

VIRTUAL CARE



SAVE TIME AND 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 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, log on to your secure member site (listed on the back of your Medica ID card), select *Look Up My Benefits* and click on *Coverage Documents*. Look for "virtual care" under the Physician Services section. 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.
- » Amwell ([Amwell.com/cm](https://www.amwell.com/cm))
- » virtuwell® ([Virtuwell.com](https://www.virtuwell.com))

See the back for more information about these options.

VIRTUAL CARE OPTIONS

You can access virtual care through providers in your plan's network. Check your virtual care options at **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 Medica.com/FindaDoctor to see which clinics in your plan's network offer virtual care services.</p>	<p>Check with your clinic to see if they offer virtual care and how you can connect with your provider online.</p>
<p>AMWELL</p> <p>Amwell is a 24/7 online clinic available in every state.</p> <p>Services:</p> <ul style="list-style-type: none"> ▪ Treatment of common medical conditions. Each visit is \$59 or less, depending on your plan's coverage for virtual care. ▪ 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.** ▪ Amwell also offers other online services, but is not an in-network provider for those services. You can use those services, but you will pay the full cost. 	<p>HOW IT WORKS</p> <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"> 1. To get started, create an account with Amwell: <ul style="list-style-type: none"> Smartphone/tablet: Download the free Amwell app from the App Store or on Google Play. Computer: Go to Amwell.com/cm. Phone: Call (844) 733-3627. 2. Enter your email address, create a password, then add the requested insurance information from your Medica ID card. 3. Select a doctor or nurse practitioner and follow the prompts to start your visit. 4. The provider will review your history, answer questions, diagnose, treat and prescribe medication (if needed). 5. 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.
<p>VIRTUWELL</p> <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 MedicaSM, Clear Value with MedicaSM and VantagePlus with MedicaSM.</p> <p>Services:</p> <ul style="list-style-type: none"> ▪ Treatment of common medical conditions. Check the virtuwell website for the most current pricing. Visits are typically \$59 or less, depending on your plan's coverage for virtual care. 	<p>HOW IT WORKS</p> <p>You have an online visit with a certified nurse practitioner.</p> <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.

MEDICA[®]

*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 at another location using the phone, internet or another means.

**To check your plan's coverage for behavioral health, log on to your secure member site (listed on the back of your Medica ID card), select *Look Up My Benefits* and click on *Coverage Documents*. Look for "office visit" under the Behavioral Health — Mental Health section.

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