

Virtual Care

Save time and connect with a provider online

Virtual care*, also known as online care or an e-visit, 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).

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, select *Look Up My Benefits* and click on *Coverage Documents*. Look for "virtual care" under the *Physician Services* section. Or call Customer Service at the number on the back of your Medica ID card.

SAVE TIME

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



VIRTUAL CARE OPTIONS

- Many clinics offer options to connect with your provider online
- Amwell (amwell.com)
- virtuwell® (virtuwell.com)

MEDICA®

VIRTUAL CARE OPTIONS

You can access virtual care through providers in your plan's network. Check your virtual care options at medica.com/findadoctor. Your virtual care options may include:

YOUR CLINIC	HOW IT WORKS
<p>Many clinics offer virtual care, online care or e-visits.</p>	<p>Check with your clinic to see if they offer virtual care and how you can connect with your provider online.</p>
AMWELL	HOW IT WORKS
<p>Amwell is a 24/7 online clinic available in every state (except Arkansas).</p> <p>Services:</p> <ul style="list-style-type: none"> ■ Treatment of common medical conditions. Each visit is \$49 or less, depending on your plan's coverage for virtual care. ■ Behavioral health care services including therapy and psychiatry. Cost per visit varies by type of service. Eligible services are covered under your plan as a behavioral health office visit.** ■ 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>You have a video visit with a board-certified doctor using the web or mobile app.</p> <ol style="list-style-type: none"> 1. To get started, create an account with Amwell: <ul style="list-style-type: none"> ■ Smartphone/tablet: Download the free Amwell app from the Apple Store or on Google Play ■ Computer: Go to amwell.com ■ Phone: Call 844-SEE-DOCS (844-733-3627) 2. Select a doctor and follow the prompts to start your visit. 3. The doctor will review your history, answer questions, diagnose, treat and prescribe medication (if needed). 4. If a prescription is needed, it'll be sent to your pharmacy. The cost of your prescription will be based on your plan's coverage for prescription drugs.
VIRTUWELL	HOW IT WORKS
<p>Virtuwell is a 24/7 online clinic available in select states.***</p> <p>Services:</p> <ul style="list-style-type: none"> ■ Treatment of common medical conditions. Each visit is \$49 or less, depending on your plan's coverage for virtual care. 	<p>You have an online visit with a certified nurse practitioner.</p> <ol style="list-style-type: none"> 1. Go to virtuwell.com to create an account and start your online visit. 2. Take a quick online interview that checks your medical history and makes sure your problem can be treated online. 3. A nurse practitioner will review your case and write a personalized treatment plan. You'll get an email or text when your plan is ready. 4. If a prescription is needed, it'll be sent to your pharmacy. The cost of your prescription will be based on your plan's coverage for prescription drugs.

*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.

***Visit virtuwell.com for a list of available states.