



# Your Virtual Visit questions answered



Question	Answer
Are Virtual Visits covered by my health plan?	Yes. Virtual Visits are covered by your UnitedHealthcare plan when you use one of the provider groups in our Virtual Visits network.
How much does it cost?	Virtual Visits typically cost \$50* or less for UnitedHealthcare members. The actual amount varies by plan and you should check your plan documents to determine your specific out-of-pocket costs.
Do they count toward my deductible?	Yes. Any out-of-pocket costs for your Virtual Visit count toward your deductible and yearly out-of-pocket limit.
When and how do I pay?	You pay at the time of the Virtual Visit with a credit, debit or health savings account (HSA) card.
I paid for my Virtual Visit when I received care, and then I got a reimbursement for that amount from the provider. Why is that?	There are certain benefit plans where UnitedHealthcare automatically pays providers for a member's visit. Because this payment is made after the visit and Virtual Visit providers don't know your benefit plan before you visit, you may be required to pay at the time of the visit and then be reimbursed by UnitedHealthcare. For health reimbursement accounts (HRAs), when offered, the platform is set up to reimburse you directly when funds are available. You can check for additional claim payment information by visiting <a href="https://myuhc.com">myuhc.com</a> ®.
Am I required to have a primary care physician (PCP) in order to have a Virtual Visit?	No. You don't need a PCP or even a referral to use a Virtual Visit.
Where can I find out what providers are in the Virtual Visits network and how do I access them?	You can find Virtual Visits providers by signing in to <a href="https://myuhc.com/virtualvisits">myuhc.com/virtualvisits</a> or using the UnitedHealthcare® app on your mobile device.** You can start a Virtual Visit directly from either the website or app.
What happens once I reach the Virtual Visit provider group's website?	The first time you use a Virtual Visit provider you will set up an account with that Virtual Visit provider group. This includes sharing some medical history information, pharmacy preference and insurance information.

\*The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.

\*\*Data rates may apply.

continued

Question	Answer
How long is the wait once I am at the provider group's site?	Virtual Visits provider groups are generally expected to deliver care within 30 minutes of you submitting a request for a visit. However, the wait may be longer.
What happens during an actual Virtual Visit?	At the start of your Virtual Visit, you will be asked some questions about your current medical concern. From there, you will be connected using secure live audio and video technology to a doctor licensed to deliver care in the state that you are in at the time of your visit. You and the doctor will discuss your medical issue, and the doctor may even write a prescription* for you if appropriate.
If I get a prescription during my Virtual Visit, how does it get to my local pharmacy?	Virtual Visits providers submit prescriptions to the pharmacy of your choice electronically. The costs of your prescription will be the same as if you got it from an in-person visit.
Some Virtual Visits provider groups list other services like nutrition counseling, lactation services, therapy, etc., are these covered under my Virtual Visits benefit?	Not at this time. Because they aren't covered, if you choose to use them you will be responsible for the full cost of the service and they won't count toward your deductible or out-of-pocket limit.
Will my Virtual Visit information be shared with my PCP?	<p>If you provide your PCP information to the Virtual Visit provider, your information will be sent to your PCP after your visit.</p> <p>If you don't provide your PCP information to the Virtual Visit provider you may need to request the records from your Virtual Visit if you want to share them with your PCP or another care provider.</p>
How safe is the information being shared during a Virtual Visit appointment?	<p>Virtual Visits providers are covered entities under HIPAA and its regulations. These providers have legal requirements to protect and secure confidential patient information.</p> <p>Additional information regarding security and privacy is available at each Virtual Visits provider group's website.</p>
Can my child or underage dependent use Virtual Visits?	Yes. In general, a parent or legal guardian must be present when the Virtual Visit is conducted with a child or underage dependent who is covered by your plan.
Are additional languages (besides English) supported by Virtual Visits provider groups?	Yes. Specifics vary by Virtual Visits provider group. All Virtual Visits provider groups offer some Spanish-speaking physicians, although not in all states. Additional information is available at each Virtual Visits provider group's website.
I have the UnitedHealthcare app downloaded on my phone but I can't see the Virtual Visits content.	You might have to update the app to the latest version.



Access Virtual Visits on [myuhc.com](https://myuhc.com) to learn more

**United  
Healthcare**

\*Certain prescriptions may not be available, and other restrictions may apply.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

Virtual Visits phone and video chat with a doctor 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. 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, or for all members. Check your benefit plan to determine if these services are available.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.