



2025



Virtual Care—Frequently Asked Questions (FAQ)



What is UHC Virtual Care?



UHC Virtual Care provides members with access to licensed healthcare professionals for non-emergency medical and behavioral health services through secure video or phone consultations, available 24/7, including nights, weekends, and holidays.



What services are available through UHC Virtual Care?



Providers can treat a wide range of health conditions including the same conditions as an emergency room (ER) or urgent care.

Consider 24/7 virtual care for these conditions and more:

- ▶ Cough
- ▶ Fatigue/weakness
- ▶ Congestion/sinus pain
- ▶ Sore throat
- ▶ Headache
- ▶ Nasal discharge
- ▶ Fever
- ▶ Difficulty sleeping



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.



How do I access UHC Virtual Care?



You can find providers by signing in to myuhc.com/virtualvisits or using the UnitedHealthcare app on your mobile device.



Is UHC Virtual Care 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.



Can prescriptions be provided through UHC Virtual Care?



Yes, providers can prescribe medications when appropriate. Prescriptions can be sent directly to your preferred pharmacy.



When should I use UHC Virtual Care instead of in-person visits?



Use UHC Virtual Care for minor illnesses, routine care, and behavioral health support. For emergencies, always visit the nearest emergency room or call 911.



Is behavioral health support available through UHC Virtual Care?



Yes, members can access licensed therapists, counselors, and psychiatrists for behavioral and mental health support.



Can my dependents use UHC Virtual Care?



Yes, covered dependents can access virtual care services based on plan eligibility.



Are virtual visits secure and private?



Yes, UHC Virtual Care uses secure technology to ensure the confidentiality and privacy of your information.



Who can I contact for more information?



For additional questions, contact UnitedHealthcare Member Services using the number on your ID card or visit the UHC member portal.

