



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**.



Virtual Visits

Sign in to start your Virtual Visit

Set up a myuhc.com account if you don't already have one or sign in to get started. Please note that **wait times may be longer than normal** for Virtual Visits due to high volume related to COVID-19.

[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.

Sign in

Use your HealthSafe ID® to sign in.

Username

Password

Remember me [Help](#)

This site is protected by reCAPTCHA. Google's [Privacy Policy](#) and [Terms of Service](#) apply.

[Sign in](#)

[Forgot username or password?](#)

[New to this website?](#)

[Register now](#)

Step 3: Click **Request a Visit** and then complete the Virtual Visit Registration.



Welcome to Virtual Visits Care by **Teladoc**

When you need care — anytime, day or night — Virtual Visits can be a great option. From treating colds and fevers to caring for migraines and allergies, you can connect with a doctor whenever, wherever. Virtual Visits are helpful for:

- Allergies
- Bladder/Urinary Tract Infection
- Bronchitis
- Diarrhea
- Fever
- Migraine/Headache
- Pink Eye
- Rash
- Seasonal Flu
- Sinus Problems
- Sore Throat
- Stomach Ache
- Quick Assessment of Severity

[REQUEST A VISIT](#)

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 schedule a Virtual Visit. Once completed, select **Save & Request a Visit**.

Medical History

A complete and accurate medical history is important for our providers to ensure they have the information they need to provide your treatment plan.

*All fields are required unless otherwise noted.

Medical history for
ALEXANDRIA

View and print  Send to a Doctor 

Height (feet) Height (Inches)

Weight (lbs)

Are you taking any medications?

Yes No

Visit Type

General Medical

Current General Medical Estimated Wait Time: Due to the COVID-19 pandemic, the need for our care has never been greater and wait time can be a few hours. If you have requested a doctor's visit, we will reach out to you as soon as possible.

This is an estimate only. Your actual wait time may vary during peak hours.

Reason for Visit

Select a reason... 

When would you like to speak to a provider?

As soon as possible Schedule a visit

Who would you like to have your visit with?

Any available provider 

Visit Method

Phone

Video

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.

*All fields are required unless otherwise noted.

Payment Details

You can pay by Credit or Debit Card or use your HSA or FSA debit card.

 Logo teladoc PLEASE NOTE: All member payment for services are provided directly to Teladoc. UnitedHealthcare does not collect or store your financial information and is not involved in sending funds to Teladoc. If you have payment questions, please call 855-615-8335.

Your total visit fee is \$0.00.

[Previous](#)

[Continue](#)

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**.

Your use of this Service is voluntary and you have the right to withdraw your consent to the Services at any time by ending this session. If you choose to end your session, your right to future Telemedicine Services will not be affected.

- I understand the statements above and consent, on my own behalf or on behalf of my minor dependents, to receive Services by a Teladoc Clinician.
- I understand that I may access Teladoc's Notice of Privacy Practices and acknowledge that I have been provided access to such Notice of Privacy Practices.
- (Optional) I agree to the release of my medication history, if available, for review by a clinician or provider for this visit.

Disclaimer: If you have a medical emergency, dial 911 immediately or go to your nearest emergency room.

[Previous](#) [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.

 **Your visit is confirmed.**
Confirmation #9518428

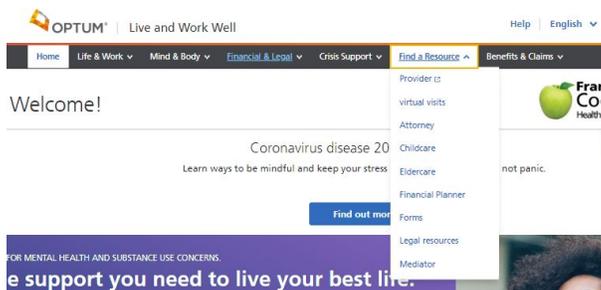
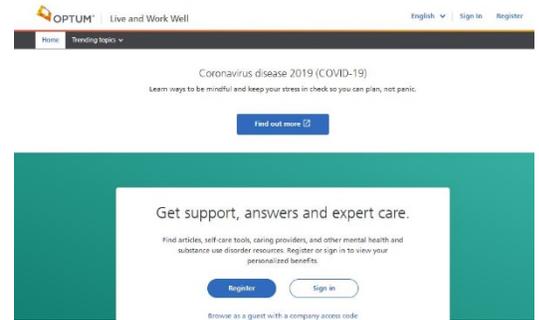
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This is an estimate only. Your actual wait time may vary during peak hours.

