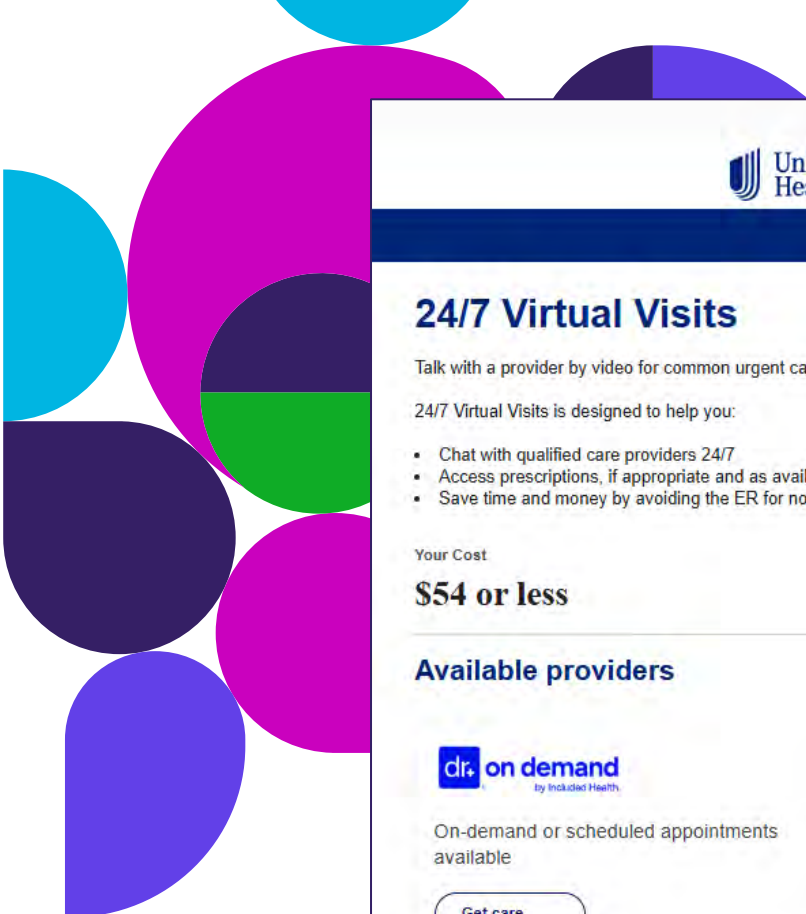
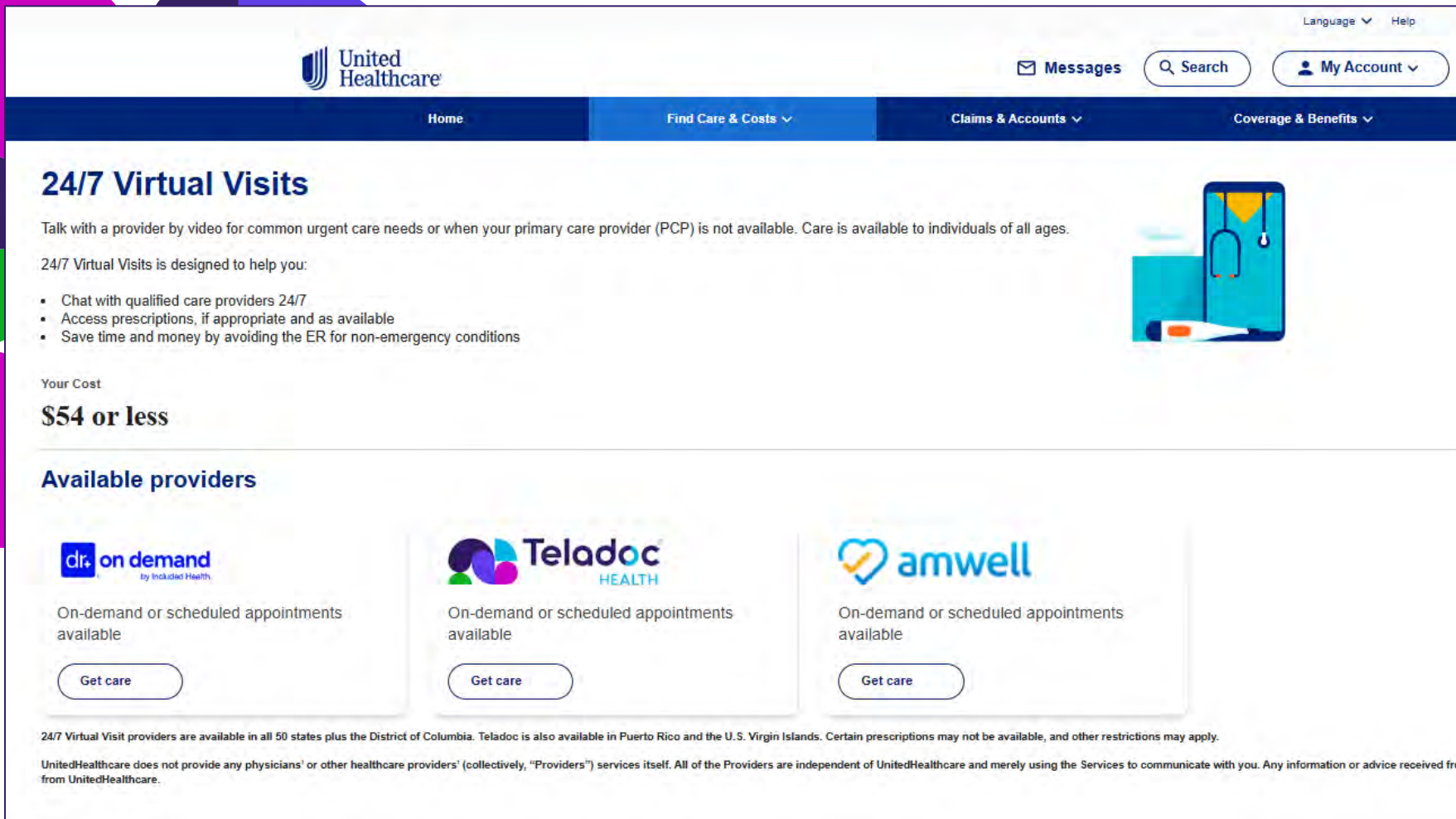




# 24/7 Virtual Visit with Teladoc Health

January 2025



The screenshot shows the UnitedHealthcare website interface. At the top, there's a navigation bar with the UnitedHealthcare logo, a 'Messages' button, a search bar, and a 'My Account' button. Below this is a dark blue header with links for 'Home', 'Find Care & Costs', 'Claims & Accounts', and 'Coverage & Benefits'. The main content area is titled '24/7 Virtual Visits' and includes a description of the service, a list of benefits (chatting with providers, accessing prescriptions, saving time and money), and a section for 'Your Cost' stating '\$54 or less'. Below this, there's a section for 'Available providers' featuring three cards for 'dr. on demand', 'Teladoc HEALTH', and 'amwell'. Each card has a 'Get care' button. At the bottom, there's a disclaimer about the availability of services and a note that UnitedHealthcare does not provide the services itself.

UnitedHealthcare

Language Help

Messages Search My Account

Home Find Care & Costs Claims & Accounts Coverage & Benefits

## 24/7 Virtual Visits

Talk with a provider by video for common urgent care needs or when your primary care provider (PCP) is not available. Care is available to individuals of all ages.

