

# Virtual Care



## Save time, 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 infections
- Bronchitis
- Colds and coughs
- Ear pain
- Flu
- High blood pressure
- Migraines
- Pink eye
- Rashes
- Sinus infections

## With a virtual care visit, you:

- 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 can cost less than a regular visit to the doctor's office, depending on your plan

To check your plan's coverage for behavior health, sign in to your secure member website at [Medica.com/SignIn](https://www.Medica.com/SignIn) or call 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 let you connect with your provider online
- Amwell ([Amwell.com/cm](https://www.Amwell.com/cm))
- Virtuwell® ([Virtuwell.com](https://www.Virtuwell.com))

See the back for more information.

# Virtual care options

You can access virtual care through providers in your plan's network. Check your virtual care options at [Medica.com/FindaDoctor](https://www.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. Visit <a href="https://www.Medica.com/FindaDoctor">Medica.com/FindaDoctor</a> to see which clinics in your plan's network offer virtual care services.</p>	<p>Check with your clinic to see if it offers 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.</p> <p><b>Services:</b></p> <ul style="list-style-type: none"><li>• Treatment of common medical conditions. Each visit is \$64 or less, depending on your plan's coverage for virtual care.</li><li>• Behavioral health care services, including therapy and psychiatry. Cost per visit may vary depending on your plan and type of service. Eligible services are covered under your plan as a behavioral health office visit.*</li><li>• Amwell also offers other online services, but it's not an in-network provider for them. You can use those services, but you'll pay the full cost.</li></ul>	<p>You have a video visit with a board-certified doctor or nurse practitioner using the web or mobile app.</p> <ol style="list-style-type: none"><li>1. To get started, create an Amwell account: <b>Smartphone/tablet:</b> Download the free Amwell app from the App Store or Google Play <b>Computer:</b> Go to <a href="https://www.Amwell.com/cm">Amwell.com/cm</a> <b>Phone:</b> Call <b>(844) 733-3627</b></li><li>2. Enter your email address, create a password, then add the requested insurance information from your Medica ID card.</li><li>3. Select a doctor or nurse practitioner and follow the prompts to start your visit.</li><li>4. The provider will review your history, answer questions, diagnose, treat, and prescribe medication (if needed).</li><li>5. If you need a prescription, it'll be sent to your pharmacy. The cost of your prescription will be based on your plan's prescription drug coverage.</li></ol>
VIRTUWELL	HOW IT WORKS
<p> Virtuwell is a 24/7 online clinic available in select states.**</p> <p>Virtuwell is not an in-network provider for the following plan networks: Altru and You with Medica<sup>SM</sup>, Clear Value with Medica<sup>SM</sup> and VantagePlus with Medica<sup>SM</sup>.</p> <p><b>Services:</b></p> <ul style="list-style-type: none"><li>• Treatment of common medical conditions. Check the virtuwell website for current pricing. Visits are typically \$59 or less, depending on your plan's coverage for virtual care.</li></ul>	<p>You have an online visit with a certified nurse practitioner.</p> <ol style="list-style-type: none"><li>1. Go to <a href="https://www.Virtuwell.com">Virtuwell.com</a> and take a quick online interview that checks your medical history and makes sure your problem can be treated online.</li><li>2. If you can be treated online, you'll create an account with your contact, insurance, pharmacy, and payment information.</li><li>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.</li><li>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 prescription drug coverage.</li></ol>

\*To check your plan's coverage for behavior health, sign in to your secure member website at [Medica.com/SignIn](https://www.Medica.com/SignIn) or call the number on the back of your Medica ID card.

\*\*Visit [Virtuwell.com](https://www.Virtuwell.com) for a list of available states.