



MEMBER TIPS

VIRTUAL CARE

ENROLLED IN INDIVIDUAL & FAMILY PLANS



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 options for common conditions like:

- Allergies
- Bladder infection
- Bronchitis
- Cold and cough
- Ear pain
- Flu
- High blood pressure
- Migraines
- Pink eye
- Rashes
- Sinus infection
- Other non-urgent, common health conditions

With a virtual care visit, you:

- » Save time — 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 may cost less than a regular visit to the doctor's office, depending on your plan.

To check your plan's coverage for virtual care, review your plan documents on your secure member site by logging into **MedicaMember.com** and select *Coverage*. Or call Customer Service at 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 offer options to connect with your provider online.
- » **virtuwell® (virtuwell.com)**

See the back for more information about these options.

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VIRTUAL CARE OPTIONS

You can access virtual care through providers in your plan's network. Your virtual care options may include:

YOUR CLINIC	HOW IT WORKS
Many clinics offer virtual care, online care or e-visits.	Check with your clinic to see if they offer virtual care and how you can connect with your provider online.
VIRTUWELL	HOW IT WORKS
Virtuwell is a 24/7 online clinic available in select states.** Services: Treatment of common medical conditions. Each visit is \$49 or less, depending on your plan's coverage for virtual care.	You have an online visit with a certified nurse practitioner. <ol style="list-style-type: none">1. Go to virtuwell.com and take a quick online interview that checks your medical history and makes sure your problem can be treated online.2. Once it is determined you can be treated online, you'll create an account including your contact, insurance, pharmacy and payment information.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.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 coverage for prescription drugs.



Have a question?

Call Customer Service at the number on the back of your Medica ID card.

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*Virtual care is different than receiving care via telemedicine. With telemedicine, you go to a doctor's office or other health care facility and connect with a provider using the phone, internet or another means.

**Visit virtuwell.com for a list of available states.

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