24/7 Virtual Visits is designed to help you:

- Chat with qualified care providers 24/7
- Access prescriptions, if appropriate and as available
- Save time and money by avoiding the ER for non-emergency conditions

Your Cost

**\$54 or less**

### Available providers

**dr. on demand**  
by Included Health

On-demand or scheduled appointments available

Get care

**Teladoc**  
HEALTH

On-demand or scheduled appointments available

Get care

**amwell**

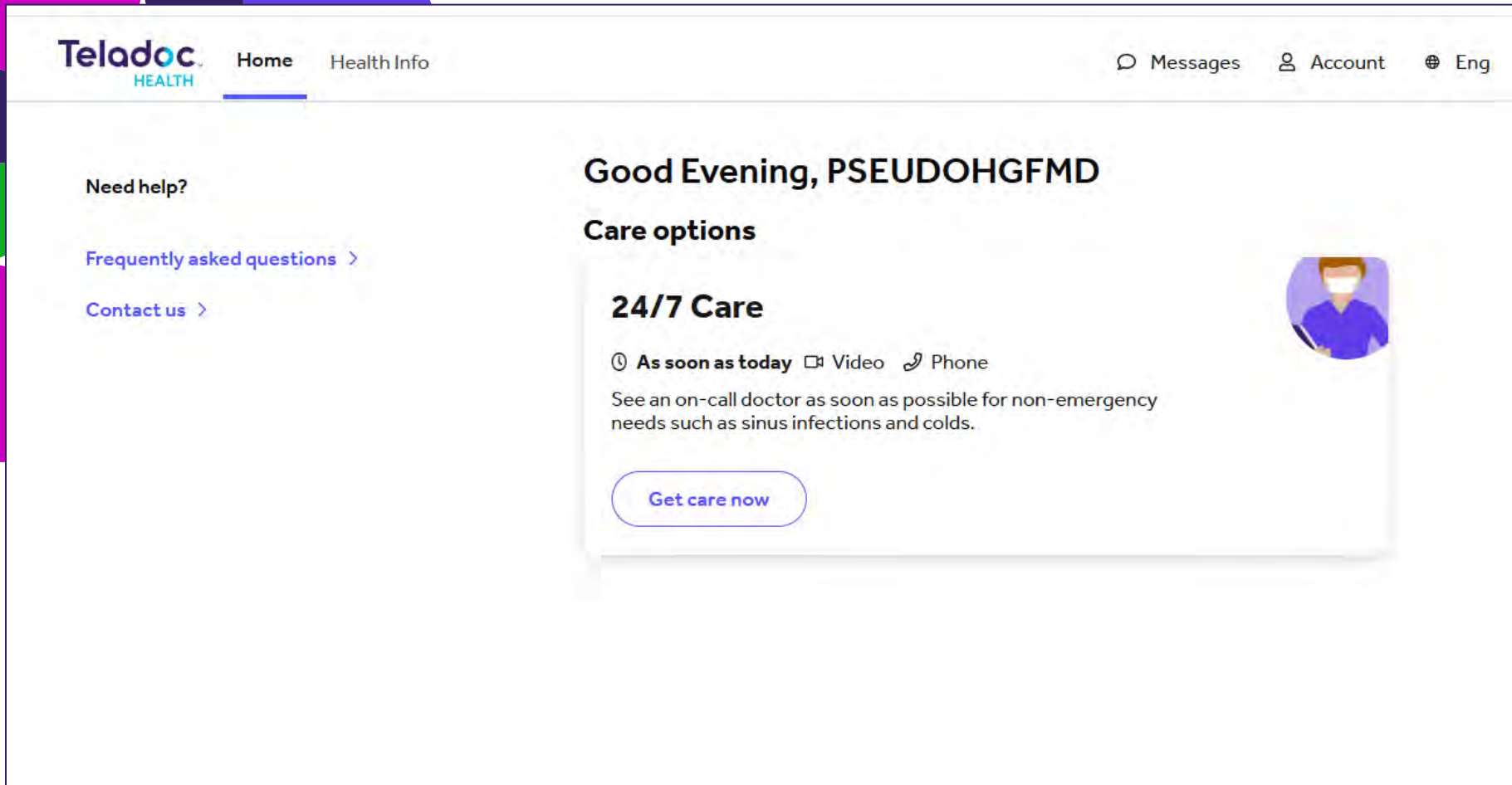
On-demand or scheduled appointments available

Get care

24/7 Virtual Visit providers are available in all 50 states plus the District of Columbia. Teladoc is also available in Puerto Rico and the U.S. Virgin Islands. Certain prescriptions may not be available, and other restrictions may apply.

UnitedHealthcare does not provide any physicians' or other healthcare providers' (collectively, "Providers") services itself. All of the Providers are independent of UnitedHealthcare and merely using the Services to communicate with you. Any information or advice received from Providers is not provided by UnitedHealthcare.

From the 24/7 Virtual Visits page, click 'Get care' to initiate Single Sign On. Members can also access from TeladocHealth.com, Teladoc Health app, myUHC app, or by calling 1-800-Teladoc to speak with an agent.



Home screen with Get Care Now button to initiate visit request

Teladoc

HEALTH

Home

Health Info

Messages

Account

Eng

Who needs help today?

Prior to this visit, please ensure [your medical history](#) is updated with the most current information.

Family members

PSEUDOHGFMD PSEUDORYOOUTEST

You, 43 years old

+ Add dependent

If this is a medical emergency, please dial 9-1-1.

