

# Virtual Visits FAQ

## Integrated Virtual Care

### **What's the integrated experience?**

Our integrated experience allows you to enter a Virtual Visit without ever leaving myUHC.com.

### **What kind of care can I get in my integrated experience?**

You can use Virtual Visits to talk to a doctor about non-urgent medical needs that are covered by your plan. (See **WHERE?** for guidance on what kind of care Virtual Visits are best for.) We currently don't support users under the age of 18 but plan to in the future. Dependents over the age of 18 can access Virtual Visits through their own account. If you are interested in a Virtual Visit with a mental health or substance abuse provider, please scroll down for additional information and use the non-integrated experience linked on the Virtual Visits landing page.

### **What happens when I use Virtual Visits through the integrated experience?**

The first time you use Virtual Visits, you will complete the patient registration process with the Virtual Visit provider group. Once registered, you will be connected, using secure, live audio and video technology, to a provider licensed to deliver care in the state that you are located in at the time of your visit. You and the provider will discuss your concern and, if appropriate, the provider may write a prescription\* for you.

\* Prescription services may not be available in all states.

### **How much and when will I have to pay for a Virtual Visit?**

You will pay the Estimated Out of Pocket cost shown on the screen prior to your Virtual Visit. You must pay the out-of-pocket cost at the time of the Virtual Visit. The cost may be applied toward your deductible and out-of-pocket maximum, depending on your plan. You can use a credit or debit card to pay. You can use your Health Savings Account (HSA) debit card, if you have one.

### **How long is the wait to see a provider?**

Virtual Visit provider groups are expected to deliver care within 30 minutes or less from the time of a patient's request.

## **How safe is the information being shared during a Virtual Visits appointment?**

UnitedHealthcare requires all network providers, including Virtual Visit providers, to comply with all applicable laws, including laws relating to the security and confidentiality of patient information. Virtual Visit providers are covered entities under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its regulations. Therefore, Virtual Visit providers have direct legal requirements to protect and secure confidential patient information. Virtual Visit providers determine the manner and means by which they meet these privacy and security requirements. More information regarding security and privacy is available on the Virtual Visit providers' websites.

## **If the Virtual Visit provider writes a prescription for me, how do they get the prescription to my local pharmacy?**

Virtual Visit providers use electronic prescribing to submit prescriptions to the pharmacy of your choice. Costs for prescription drugs vary depending on your prescription plan. They are not covered as part of your Virtual Visit benefit.

Not all Virtual Visits will result in a prescription. Prescriptions are provided only when medically appropriate, as determined by your Virtual Visit provider.

## **If I have a question about Virtual Visits, who do I contact?**

Call the member number on your health plan ID Card.

### **External Provider Groups**

## **What Virtual Visit services are covered under my health plan?**

When you use one of the provider groups in our Virtual Visits network, you have benefit coverage for visits to treat certain non-emergency medical needs such as the flu, colds, pink eye, rashes and fevers. When you use one of the provider groups in our Virtual Visits network for a mental health visit, it may be covered if you have UnitedHealth mental health benefits. Check your plan documents for more information about your specific benefits.

## **Are mental health Virtual Visits covered under my health plan?**

When you use one of the provider groups in our Virtual Visits network for a mental health visit, it may be covered if you have UnitedHealth mental health benefits. Check your plan documents for more information about your specific benefits.

**Some Virtual Visit provider groups list other services like nutrition counseling and lactation services. Are these covered under my Virtual Visit benefit?**

Not at this time. While you can choose to obtain these additional services from the Virtual Visit provider, the services will not be covered under your Virtual Visit benefit and you will be responsible for the full cost of these services. The costs for these services will not count towards your deductible or out-of-pocket maximum. If you are interested in network preventative services without cost-share, check your primary plan for network providers.

**How much and when will I have to pay for a Virtual Visit?**

You will pay the Estimated Out of Pocket cost shown on the screen prior to your Virtual Visit. You must pay the out-of-pocket cost at the time of the Virtual Visit. The cost may be applied toward your deductible and out-of-pocket maximum, depending on your plan. You can use a credit or debit card to pay. You can use your Health Savings Account (HSA) debit card, if you have one.

**What happens when I use Virtual Visits through a provider group's website?**

The first time you use a Virtual Visit provider, you will set up an account with that provider group. You will complete the patient registration process with the Virtual Visit provider group to gather medical history, pharmacy preference, primary care provider contact information, and insurance information.

Each time you have a Virtual Visit you will be asked some brief questions, including questions about your current concern. You will then be connected, using secure, live audio and video technology, to a provider licensed to deliver care in the state that you are in at the time of your visit. You and the provider will discuss your concern, and if appropriate, the provider may write a prescription\* for you.

The details of your Virtual Visit will be documented by the provider and are available to you on the Virtual Visit provider group's site so that you can review and share with your primary care provider.

\* Prescription services may not be available in all states.

**How long is the wait to see a provider? Can I schedule an appointment instead of waiting?**

Virtual Visit provider groups are expected to deliver care within 30 minutes or less from the time of a patient's request. You may schedule a visit instead through the virtual visit provider's website or mobile application.

## **How safe is the information being shared during a Virtual Visits appointment?**

UnitedHealthcare requires all network providers, including Virtual Visit providers, to comply with all applicable laws, including laws relating to the security and confidentiality of patient information. Virtual visit providers are covered entities under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its regulations. Therefore, Virtual Visit providers have direct legal requirements to protect and secure confidential patient information. Virtual Visit providers determine the manner and means by which they meet these privacy and security requirements. For more information, see the Privacy Policy on the Virtual Provider's website or mobile application.

## **Can my child or dependent under the age of 18 use Virtual Visits?**

Dependents under 18 can use Virtual Visits through one of our network providers. In general, a parent or legal guardian must be present when the Virtual Visit is conducted with a minor dependent who is covered under your plan. Dependents over the age of 18 can access Virtual Visits through their own account.

## **If the Virtual Visit provider writes a prescription for me, how do they get the prescription to my local pharmacy?**

Virtual Visit providers use electronic prescribing to submit prescriptions to the pharmacy of your choice. Costs for prescription drugs vary depending on your prescription plan. They are not covered as part of your Virtual Visit benefit.

Not all Virtual Visits will result in a prescription. Prescriptions are provided only when medically appropriate, as determined by your Virtual Visit provider.

## **Are Virtual Visits available in languages other than English?**

Our network Virtual Visit providers support some languages in addition to English. Specific information is available at each network provider's website.