



# Consult a Physician 24/7 with UHC Virtual Visits

When you can't get to the doctor, have a sick child in the middle of the night, need a short-term prescription or fall ill while on vacation, speak or videoconference with a US board-certified doctor, day or night. Follow the instructions below to get started.

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## Step 1: Select Your Telemedicine Vendor

Visit [myuhc.com](http://myuhc.com) (Chrome or Firefox only) and log in to your account using your HealthSafe ID. If you do not already have a HealthSafe ID, follow the instructions to create one. Next, click on **Virtual Visits** under **Common Services & Costs on the dashboard**. There, you can choose between two telemedicine vendors, Doctor On Demand and Amwell.

## Step 2: Register Online with Your Preferred Telemedicine Vendor

Once you determine which Telemedicine vendor you would like to use, click the blue rectangle under the vendor's logo to be redirected to their site. Follow the steps to set up an account with your preferred vendor.

**Note:** Please have your plan information ready; you will need it to create your profile.

## Step 3: Download the App

If you selected Amwell as your vendor, download the Amwell app in the App Store or Google Play. If you selected Doctor on Demand, download the Doctor On Demand app in the App Store or Google Play. Open the app and log in using the same account information you created online.

## Step 4: Review Benefit Information

After you input your plan information, you will see your verified benefit and plan coverage details.

**Note:** Regardless of copay, you'll need a debit or credit card ready

## Step 5: Schedule an Appointment

To start or schedule an appointment, select **Available Now** and select a physician.

**Note:** For prescriptions, you may choose a local pharmacy for pick-up.

## Step 6: Give Feedback

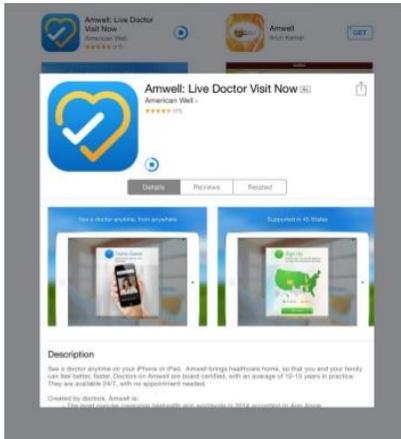
You will be prompted to complete a satisfaction survey after your visit.

# AmWell Mobile

\* If you have already registered online, skip steps 2-3 and sign in.

1.

Download the **AmWell** app in the App Store or Google Play.



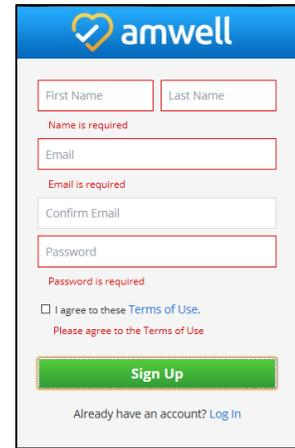
2.

Open the AmWell app (or website) and select sign up.



3.

Complete the required fields to register your information if you have not already.



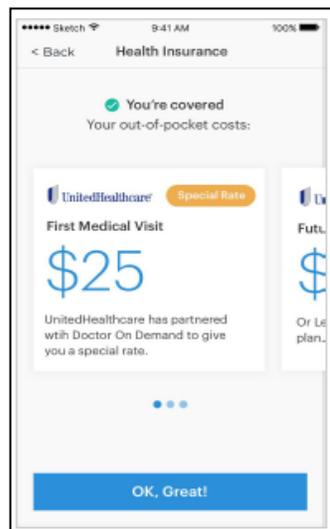
4.

Once your account has been created, update your profile. **Note:** Have your health plan ID card ready and enter the information. Regardless of copay, you'll need a debit or credit card ready.



