**Optum Virtual Care**

Quality care without going to the clinic. When you have health concerns, you want answers. But not all concerns need an in-person visit with your doctor. That’s where virtual care comes in.

**Teladoc**

Talk to a doctor, therapist or medical expert anywhere you are by phone or video.

**AmWell**

See a doctor or therapist from home, using your phone, tablet or computer.

**DOCTOR ON DEMAND**

This is an all-in-one technology and services platform enabling next-generation care. This telehealth option connects members with medical professionals through video communications.

**UHC EAP**

Your Employee Assistance Program (EAP) offers access to personalized support, resources and no-cost referrals. It’s confidential one-on-one help from a master’s-level specialist.

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**Access**

- Integrated with myuhc.com/virtualvisits for the best consumer experience
- or download the UnitedHealthcare app

<table>
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<tr>
<th>Program</th>
<th>Teladoc</th>
<th>AmWell</th>
<th>DOCTOR ON DEMAND</th>
<th>UHC EAP</th>
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**Care Availability**

Virtual care lets you meet with your doctor by phone or video visit. There’s no need to drive or take time off work. All you need is a computer, tablet or smartphone. You can also connect to your doctor and see your health records using the patient portal.

Get answers to your health questions with our fast, convenient, high-quality care—anytime, anywhere.

Many conditions can be treated online and do not require an in-person visit at all. Our providers can treat any of the conditions listed below, and many more. Have a visit today to discuss your condition with one of our providers.

Members connect online for via an app on any device with a front-facing camera. Medical appointments are available on demand or by appointment. Average wait time is 4-7 minutes.

No-cost, 24/7 access to support in the moments that matter.

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**Types of Services Provided Under WTIA**

- Phone visits work well for:
  - Common concerns, like colds, fevers and allergies
  - Minor injuries
  - Follow-up care for long-term problems
  - Prescriptions and refills
  - Test results

- Video visits offer the same benefits as a phone visit plus:
  - A face-to-face meeting with your doctor
  - A visual exam if an in-person exam isn’t needed
  - The chance to include a family member or friend

- From everyday to complex care, we’ve got you covered. Connect with a doctor, therapist, specialist or dietitian by phone, video, or app.

- Online services to cover all of your healthcare needs, including urgent care, specialty care, and behavioral health.

- General medicine, dermatologists, licensed therapists, and psychiatrists.

- Managing stress, anxiety and depression
- Improving relationships at home or work
- Legal and financial concerns
- Occupational stress and burnout
- Addressing substance use issues

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**How Care is Delivered**

<table>
<thead>
<tr>
<th>How Care is Delivered</th>
<th>Phone or Video</th>
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<th>Online</th>
<th>Online</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Hours</td>
<td>24/7</td>
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**WTIA Cost Share**

- $0 for conditions such as allergies, bronchitis, eye infections, flu, headaches/migraines, rashes, sore throats, stomachaches. Additional costs may apply for more complex health conditions.

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- 3 free counseling sessions per incident, per year