



Virtual Visit and Telehealth - Important Differences



When should you use 24/7 Virtual Visits?

24/7 Virtual Visits are a convenient option that may save you time and money. They're a great choice for these non-emergency conditions:

- Allergies
- Bladder infection
- Cold/flu
- Cough
- Migraine/headache
- Pink eye
- Rash
- Many others

Care option	When to use it	How much it costs
24/7 Virtual Visits	See and talk to a doctor via your smartphone, tablet or computer for non-emergency medical conditions. To start a 24/7 Virtual Visit, register or sign in at myuhc.com/virtualvisits or download the UnitedHealthcare app.	PPO plan members pay a \$0 copay. HDP members pay the full service cost until the deductible is met, then pay 20% of that service.
Virtual primary care	A primary care provider (PCP) is the doctor who knows you best, the one you turn to for everything from routine checkups to help with chronic or complex health conditions. Establish an online PCP relationship with appointments via myuhc.com or the UnitedHealthcare app. You can see the same virtual PCP for preventive care, follow-up visits, or checkups for ongoing conditions.	Preventive virtual primary care visit: Covered at 100% for both PPO and HDP. Members pay \$0. Diagnostic/Treatment virtual primary care visits: PPO plan members pay a \$25 copay for PCP. HDP members pay the cost of the service until the deductible is met, then pay 20% of that service.
Doctor's office or telehealth visit	Your primary doctor knows you and your health history and can provide routine and preventive care and treatment for a current health issue or refer you to a specialist. You can also see and talk to your PCP, specialist or some therapy providers via your smartphone, tablet or computer using your provider's telehealth system. For telehealth with your own doctors, check their telehealth options when scheduling an appointment. You will use their telehealth system.	Preventive care visits: Covered at 100% for both PPO and HDP. Members pay \$0. Diagnostic/Treatment visits: PPO plan members pay a \$25 copay for PCP and PC visits and \$35 for non-PC specialist visits. HDP members pay the cost of the service until the deductible is met, then pay 20% of that service.

24/7 Virtual Visits 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.