

How to Access Virtual Visits

1. Log in to www.myuhc.com
2. Click on Virtual Visits link on the right of the page or the Physicians & Facilities tab at the top of the page:

The screenshot shows the myuhc.com homepage. At the top, there is a navigation bar with tabs: Home, Claims & Accounts, Physicians & Facilities, Pharmacies & Prescriptions, Benefits & Coverage, Personal Health Record, and Health & Wellness. A red arrow points to the 'Physicians & Facilities' tab. Below the navigation bar, there is a 'Hello, Chrisdemo' section with account details. To the right, a 'What would you like to do today?' menu lists various services. A red arrow points to the 'Virtual Visits' link in this menu. Below the menu, there is a 'Virtual Visits' banner with the text 'Real doctors. Real care. Right now.' and a 'Learn More' button.

3. In the Virtual Visit description box, click “here” for more information:

The screenshot shows the 'Find Physicians & Facilities' page on myuhc.com. The page has a search bar and a list of search results. A red arrow points to the 'here' link in the 'Virtual Visit' description box. The 'Virtual Visit' description box contains the following text: 'Virtual Visit', '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 our members see a doctor 24 hours a day, 7 days a week, 365 days a year.', 'Appointments can take place by webcam or mobile device. Most visits take 10 minutes. Doctors can even write a prescription that members can pick up at their local drug store!', and 'Click [here](#) for more information.' The page also features a 'Search for Network Providers' section with a 'Find a Provider' button and an 'Also See' section with links to related content.

4. You will be directed to our Virtual Visit website where you can access information and Frequently Asked Questions (FAQs).
5. Choose in network Virtual Visit provider, Doctors on Demand or AmWell. Select the blue button under the Virtual Visit provider of your choice. From there, you will be directed to their website where you will enter in your insurance information, medical history information and select your appointment time.

The screenshot shows a web interface for selecting a virtual visit provider. At the top, there are four navigation tabs: "About Virtual Visits", "Choose a Provider", "How it Works", and "FAQs". The "Choose a Provider" tab is active. Below the tabs, the heading "Choosing a Virtual Visit Provider is Easy" is displayed. The main content area is divided into two sections, one for Amwell and one for Doctor On Demand. Each section includes the provider's logo, a "Visit" button, and key statistics such as average visit length and the percentage of physicians meeting premium quality criteria. A link is provided for each provider to view states where they offer services.

About Virtual Visits | **Choose a Provider** | **How it Works** | **FAQs**

Choosing a Virtual Visit Provider is Easy

Explore the virtual visit providers and determine which is the best fit for your current need. Want more detail on what to do? Check out "How it Works" on the next tab!

For more information on the cost of these providers visit the health care cost estimator tool from your myuhc homepage.



Visit Amwell

- Average Visit Length: 10 minutes
- 96% of Physicians Meet Premium Quality Criteria*
- Click here for states where Amwell providers diagnose and prescribe medication



Visit Doctor On Demand

- Average Visit Length: 15 minutes
- 91% of Physicians Meet Premium Quality Criteria*
- Click here for states where Doctor on Demand providers diagnose and prescribe medication