Your 24/7 Virtual Visits questions answered



Question	Answer
Are 24/7 Virtual Visits covered by my health plan?	Yes. 24/7 Virtual Visits are covered by your UnitedHealthcare plan when you use one of the provider groups in our 24/7 Virtual Visits network.
How much does it cost?	24/7 Virtual Visits typically cost $54* 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 24/7 Virtual Visits count toward your deductible and yearly out-of-pocket limit.
When and how do I pay?	You pay at the time of the 24/7 Virtual Visit with a credit, debit or health savings account (HSA) card.
I paid for my 24/7 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 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 **myuhc.com®**.
Am I required to have a primary care physician (PCP) in order to have a 24/7 Virtual Visit?	No. You don't need a PCP or even a referral to use a 24/7 Virtual Visit.
Where can I find out what providers are in the 24/7 Virtual Visits network, and how do I access them?	You can find providers by signing in to **myuhc.com/virtualvisits** or using the UnitedHealthcare® app on your mobile device.** You can start a 24/7 Virtual Visit directly from either the website or app.
What happens once I reach the 24/7 Virtual Visit provider group's website?	The first time you use a 24/7 Virtual Visit provider, you will set up an account with that provider group. This includes sharing some medical history information, your pharmacy preference and insurance information.

*The Designated Virtual Visit Provider's reduced rate for a 24/7 Virtual Visit is subject to change at any time and may apply after the deductible according to plan design.

**Data rates may apply.

continued

United Healthcare®

Question	Answer
How long is the wait once I am at the provider group's site?	24/7 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 24/7 Virtual Visit?	At the start of your 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 24/7 Virtual Visit, how does it get to my local pharmacy?	Providers submit prescriptions to the pharmacy of your choice electronically. The costs of your prescriptions will be the same as if you got it from an in-person visit.
Some provider groups list other services like nutrition counseling, lactation services, therapy, etc. Are these covered under my 24/7 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 24/7 Virtual Visit information be shared with my PCP?	If you provide your PCP information to the 24/7 Virtual Visit provider, your information will be sent to your PCP after your visit. If you don't provide your PCP information to the 24/7 Virtual Visit provider, you may need to request the records to share them with your PCP or another care provider.
How safe is the information being shared during a 24/7 Virtual Visit appointment?	24/7 Virtual Visits providers are covered entities under HIPAA and its regulations. These providers have legal requirements to protect and secure confidential patient information. Additional information regarding security and privacy is available at each provider group's website.
Can my child or underage dependent use 24/7 Virtual Visits?	Yes. In general, a parent or legal guardian must be present when the 24/7 Virtual Visit is conducted with a child or underage dependent who is covered by your plan.
Are additional languages (besides English) supported by 24/7 Virtual Visits provider groups?	Yes. Specifics vary by provider group. All provider groups offer some Spanish-speaking physicians, although not in all states. Additional information is available at each provider group's website.
What should I do if I have the UnitedHealthcare app downloaded on my phone but can't see the 24/7 Virtual Visits content?	You might have to update the app to the latest version.



Access 24/7 Virtual Visits on **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.

24/7 Virtual Visits is a service available with a provider via video, or audio-only where permitted under state law. It is not an insurance product 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, or for all members. Check your benefit plan to determine if these services are available.

Health plan coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

B2C EI20484635.2 10/24 © 2024 United HealthCare Services, Inc. All Rights Reserved. 24-3625816