Continue

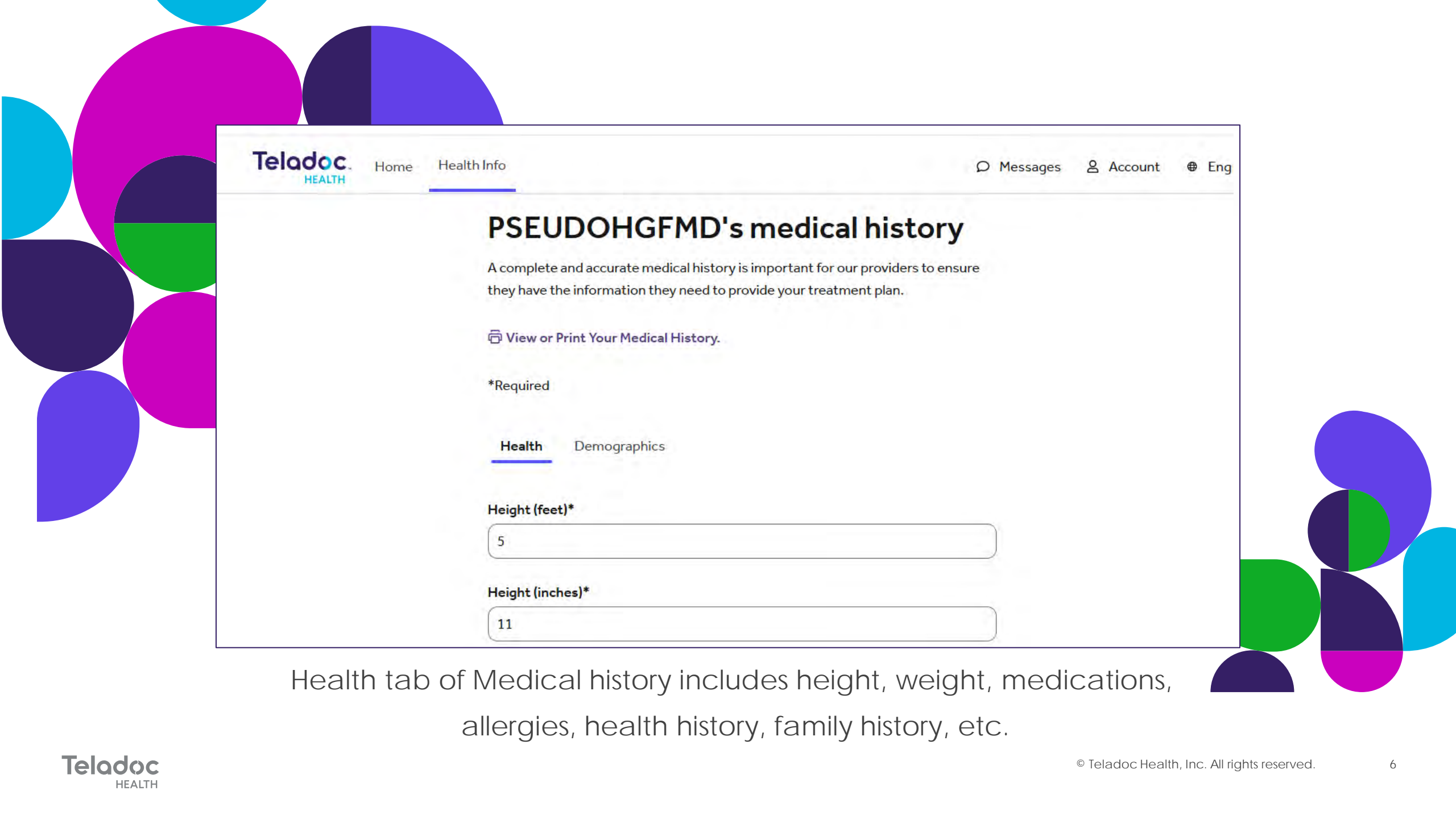
If no medical history completed in prior 12 months, member will be prompted to complete it.


Teladoc

HEALTH

© Teladoc Health, Inc. All rights reserved.


5



 [Home](#) [Health Info](#) [Messages](#) [Account](#) [Eng](#)

## PSEUDOHGFMD's 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.

 [View or Print Your Medical History.](#)

\*Required

[Health](#) [Demographics](#)

Height (feet)\*

Height (inches)\*

Health tab of Medical history includes height, weight, medications, allergies, health history, family history, etc.

[Home](#)
[Health Info](#)
[Messages](#)
[Account](#)
[Eng](#)

\*Required

[Health](#)
[Demographics](#)

We want to make sure everyone gets the best care possible. This information helps us better understand who we serve, so we can ensure the highest quality of care.

Your responses will not be used to discriminate against you. This information is protected by federal privacy laws and our [Notice of Privacy Practices](#).

Ethnicity

☐ Hispanic/Latino
 ☒ Not Hispanic/Latino
 ☐ Prefer not to share

Race

Select all that apply

☐ American Indian or Alaska Native
 ☐ Asian
 ☐ Black or African American
 ☐ Native Hawaiian or Other Pacific Islander
 ☒ White
 ☐ Prefer not to share
 ☐ Other race

Sexual Orientation

☐ Bisexual
 ☐ Lesbian, gay or homosexual
 ☒ Straight or heterosexual
 ☐ I don't know
 ☐ Prefer not to share
 ☐ Something else, please describe

Gender Identity

☐ Male
 ☒ Female
 ☐ Female-to-Male (FTM) / Transgender Male / Trans Man
 ☐ Male-to-Female (MTF) / Transgender Female / Trans Woman
 ☐ Non-binary
 ☐ Prefer not to share
 ☐ Additional gender category, please specify

Pronouns

Select all that apply

☐ He/him/his/himself
 ☒ She/her/hers/herself
 ☐ They/them/their/themself
 ☐ Prefer not to share
 ☐ I use different pronouns

Save

Demographics tab of Medical history captures ethnicity, race, gender identify, pronouns

[< Back](#)

## Okay, we need to know where you will be

Because medical regulations can differ based on location, we use this information to connect you to the appropriate licensed provider.

