

How to access Virtual Visits through myuhc.com

1. From the Home Screen – Click on “Find Care & Costs,” then Virtual Care OR click on “Virtual Care”

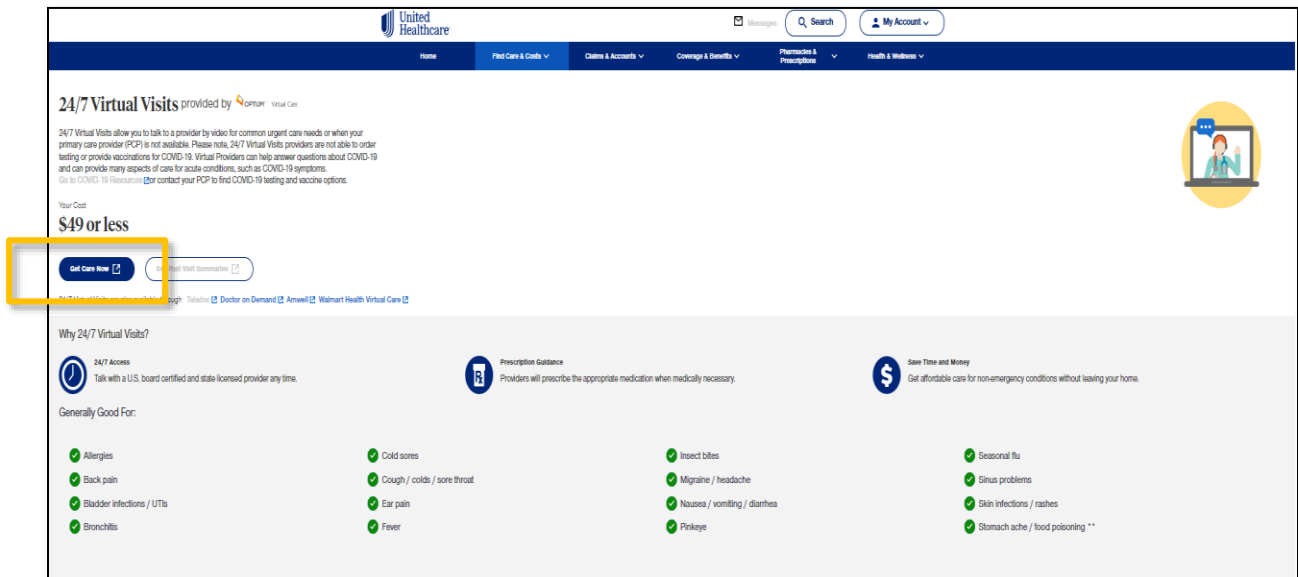
The screenshot shows the myuhc.com home screen. The top navigation bar includes 'Home', 'Find Care & Costs', 'Claims & Accounts', 'Coverage & Benefits', 'Pharmacies & Prescriptions', and 'Health & Wellness'. The 'Find Care & Costs' menu is expanded, showing options like 'Virtual care', 'Primary care', 'Behavioral care', 'Dentists & dental specialists', and 'Saved providers'. The 'Virtual care' option is highlighted with a yellow box. Other sections include 'Estimate Cost', 'My coverage' (with status indicators for Medical, Behavioral Health, Dental, and Vision), 'My account and spending' (showing a Health Savings Account balance of \$5,719.00), and 'My care providers' (listing John Q. Doctor as the primary care provider). A 'Virtual care View options' button is also highlighted with a yellow box.

2. Click on “Get Started.”

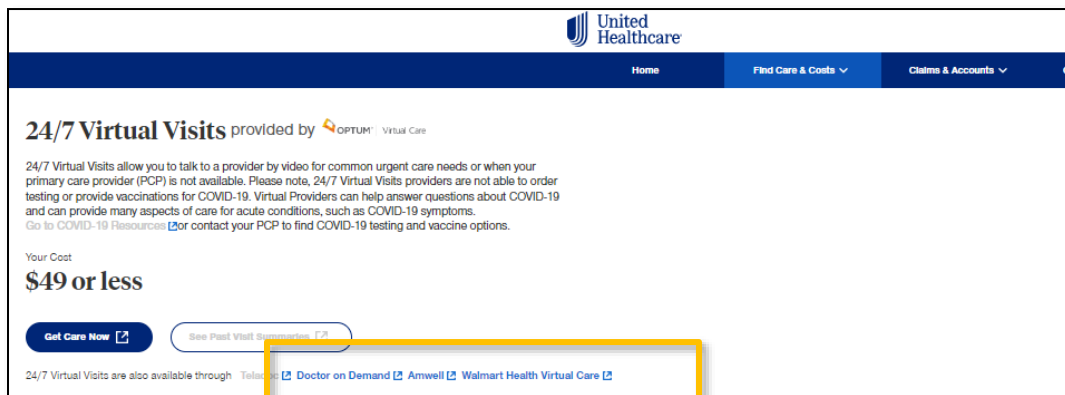
The screenshot shows the 'Virtual Care' section on the myuhc.com website. It features a blue header with the text 'Get the care you need now with one of our carefully selected virtual providers'. Below this, there are two main cards: '24/7 Virtual Visits' and 'Virtual Behavioral Health Care'. The '24/7 Virtual Visits' card includes a description of virtual visits and a list of conditions it is generally good for: Allergies, Bladder or urinary infections, Common cold or seasonal flu, and Pink eye. The 'Virtual Behavioral Health Care' card includes a description of when it is useful and a list of conditions it is generally good for: Anxiety, Depression, Grief, and Stress. Both cards have a 'Get Started' button, which is highlighted with a yellow box in the '24/7 Virtual Visits' card.

Note: The default provider for UHC's Virtual Visit care is **Optum Virtual Care**. If you prefer to use one of our additional Virtual Visit providers, such as, Teladoc, Doctor On Demand, Amwell or Walmart Health Virtual Care, follow the steps below.

3. Click on "Get Care Now" to begin your visit. A new page will open your browser which you will complete.



4. To find additional 24/7 Virtual Visit providers, click on the links below. Additionally, you can go to the FAQ section and click on "Are other virtual visit provider groups supported?"



Contact the provider groups via these toll-free numbers if they continue to have issues.

- Optum Virtual Care – 844-852-9510
- Doctor on Demand - 800-997-6196
- AmWell - 855-635-1393
- Teladoc - 800-835-2362