Virtual Visits Step-by-Step Instructions

As a member of the Cooperative you have access to telemedicine through Virtual Visits under the medical plan (United Healthcare) and behavioral health (Optum/United Behavioral Health). Virtual Visits are available to you and anyone covered under your healthplan at a $0 copay.

**Medical Virtual Visits** cannot replace your primary care physician, but can provide a quick, convenient alternative when seeking care for an immediate, minor illness such as: cold/flu symptoms, bladder infection/urinary tract infections, fever, sinus problems, sore throat, stomachache, etc.

**Behavioral Health Virtual Visits** promise the same standard of treatment and outcome as you would receive with a face-to-face visit with a clinician. It is an alternative option that provides timely, easy access without the stigma that some feel by visiting an actual clinician’s office.

While lengthy, this document provides detailed step-by-step instructions (with accompanying screenshots) that explain exactly how to schedule medical and behavioral health virtual visits.

For questions about **Medical Virtual Visits** or if you are having difficulty scheduling, call **877-440-5983** to speak to a United Healthcare representative.

For questions about **Behavioral Health Virtual Visits** or if you are having difficulty scheduling, call **800-354-3950** to speak to an Optum representative.
Scheduling a Medical Virtual Visit

**Step 1:** Visit UHC.com/virtualvisits and click Get Started.

**Step 2:** Login with your HealthSafe ID. Don’t have one? Click Register Now

**What is a HealthSafe ID?**

HealthSafe ID is a secure way to sign in to your UnitedHealthcare accounts. It lets you choose one username and one password to access uhc.com, the myUHC app, and your EAP at liveandworkwell.com.

**How do I register for a HealthSafe ID?** Go to the “Register Now” link. Be sure that you have your health plan ID and group number. You can find this information on your ID card.

**Where will I use my HealthSafe ID to sign in?** You'll use your HealthSafe ID anytime you sign in to view your plan online, on the myUHC app and to access your EAP at liveandworkwell.com.

**Not sure if you have a HealthSafe ID?** You can check by entering your registration information. If you’ve already registered, your name will be in the system.

**Step 3:** Click Request a Visit and then complete the Virtual Visit Registration.
**Step 4:** On the Request a Visit tab, you will be asked to fill out your medical history.

A complete and accurate medical history is important for your virtual provider to ensure they have the information they need to provide appropriate treatment. All information is private and confidential.

You must complete your medical history before you can schedule your Virtual Visit. You will only complete your medical history the first time you schedule a Virtual Visit. Once completed, select **Save & Request a Visit**.

**Step 5:** Answer the questions surrounding Visit Type. You will indicate who the visit is for, the reason for visit, when you would like to speak to a provider and your preferred method of communication (phone or video).

You can also choose to have the results of your Virtual Visit sent to your Primary Care Provider. Finally, input the pharmacy you prefer in case the appointment results in any prescribed medication then click **Continue**.

**Step 6:** Next, you’ll see the Payment Info tab. Virtual Visits are covered at a $0 copay for our members. You will see “Your total visit fee is $0.00” as shown in the screenshot.
**Step 7:** Read and acknowledge the consent form and privacy practices at the bottom of the page by checking the dialog boxes and then click **Continue**.

**Step 8:** Once you click continue, you will get a confirmation number. This confirmation will also be e-mailed to you at the address you provided in the registration.
Scheduling a Behavioral Health Virtual Visit

**Step 1:** Visit [liveandworkwell.com](http://liveandworkwell.com). Login with your HealthSafe ID. Don’t have one? Click Register. (To learn about HealthSafe ID, see page 1).

**Step 2:** Once logged in, click **Find A Resource** in the top menu bar and select **Virtual Visits**.

**Step 3:** Click on the "Get Started" button below to find a provider in your state. If a provider offers online scheduling, you will see a "Schedule an Appointment" link next to their name. If this is not available, you should call them directly to schedule.

**Step 4:** Once you have selected a provider, click **Schedule an Appointment**. You can schedule your appointment online or by phone. You’ll need Chrome, Safari or Firefox for online scheduling and virtual visits on your computer, smartphone or tablet. (Note: Online scheduling not available via Internet Explorer.)
**Step 5:** Select which benefit type you are using, identify the appointment type and select a time for your virtual visit. Use the calendar to search by date, and all available appointments on or after your selected date will be displayed. Select your appointment by clicking on a time slot and the Select Appointment button.

**Step 6:** Complete the Registration. The entire process will take 10 to 15 minutes. To speed things up, here’s what you will need:

- Email address
- Name and contact information for your primary care provider, if you will be seeing clinicians who might prescribe medications for you.
- You will be testing your technology setup, so make sure you’re using the most current version of Chrome or Firefox browser.

**Step 7:** Prepare for your virtual visit. Use the video calling feature on your computer, phone or tablet to see and talk to your provider face to face during your scheduled appointment. You will need a high speed internet connection.

**Step 8:** Meet with your chosen provider. Enjoy a private, confidential, and caring conversation with an expert trained to help with your issues and concerns. If you scheduled your appointment online, you received an email with a link. If you scheduled directly with your provider, please follow the instructions they gave you when you called them.