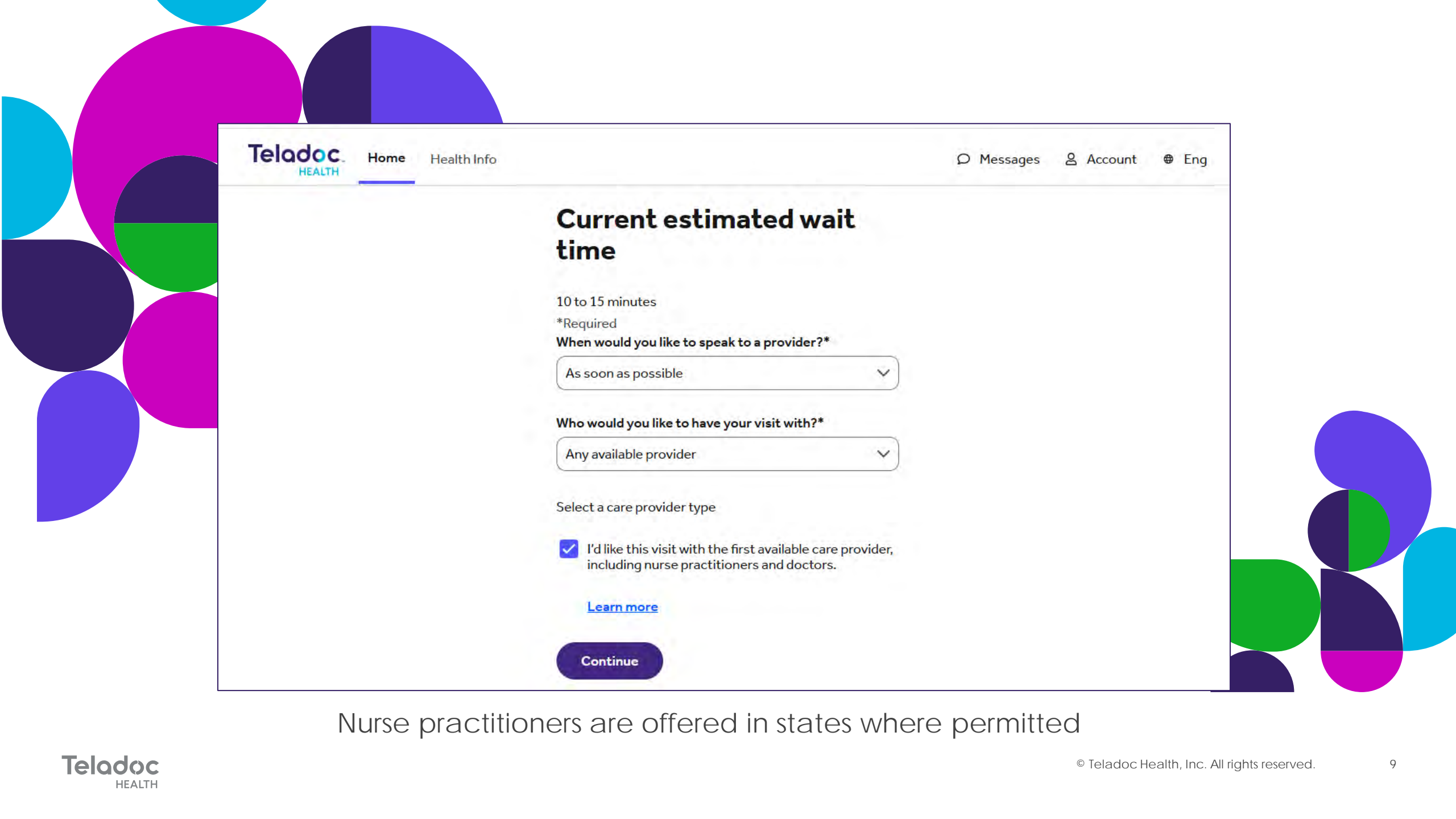
\*Required


Select State \*

Q Minnesota



Continue





HomeHealth Info

MessagesAccountEng

## Current estimated wait time

10 to 15 minutes

\*Required

When would you like to speak to a provider?\*

As soon as possible

Who would you like to have your visit with?\*

Any available provider

Select a care provider type

☒ I'd like this visit with the first available care provider, including nurse practitioners and doctors.

[Learn more](#)

Continue

Nurse practitioners are offered in states where permitted

[< Back](#)

## How would you like to connect?



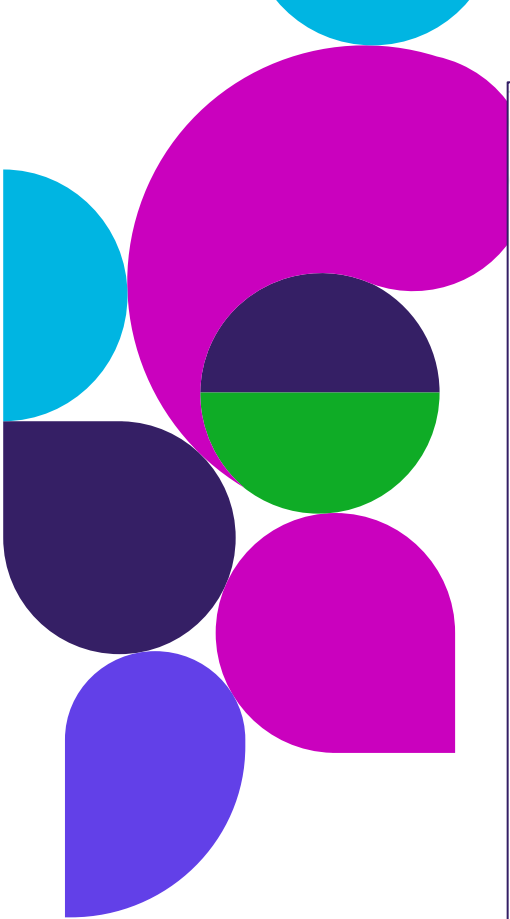
Phone \*



Video \*

You can join your video visit from either the Teladoc website or the mobile app.

Continue



TeladocHEALTH

Home

Health Info

MessagesAccountEng

# What's your contact information?

If you plan to use an Apple device with iOS 13 for this visit, be sure to disable "Silence unknown callers" from your phone settings. This will ensure the provider can call you directly.

\*Required

Email notifications will be sent to\*

OptumHSID+PSEUDOYAIR@gmail.com

Primary phone number\*

(267) 269-0000

Secondary phone number (optional)

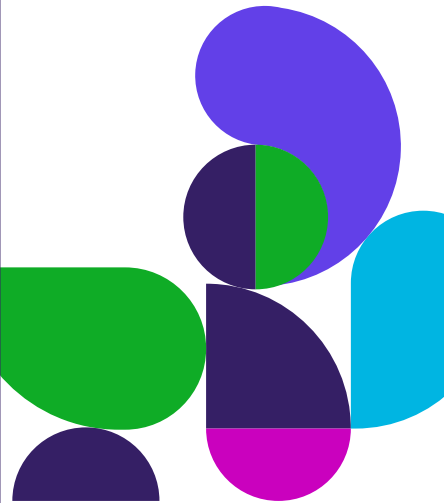
(267) 269-0000

Text notifications will be sent to\*

(267) 269-0000

By providing a cell phone number, I consent to receive updates about my visits, including reminders, cancellations, account and healthcare messages at the number above. Text messages and prerecorded calls are subject to the Terms of Use. Message and data rates may apply.

Continue



## How can we help you?

\*Required

What's the reason for your visit?\*

Bites (tick only)

Bites or stings (bee, spider, mosquito, other)

COVID-19

Cough (ongoing), wheezing

Ear ache

Flu-like symptoms (fever, aches, chills)

Nasal congestion, runny nose, cough, sneezing

Pain, any type (neck, back, foot, leg)

Prescription refill

Rash, skin issue

Sinus symptoms (congestion, pressure, pain)

Sore throat

Tobacco Cessation

Travel Medications

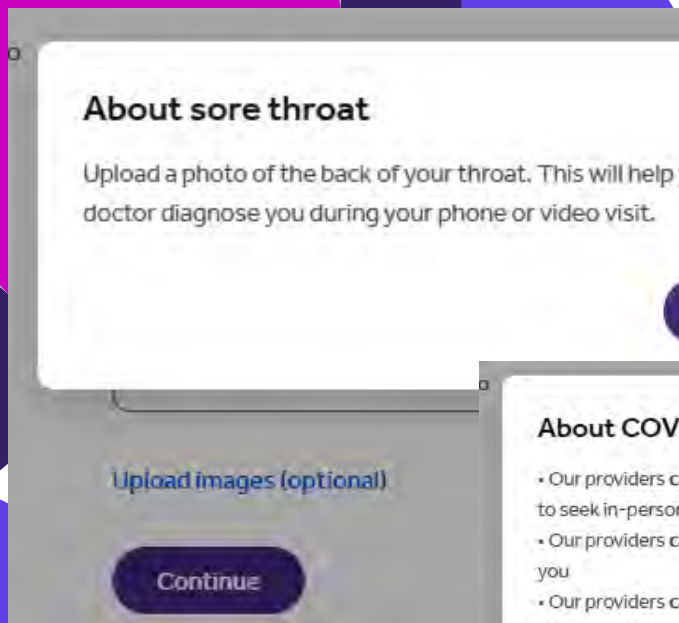
Upset stomach, nausea, diarrhea

Urinary symptoms (frequent, burning)

Other

© Teladoc Health, Inc. • Version 2.19.4

[Test Video Capabilities](#) [Informed Consent Agreement](#) [Notice of Privacy Practices](#) [Terms of Service](#) [Notice of Non-Discrimination and Language Assistance](#) [Sitemap](#)



**About sore throat**

Upload a photo of the back of your throat. This will help your doctor diagnose you during your phone or video visit.

OK

Upload images (optional)

Continue

**About your visit**

Your doctor will follow clinical guidelines to recommend treatment. They will only prescribe medicine, including antibiotics, if appropriate.