A confirmation email has been sent to you.

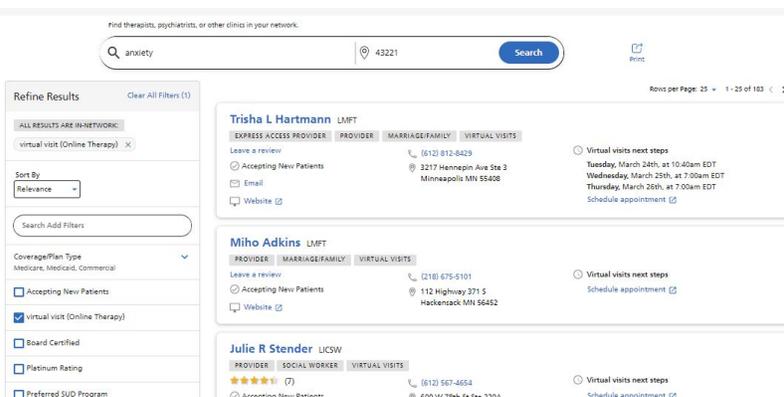
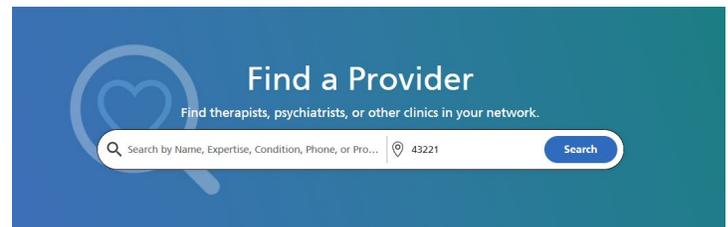
Scheduling a Behavioral Health Virtual Visit

Step 1: Visit 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**.

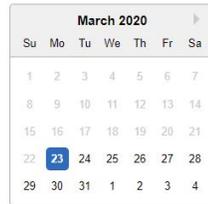
Step 3: Click on the "Get Started" button below to find a provider in your state. If a provider offers online scheduling, you will see a "Schedule an Appointment" link next to their name. If this is not available, you should call them directly to schedule.



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.

Select Appointment Time



12:00 am

Use the calendar to search by date, and all available appointments on or after your selected date will be displayed below. Select your appointment by clicking on a time slot and the Select Appointment button. Appointment availabilities below are shown in (EDT -04:00) Eastern Daylight Time

FIRST PREVIOUS 1 2 3 4 9 NEXT LAST

Tuesday, 03/24	Wednesday, 03/25	Thursday, 03/26	Friday, 03/27	Sunday, 03/29	Monday, 03/30
10:50 am - 11:45 am	07:00 am - 07:55 am	07:00 am - 07:55 am	12:25 am - 01:20 am	09:00 am - 09:55 am	07:00 am - 07:55 am

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.

Register with virtual visits

Welcome to the virtual visits patient portal. We appreciate the opportunity to be part of your health care community and will devote our full energy to providing you with the highest quality care and experience. We know the registration process may seem overwhelming. But no worries - we'll try to make it as painless as possible. However, we do need to collect some information first in the following few pages, so that the next time you log in for your appointment, getting help will be a cinch.

The entire process will take 10 to 15 minutes. To speed things up, here's what you will need:

- Email address for your personal private email account.
- Your insurance information, including ID number, *if applicable*.
- Name and contact information for your primary care provider, if you will be seeing one of our clinicians who might prescribe medications for you.
- Name and contact information for an individual close to you who we may contact in an emergency.
- Credit or debit card information, so we can charge your copayment or coinsurance amounts, *if applicable to your visit type*.
- You will be testing your technology setup, so make sure you're using the most current version of Chrome or Firefox browser.

Let's Begin

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.