

Introducing Virtual Visits

When you don't feel well, or your child is sick, the last thing you want to do is leave the comfort of home to sit in the doctor's waiting room. Now, you don't have to. A virtual visit lets you see and talk to a doctor from the comfort of your home or office without an appointment. And it's part of your health benefits. Appointments can take place by mobile device or computer. Most visits take 10-15 minutes. Doctors may even be able to write a prescription*, if needed, that you can pick up at your local drug store!

Accessing Virtual Visits

Visit [NowClinic.com](https://www.nowclinic.com) to view the states where NowClinic® is available, learn how it works and sign up for service.

Please Note: Selecting this link will route you to an external site that is not owned or controlled by UnitedHealthcare.

When to use a Virtual Visit

Talk to a doctor about non-emergency conditions, including:

- Allergies
- Bladder infection
- Bronchitis
- Cough/cold
- Diarrhea
- Fever
- Stomach ache
- Pink eye
- Rash
- Seasonal flu
- Sinus infection
- Sore throat

Use Virtual Visits:

- When it's difficult to see your doctor
- Ask how to get a second opinion
- To get information on preventive care and health screenings
- To ask questions about test results or general health information

*Prescription services may not be available in all states. Go to myuhc.com for more information about availability of prescription services.

Virtual visits are not an insurance product, health care provider or a health plan. Virtual visits are an internet-based service provided by contracted UnitedHealthcare providers that allow members to select and interact with independent physicians and other health care providers. It is the member's responsibility to select health care professionals. Care decisions are between the consumer and physician. 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. Members have cost share responsibility and all claims are adjudicated according to the terms of the member's benefit plan. Payment for virtual visit services does not cover pharmacy charges; members must pay for prescriptions (if any) separately. No controlled substances may be prescribed. Other prescriptions may be available where clinically appropriate and permitted by law, and can be transmitted to the pharmacy of the member's choice.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.