



Virtual Visits



When you don't feel well, getting to the doctor's office can be a challenge. With Virtual Visits, you can talk to a doctor whenever, wherever, and at a time that's convenient for you, without the hassle or risk of leaving home.

Doctors can diagnose and treat a wide range of non-emergency medical conditions, such as colds and rashes, 24-hours-a-day, 7-days-a-week.

What are Virtual Visits?

Think of Virtual Visits as a doctor's house call, done by phone or video. You can schedule your visit 24/7, getting care without delay from a trusted, knowledgeable doctor, providing clinical advice for common conditions like the flu, sinus infections, sore throats, allergies and more ... and even a prescription if needed.

Why choose a Virtual Visit?

Visiting a local doctor during an assignment abroad has its own special challenges, whether it's finding the right kind of care or feeling confident in the services they provide.

By using Virtual Visits, you can access care for non-emergency situations. Doctors will provide personalized care; in addition, you avoid the potential of exposing yourself to other sick people in-office or in-transit, adding safety and protecting the health of you and your family.

Accessible and convenient*

No more waiting rooms or inconvenient appointment times. Simply login to myuhc.com, and make an appointment that fits your schedule to connect with a doctor from your home, your office or on the go.

24/7 care

You're not limited to daytime hours: Virtual Visit doctors are available throughout the day and week to diagnose nonemergency medical conditions.

Prescription services**

If needed, doctors may write a prescription that can be filled at your preferred local pharmacy.

* Cellular messaging and data rates may apply.

** Prescription services are not available in all locations, and other restrictions may apply.

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Getting started

- 1 Login to myuhc.com.
- 2 Choose where you would like to use your global plan benefits.
- 3 Search for “virtual visit” to choose a Virtual Care provider.

4 When on assignment in the U.S.:

- To register with Teladoc, your registration information is pre-populated from myuhc.com
- When traveling outside of the U.S., you can continue to use the Teladoc app for Virtual Visit services by selecting the state where you were originally on assignment when you schedule your Virtual Visit
- To register with Amwell or Doctor on Demand, visit the provider’s site or download the app. Complete the required fields using your UnitedHealthcare Global ID card.

When on assignment outside of the U.S.:

- To register with Global Telecare by Teladoc, complete the required fields and use your member ID in the access code field
- When traveling in the U.S., you can continue to use the Global Telecare app for Virtual Visit services

- 5 Schedule an appointment.

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