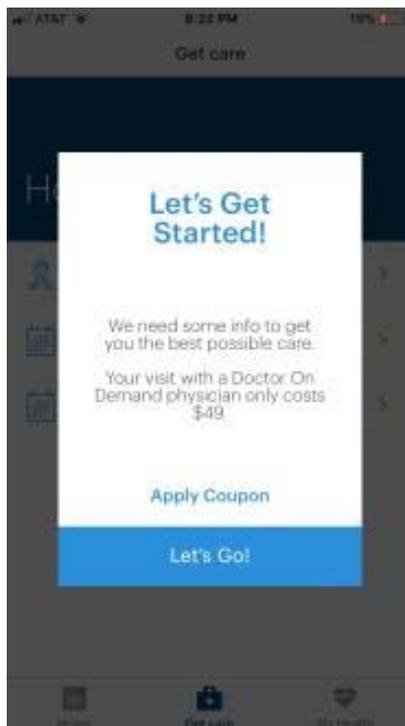


To learn more, watch an introductory video from the home screen:

Select from your options on the “Get Care” tab.



Confirm your cost share for the appointment, follow the prompts and provide some background on the purpose of your visit before chatting with the physician.



Visits may be less depending on your benefit plan coverage.

Help you stay healthy and productive with convenient, fast care.

Virtual Visits are the convenient way to help you to start feeling better faster — **without leaving your home or workplace.**

- ✓ About \$50 or less per visit¹
- ✓ Automatically apply costs to your deductible, copay or coinsurance.



**All from the convenience
of a mobile device
or computer for non-emergency
care — even prescriptions.²**

1. Claim rates are negotiated with each Virtual Visit provider group and will vary.

Frequently Asked Questions

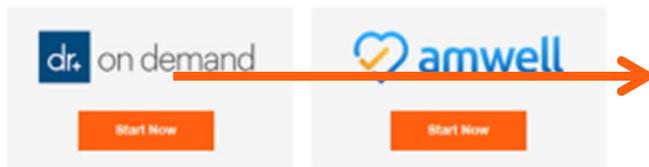
Located on the Virtual Visits Website (and in the Appendix of this Presentation)

Ready for a Virtual Visit?

When you need care for minor medical concerns, a Virtual Visit lets you see a doctor on your mobile device or computer.

- Start a visit now or register so you're ready when you need one.
- Talk to a doctor and get a prescription,** if needed, in 20 minutes or less.
- Pay \$40 or less with your UnitedHealthcare plan.**

Choose either network provider.



Or download the app.



Or download the app.



Want to learn more before you start a Virtual Visit?

[Frequently Asked Questions](#)

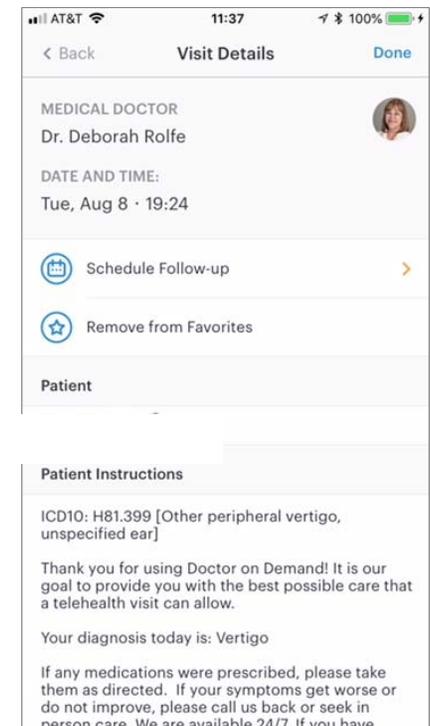
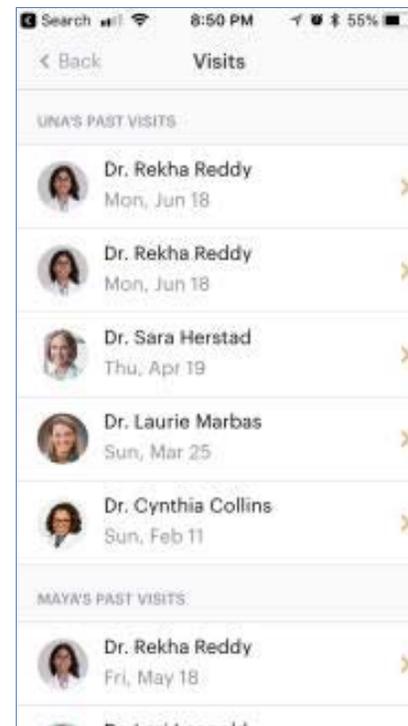
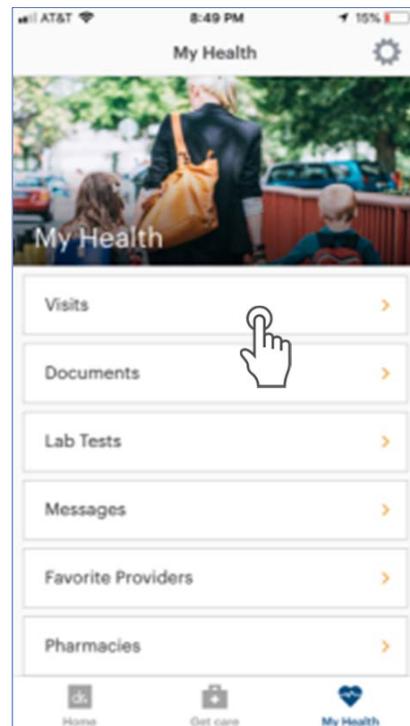
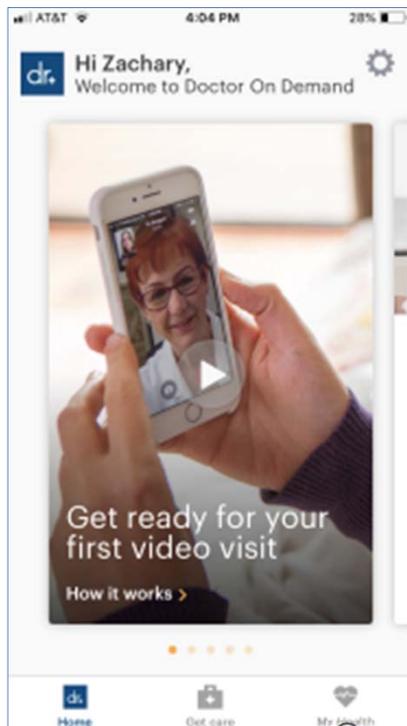
Virtual Visits Frequently Asked Questions (FAQs)

