

# VIRTUAL CARE



## SAVE TIME & CONNECT WITH A PROVIDER ONLINE

Virtual care\* is a convenient way to get care for many common conditions. Connect with a provider from your computer or mobile device to get a diagnosis, treatment plan and prescription (if needed).

### Medical Care

You can access virtual medical care through providers in your plan's network and through Amwell at [Amwell.com](https://www.amwell.com). Virtual care may be a time-saving option for common conditions like:

- Allergies
- Bladder infection
- Bronchitis
- Cold and cough
- Ear pain
- Flu
- High blood pressure
- Migraines
- Pink eye
- Rashes
- Sinus infection
- Other non-urgent, common health conditions

With a virtual care visit, you:

- » Save time — avoid a trip to the doctor's office and get care from the comfort of your home, work or wherever you are.
- » Initiate the visit at your convenience — no appointment needed.
- » Get care when you need it — visits are often available after clinic hours, sometimes even 24/7.
- » May save money — a virtual care visit may cost less than a regular visit to the doctor's office, depending on your plan.

To check your plan's coverage for virtual care, log on to [MyMedica.com](https://www.mymedica.com), select *Look Up My Benefits* and click on *Coverage Documents*. Look for "virtual care" under the Physician Services section. Or call Customer Service at **1 (952) 992-1814** or **1 (877) 252-5558**.



### SAVE TIME

- » Connect with a provider online.
- » Get help for many common conditions.



### VIRTUAL CARE OPTIONS INCLUDE

- » Many clinics offer options to connect with your provider online.
- » Amwell online clinic at [Amwell.com](https://www.amwell.com)
- » Check [Medica.com/UofM](https://www.medica.com) for additional in-network virtual care options

## Behavioral Health Services

You can also get virtual behavioral health care services through Amwell at **Amwell.com**, including therapy and psychiatry. With virtual behavioral health care, you get the same care and attention you'd expect from an in-office visit, plus the visits can be scheduled at a time that is convenient for you. Eligible services are covered under your plan as a behavioral health office visit\*\*.

## VIRTUAL CARE OPTIONS

Find virtual care options that are in-network for your plan by going to **Medica.com/UofM**, click on *Find a Physician or Facility*, select your plan and choose *Virtual Care Providers*. Your options may include:

YOUR CLINIC	HOW IT WORKS
<p>Many clinics offer virtual care, online care or e-visits for medical care.</p>	<p>Check with your clinic to see if they offer virtual care and how you can connect with your provider online. Or go to <b>Medica.com/UofM</b>, click on <i>Find a Physician or Facility</i> and select your plan.</p> <p><b>For medical services:</b> choose <i>Virtual Care Providers</i> to see virtual care providers available in your plan's network.</p> <p><b>For behavioral health services:</b> click on <i>Find a mental health provider</i> to see providers available in your plan's network. Add the <i>virtual visit (Online Therapy)</i> filter to refine your results.</p>
AMWELL	HOW IT WORKS
<p>Amwell is a 24/7 online clinic available in every state.</p> <p><b>Medical Care:</b> Treatment of common medical conditions. Each visit is \$59 or less, depending on your plan's coverage for virtual care.</p> <p><b>Behavioral Health Services:</b> Behavioral health care services including therapy and psychiatry. Cost per visit may vary depending on your plan and by type of service. Eligible services are covered under your plan as behavioral health office visit.**</p> <p><b>Other Services:</b> Amwell also offers other online services, but is not an in-network provider for those services. You can use those services, but you will pay the full cost.</p>	<p>You have a video visit with a board-certified doctor using the web or mobile app.</p> <ol style="list-style-type: none"><li>To get started, create an account with Amwell.<ul style="list-style-type: none"><li><b>Smartphone/tablet:</b> Download the free Amwell app from the App Store or Google Play.</li><li><b>Computer:</b> Go to <b>Amwell.com</b>.</li><li><b>Phone:</b> Call <b>844-SEE-DOCS (844-733-3627)</b>.</li></ul></li><li>Select a doctor and follow the prompts to start your visit.</li><li>The doctor will review your history, answer questions, diagnose, treat and prescribe medication (if needed).</li><li>If a prescription is needed, it will be sent to your pharmacy. The cost of your prescription will be based on your plan's coverage for prescription drugs.</li></ol>

\*Virtual care is different than receiving care via telemedicine. With telemedicine, you go to a doctor's office or other health care facility and connect with a provider at another location using the phone, internet or another means.

\*\*To check your plan's coverage for behavioral health, log on to **MyMedica.com**, select *Look Up My Benefits* and click on *Coverage Documents*. Look for "office visit" under the *Behavioral Health - Mental Health* section.

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