



United Healthcare has three provider networks available to plan members: Doctors On Demand, Teladoc and AmWell. The difference between the three is simply the network of doctors associated with each company. The cost of the visit is the same among all providers.

Regardless of the provider you choose, your first step is to go online at www.myuhc.com and choose Virtual Visits. The link to each provider can be found there. You will need your medical identification card and your form of payment. You may use a debit, credit, health savings account or a flexible spending account card. Payment is due at time of service.

You're required to register, regardless of the provider you choose, at each website. But this is one time only as your account will be set up for all future visits with this provider. Registering may look a little different at each site, but it is a similar process to signing up with a new physician in an office.

Keep in mind, there are some situations that are not suited for a virtual visit. If you believe an examination is required, or a test will need to be conducted, you will have to visit a provider's office. For the time being, CBIZ is making virtual visits with any provider, for any reason, available at no cost to the user regardless of the plan in which you're enrolled.

WHY GO VIRTUAL?

In situations where you don't feel well enough to leave your home, or your doctor isn't available, or you are considering a trip to the Emergency Room but don't really have a true emergency, Virtual Visits using your medical plan benefit may be worth considering.