1. Are Virtual Visits covered under my benefit plan?
2. How do Virtual Visits work?
3. What do I need to start a Virtual Visit?
4. Can I choose either (or both) Virtual Visits provider?
5. Can I get a prescription*?
6. Can I schedule an appointment instead of waiting? Can I see the same doctor again?
7. Can my child or underage dependent use Virtual Visits?
8. Are behavioral or mental health Virtual Visits covered under my health plan?

Appendix

After a user has had a visit, they will have access to visit details and the call history.

1. Select **“My Health”** on the Home Screen
2. Select **“Visits”**
3. Select the **appropriate Visit** to review
4. View the **“Visit Details”**



Some questions you may have:

Are Virtual Visits covered under my health plan?	Yes. All covered family members have access to one of the provider groups in our network.
How do Virtual Visits work?	<ol style="list-style-type: none"> 1. Register anytime, then request a visit when you are sick. 2. Get a diagnosis and prescription (if needed) in 20 minutes or less. 3. Pay \$50 or less for most UnitedHealthcare members.
Can my child or underage dependent use Virtual Visits.	Yes. If your child is covered under your plan in the US, Virtual Visits is available. If your child is a minor, a parent or legal guardian must be present when the Virtual Visit is conducted.
How much will I have to pay for a Virtual Visit?	It depends on your benefits, if you have a copay and if you've met your deductible.
Do I get a bill?	No. You are asked to provide your method of payment at the beginning of the visit, and you are billed when it's completed. You can use a credit or debit card to pay, including a health savings account debit card if you have one.
How safe is the information being shared during the appointment?	We require all network providers, including Virtual Visit providers to comply with all applicable laws, including laws related to the security and confidentiality of patient information. Additional information is on the Virtual Visit provider websites.
Do I have to have a referral from my Primary Care Physician (PCP)?	No. You do not need a referral to use a Virtual Visit.

Some questions you may have:

<p>How long does an appointment last?</p>	<p>Usually about 20 minutes. We expect care to be provided by Virtual Visits physicians within 30 minutes.</p>
<p>Can I schedule an appointment instead of waiting?</p>	<p>Yes. You are able to schedule an appointment for another time with a Virtual Visits doctor.</p>
<p>Can I get a prescription if I need it? How do they get it to my pharmacy?</p>	<p>Yes. Virtual Visits doctors use e-prescribing to submit prescriptions to the pharmacy of your costs. Cost for prescription drugs are based on, and payable under, your pharmacy benefit. They are not part of your Virtual Visits benefit.</p>
<p>Will my visit information be shared with my PCP?</p>	<p>You can access your Virtual Visits record and share the information with your PCP if you would like. It is not automatically shared with your PCP.</p>
<p>Is Virtual Visits only available in other languages than English?</p>	<p>All Virtual Visits provider groups offer some Spanish-speaking physicians, although not in all states. Additional information is available at each provider group website.</p>

Virtual Visits

2017 Data Book of Business	American Well (Amwell)	Doctor on Demand
% of Virtual Visits	28%	72%
Satisfaction Rating (out of 5.0)	4.81	4.86
% Visits Resulting in a Rx	74%	82%
% Visit resulted in offline Referral	1%	4%
% Custodial (18 years or under)	12%	13%
% Visits by Appointment	7%	23%

Top 5 Major Diagnosis in 2017 by Percentage