OK

Upload images (optional)

Continue

**About COVID-19 visits**

- Our providers **can** answer questions about COVID-19 and when to seek in-person care
- Our providers **can** prescribe Paxlovid (ritonavir) if it's right for you
- Our providers **can't** order COVID-19 tests or vaccines
- Our providers **can't** prescribe Veklury (remdesivir), an IV treatment, or Lagevrio (molnupiravir), an oral treatment, for COVID-19

For more information about COVID-19, treatment and other resources, visit us at [www.teladoc.com/coronavirus](https://www.teladoc.com/coronavirus)

OK

Continue

Based on reason for visit, the member may be presented with additional information. A link is available to upload images if desired.

[< Back](#)

## Search for your preferred pharmacy

Search for a pharmacy in the location you'll be in for your visit in case you have a prescription ordered. We'll show you pickup and delivery options.

Search by

Current location



Radius

5 Miles




[+ Add pharmacy manually](#)

Continue

[< Back](#)


## Let's filter your search

Select how you'd like to get prescriptions.

 **Free, same-day delivery**

Have your prescription delivered directly to you.

☐

 **Local pickup**

Pick up your prescriptions from a pharmacy near you.

☐

[Looking for mail-order pharmacy?](#)

Continue

Teladoc  
HEALTH

Home

Health Info

Messages

Account

Eng

< Back

Select a pharmacy for  
store pickup

We found 50 pharmacies based on your search. Select a  
pharmacy that's covered by your insurance.

List

Map

Walgreens Drug Store #16275

0.4 mi

655 Nicollet Mall

Minneapolis, MN 554021604

Hcmc Discharge Pharmacy - Red LI

0.4 mi

701 Park Avenue, Red Building, Lower Level

Minneapolis, MN 55415

24/7

Hcmc North Loop Clinic Pharmacy

0.5 mi

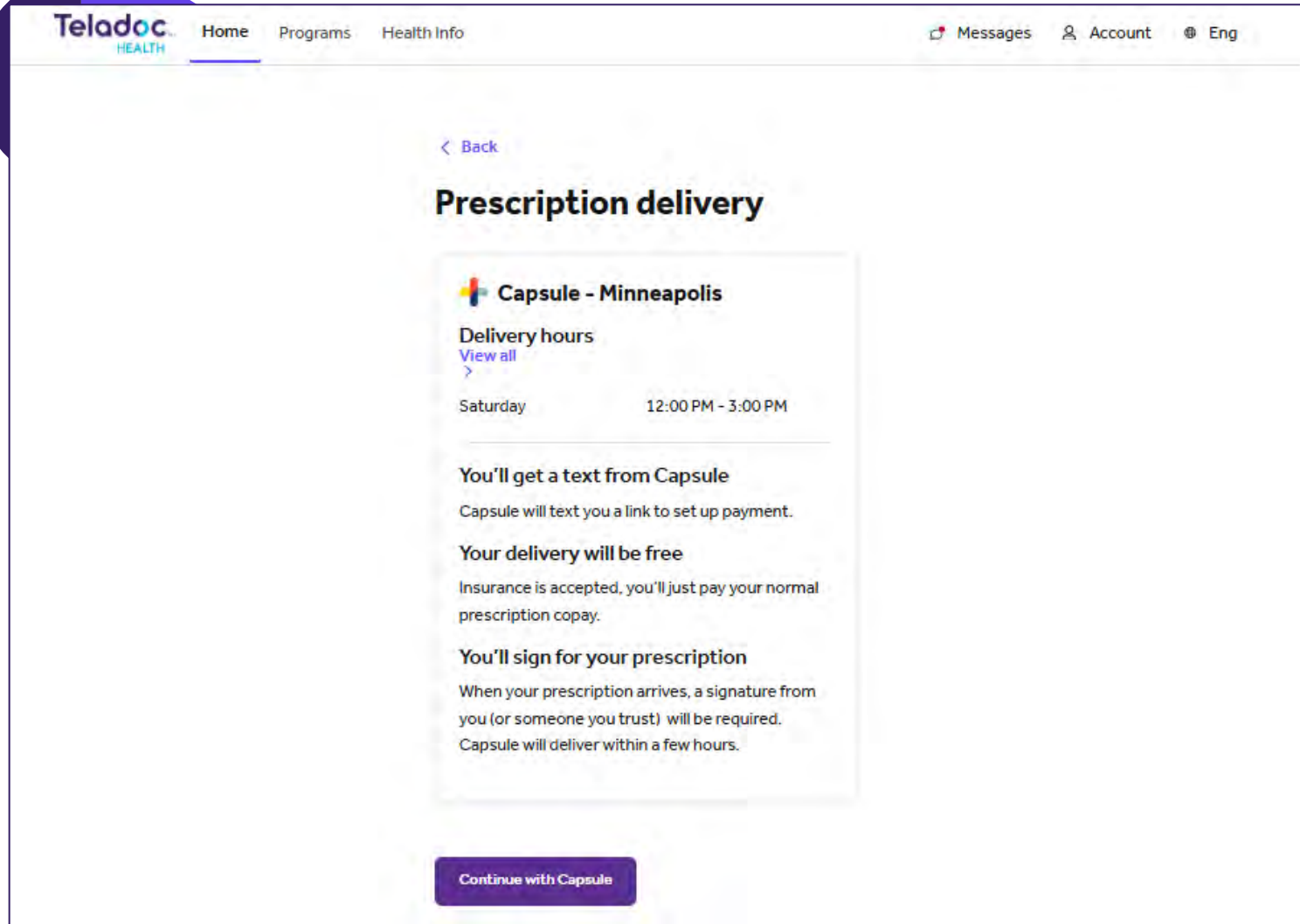
800 Washington Ave N Suite 190

Minneapolis, MN 55401

Teladoc  
HEALTH

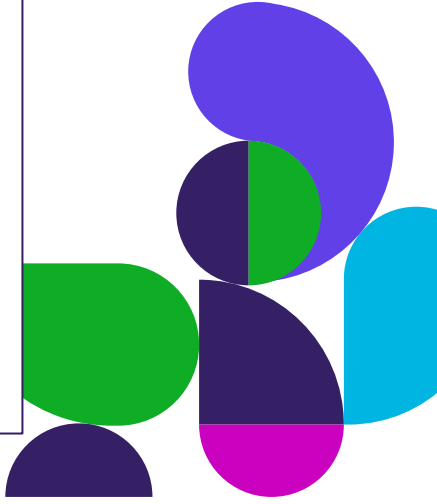

© Teladoc Health, Inc. All rights reserved.

16



Free home delivery of medications by Capsule is available in select cities.

Home delivery option will appear if the member's address is within Capsule's service area.



**Teladoc**  
HEALTH

Home Health Info

Messages Account Eng

[< Back](#)

## How will you pay for this visit?

This visit will cost

**\$54.00**

- **This cost is based on your coverage:** You'll be charged after the visit. You may find a small validation hold on your bank statement that will go away.
- **Why we collect your payment method first:** You may be charged additional fees if the visit type changes after talking with your care provider. We'll refund the difference if we find you paid more than required.

Need help? Call us at [1-800-835-2362](tel:1-800-835-2362).

[Add a card](#) [PayPal](#)

A real time eligibility connection between UHC and Teladoc Health  
is the source for the member's cost share amount.

[← Back](#)

## Billing information

This payment method will be used for copays or if you choose to pay directly for any services.

