

Fast, convenient care for \$0

Oxford members¹ can now take advantage of a simplified 24/7 Virtual Visit using myuhc.com[®] or the UnitedHealthcare[®] app.²

A convenient and faster way to see a doc

With a 24/7 Virtual Visit, employees and their covered family members of all ages can see and speak to a doctor anywhere, anytime on a mobile device³ or computer. No appointment is necessary — and a virtual visit usually takes less than 20 minutes.⁴ Doctors are able to diagnose a wide range of nonemergency medical conditions and prescribe medications. If needed, a prescription can be sent to the member's local pharmacy.⁵



A way to help employees save money

In many cases, 24/7 Virtual Visits may cost less than in-person urgent care or emergency room (ER) visits. The cost is \$0.⁶

24/7 Virtual Visits may help save time and money

It's been estimated that 25% of ER visits could be addressed with a virtual doctor visit.⁷



Understanding virtual visits

Member cost-share is based on the benefit plan as follows:⁸

Benefit plan	24/7 Virtual Visit benefit
High deductible health plan	<ul style="list-style-type: none">• \$0—Deductible does not apply*• First dollar coverage
Coinsurance and deductible health plan	<ul style="list-style-type: none">• \$0—Deductible does not apply*• First dollar coverage
Cost-share health plan	<ul style="list-style-type: none">• \$0 cost-share (copay)• First dollar coverage

24/7 Virtual Visits

Virtual Care Services are Covered Health Care Services that includes the diagnosis and treatment of less serious medical conditions. Benefits are available only when services are delivered through a Designated Virtual Network Provider. Designated Virtual Network Providers can be located at myuhc.com.

The provider groups we contract with for virtual visits are aligned with American Medical Association (AMA) and Federation of State Medical Boards (FSMB) guidelines. Contracted provider groups are currently operating in all 50 states and the District of Columbia.⁹

Contact your Oxford representative for additional information



¹ This also includes plan participants of a self-funded plan administered by Oxford.

² The UnitedHealthcare® app is available for download for iPhone® and Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

³ Data rates may apply.

⁴ Average times based on monthly data reports from virtual doctor visit providers.

⁵ Certain prescriptions may not be available, and other restrictions may apply.

⁶ The Designated Virtual Visit Provider's reduced rate for a 24/7 Virtual Visit is subject to change at any time. Data rates may apply.

⁷ Based on internal analysis of savings generated as a result of participation in programs across UnitedHealthcare E&I or commercial business segments, 2019.

⁸ 24/7 Virtual Visits are not included with Oxford Preventive Plans.

⁹ Contracted Virtual Visit provider groups may vary by state and are subject to changes dependent on state laws and regulations.

24/7 Virtual Visits is a service available with a provider via video, or audio-only where permitted under state law. It is not an insurance product or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. **24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances.** Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

May not be included with all self-funded (ASO) plans. Refer to your plan documents to confirm eligibility.

Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Oxford HMO products are underwritten by Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. Administrative services provided by Oxford Health Plans LLC.