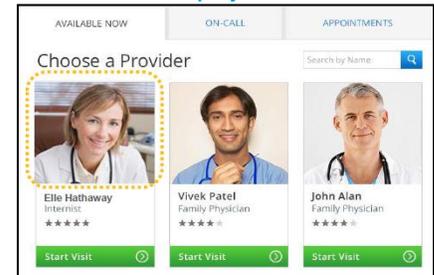
5.

After entering your plan information, you'll see your verified benefit and plan coverage details.

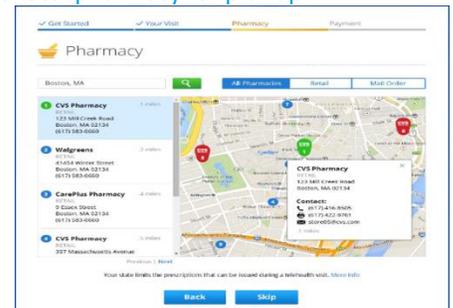


6.

To start or schedule an appointment, select **Available Now** to find a physician.



**Note:** For prescriptions, you may choose a local pharmacy for pick up.

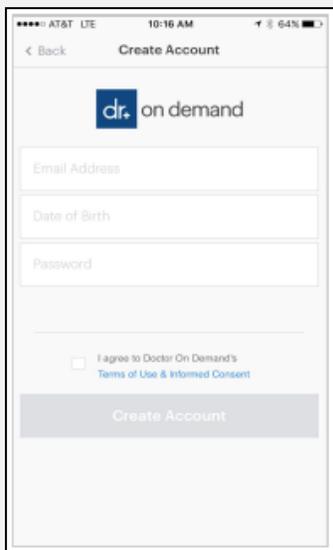
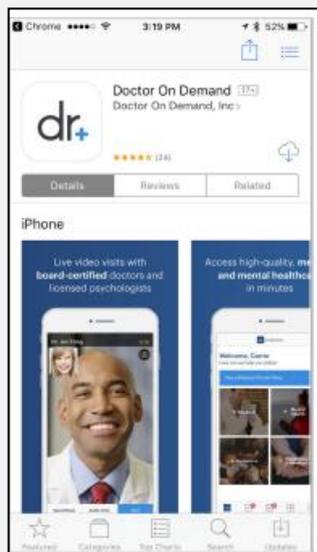


Once complete, you will be prompted to complete a survey.

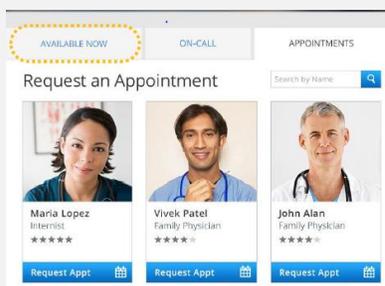
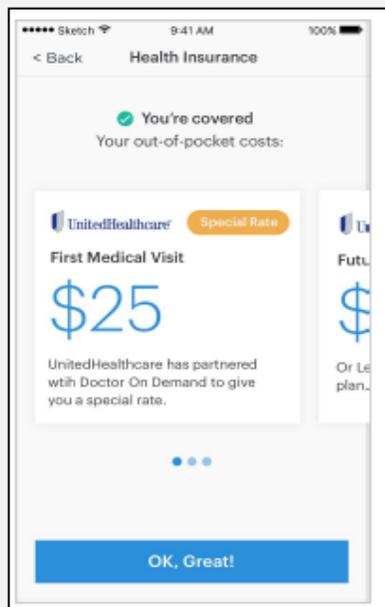
# Dr. on Demand Mobile

 \* If you have already registered online, skip steps 2-3 and sign in

1. Download the **Dr. on Demand** app in the App Store or Google Play.
2. Select **Create account** and input the required information. Click **Next**.
3. Complete your personal profile.



4. After entering your plan information, you'll see your verified benefit and plan coverage details.
5. To start or schedule an appointment, select **Available Now** to find a physician.
6. When finished, you will be prompted to complete a survey.



**Note:** For prescriptions, you may choose a local pharmacy for pick-up.