\* Required

First name\*

Last name\*

Card number \*

Expiration date\*

### Billing address

Address\*

Address line 2 (optional)

City\*

Region\*

State/Province\*

Postal code\*

[Cancel](#)[Save](#)

Teladoc  
HEALTH

HomeProgramsHealth Info

MessagesAccountEng

< Back

Review and confirm your visit details

You can make changes by selecting the section you'd like to update.

Patient details

NamePSEUDOHGFMD

LocationMinnesota

PharmacyWALGREENS DRUG STORE #16275655 Nicollet MallMinneapolis, MN 554021604(612) 339-0363

ContactPhone: (267)269-0000Text notifications: onEmail:OptumHSID+PSEUDOYAIR@gmail.com

Visit details

Reason for visitCOVID-19

Teladoc  
HEALTH

HomeProgramsHealth Info

Visit details

Reason for visitCOVID-19

Date and timeAs soon as possible

Visit type

Phone

Payment\$54.00

\*Required

Without virtual care, where would you have gone to seek care?

Urgent care or Retail clinic

☒ (Optional) I agree to the release of my medication history, if available, for review by a clinician or provider for this visit.

Confirm visit

Cancel

Without virtual care, where would you have gone to seek care?

Emergency Room

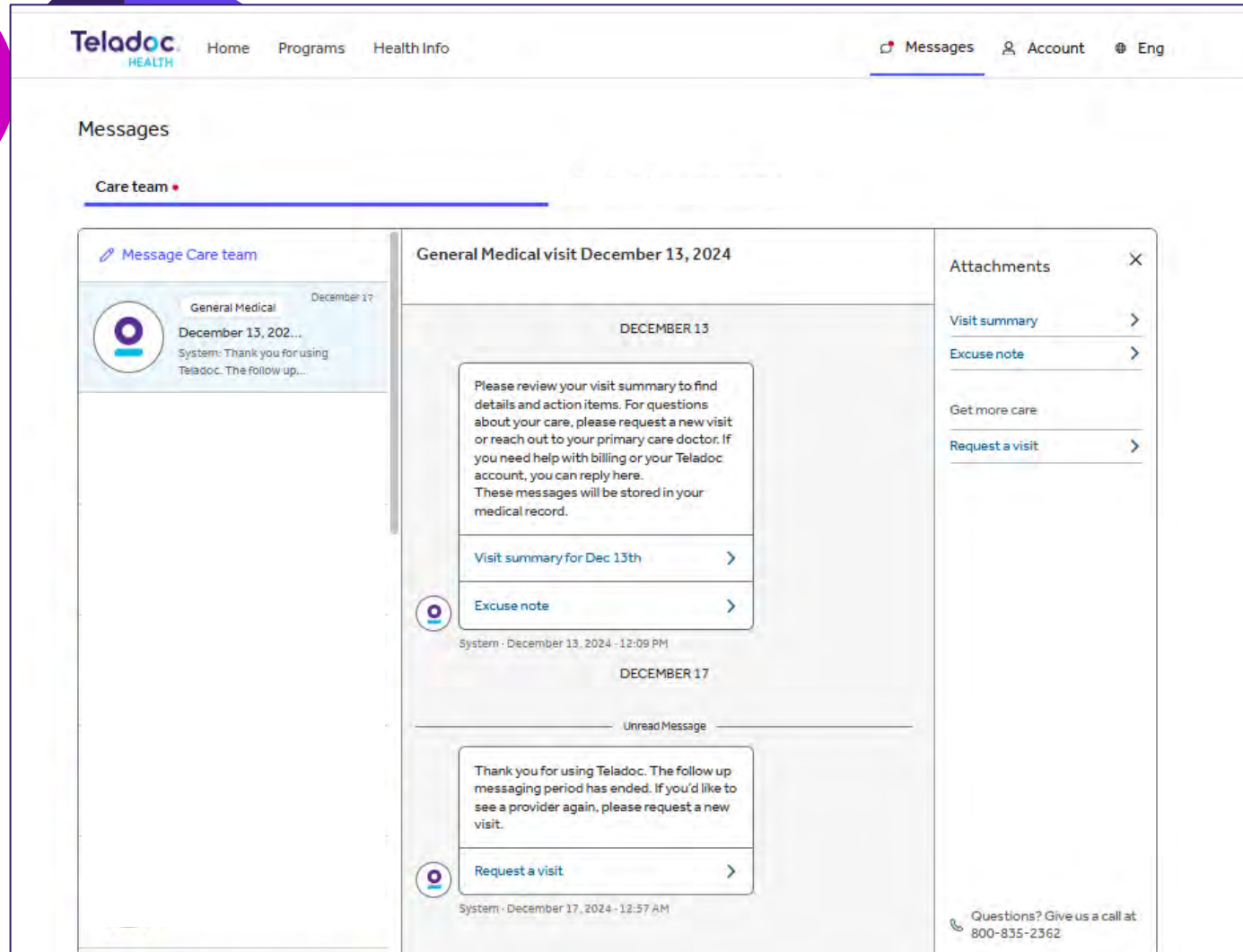
Urgent care or Retail clinic

Specialist

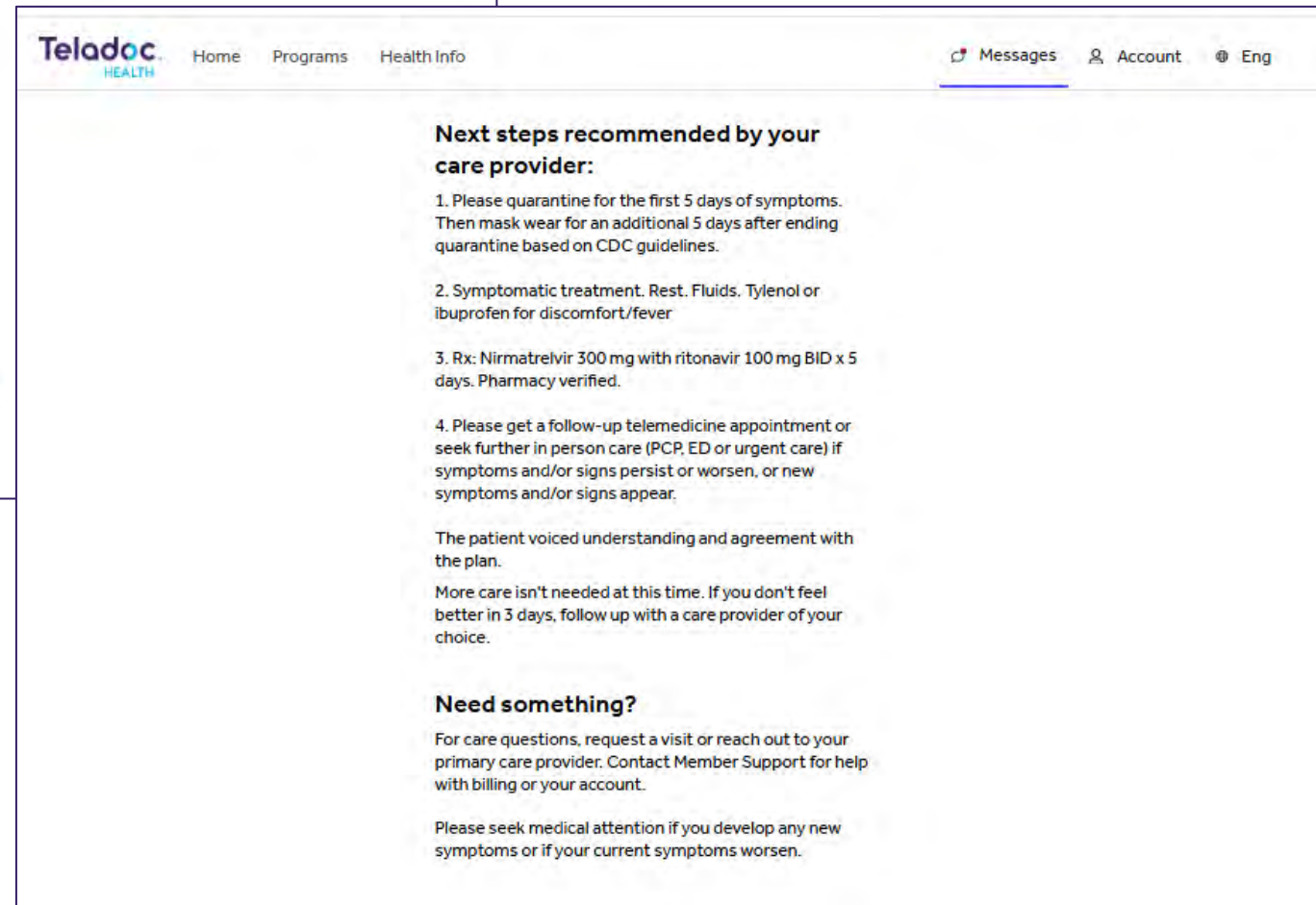
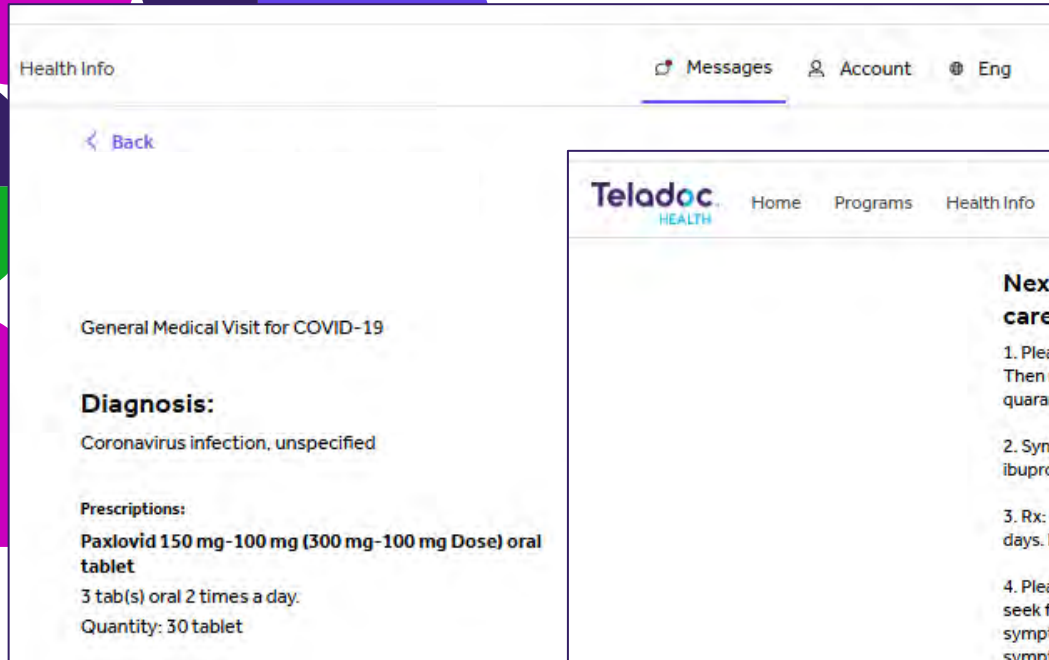
Primary Care Physician

No Treatment

Once the member confirms the visit, an e-mail confirmation will be sent to the member.



After the visit is completed via phone or video, the member can see the visit summary in Messages.





December 13, 2024

PSEUDOHGFMD

To whom it may concern:

The above named individual has a consult with one of our care providers on 12/13/2024. Per care provider recommendation, please excuse them from school/work for 3 days.

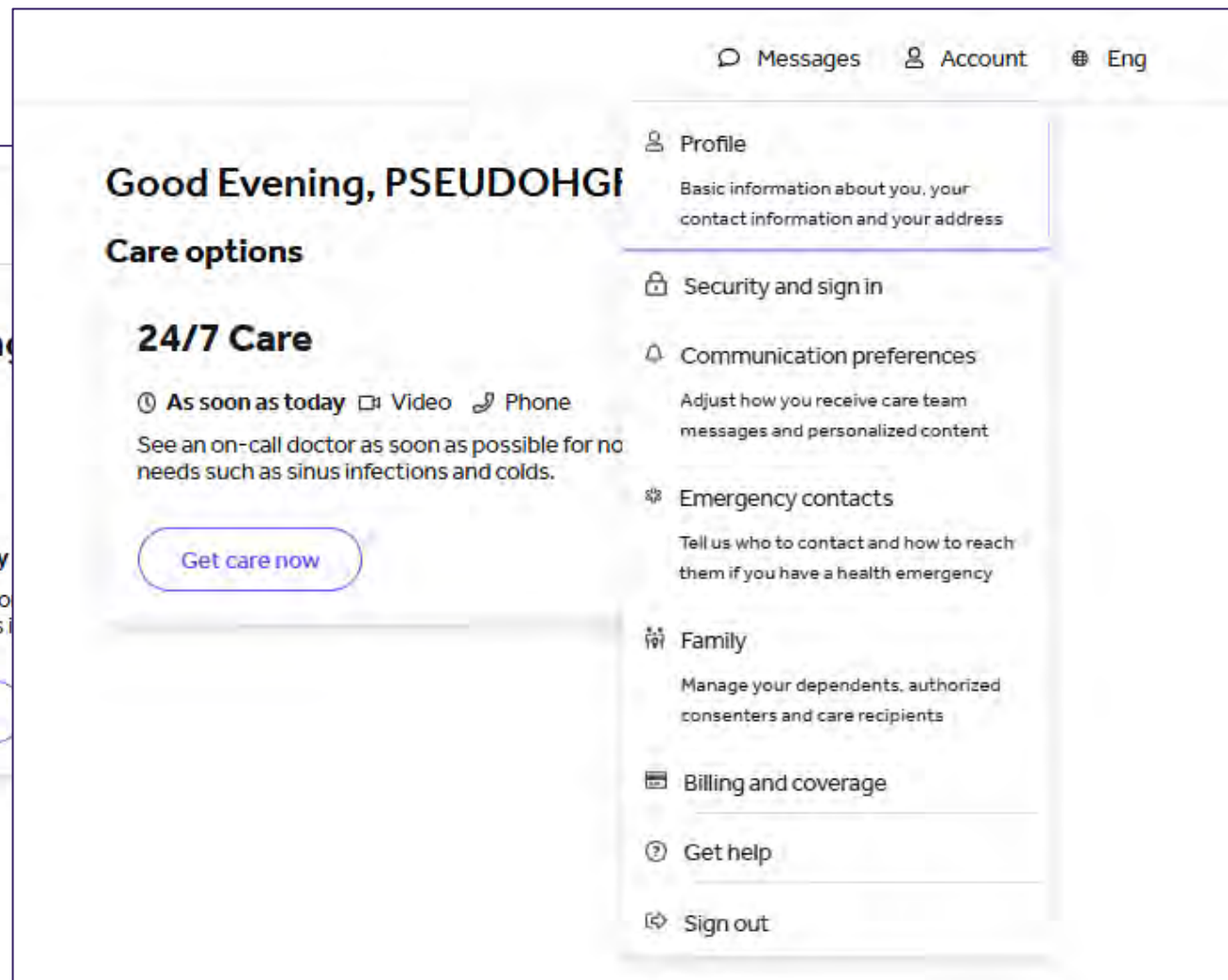
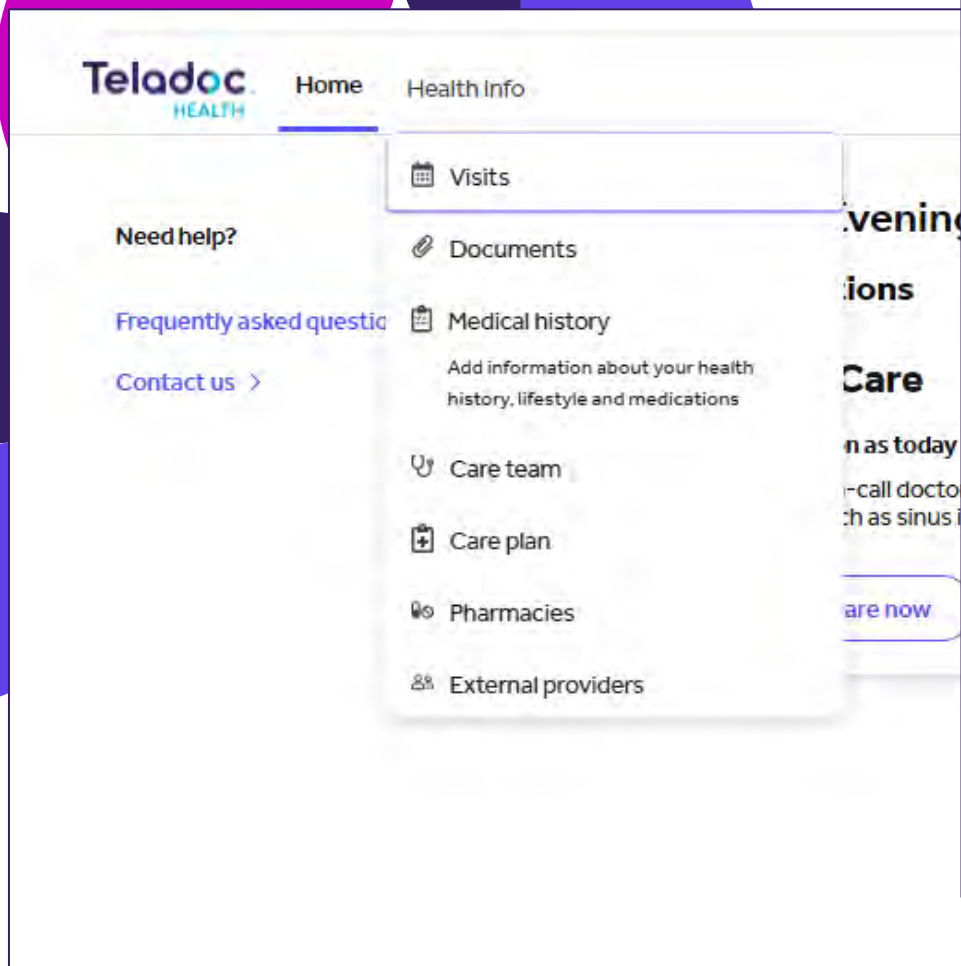
Please excuse patient from any missed school today due to their illness. The patient may return to school on 12/16/24.

If further information is needed, please feel free to call.

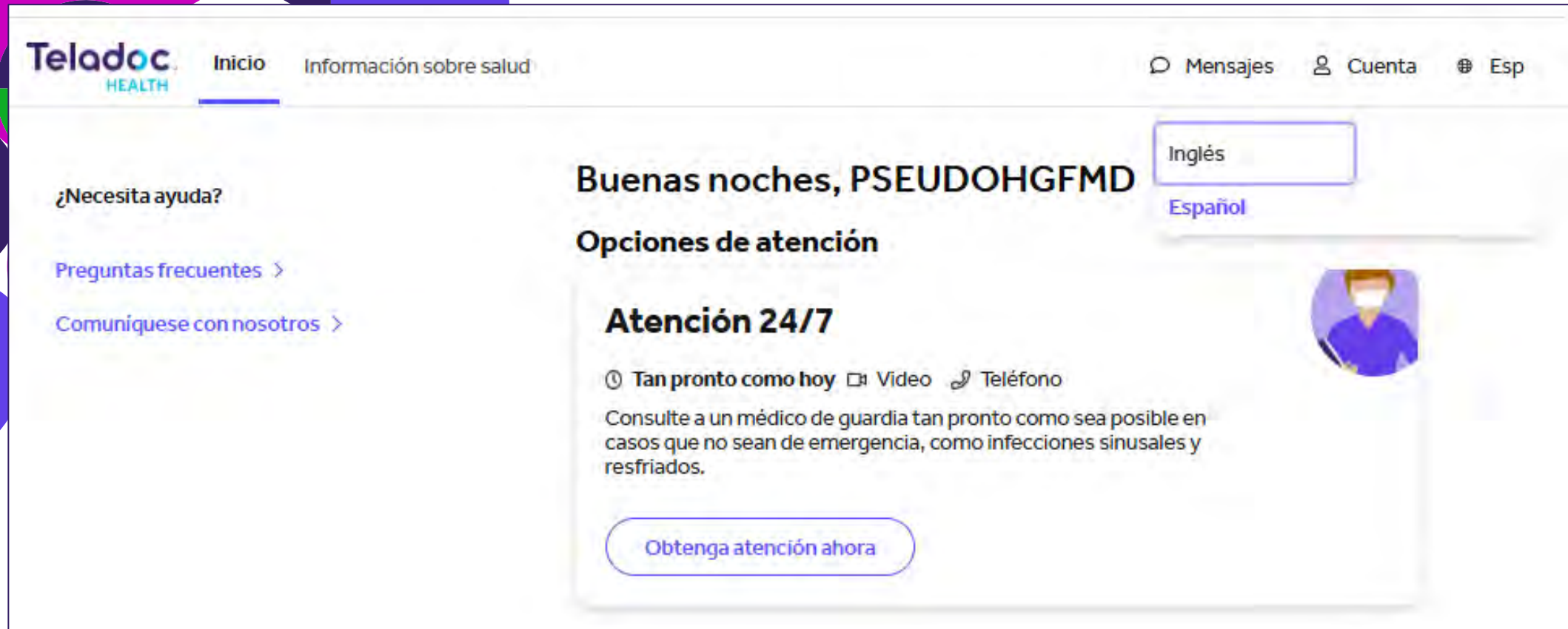
Thank you,

John Smith  
Teladoc Physicians, P.A.  
1945 Lakepointe Dr.  
Lewisville, TX 75057  
800-Teladoc

If the provider wrote an excuse note, the member can view it from Messages.



Drop down navigation from Health Info & Account



Clicking Eng/Esp translates all pages between English and Spanish