

Talk to a behavioral health specialist from your home

Virtual Behavioral Health Visits for UnitedHealthcare® Group Medicare Advantage members

With Virtual Behavioral Health Visits, you're able to live video chat¹ with a behavioral health specialist from your computer, tablet or smartphone — any time, day or night. Services include initial evaluation, medication management and ongoing counseling. All you need is a strong internet connection. **You will first need to set up an account for a Virtual Behavioral Health Visit and then schedule an appointment.**

Doctor on Demand and AmWell are part of the UnitedHealthcare provider network bringing you this innovative service.²

Answers to some common questions:

How much does it cost?

A Virtual Behavioral Health Visit with a network provider is the same as an individual therapy session in a provider's office.

Who will I be talking to?

You can find a list of participating Virtual Behavioral Health Visit providers by visiting uhcvirtualvisits.com.

How quickly can I get an appointment?

Schedules vary by provider and number of requests. However, you can typically get an appointment within 5 business days.

Can I use it for any behavioral health situation?

Virtual Behavioral Health Visits may be best when you are staying at home or for initial evaluation, medication management and ongoing counseling to treat addiction, depression, trauma, loss, stress or anxiety. You will be advised by the virtual provider if an in-person visit is appropriate. Virtual Behavioral Health Visits are not appropriate for crisis or emergency situations.³

There are 2 ways to access Virtual Behavioral Health Visits



On your computer:

Visit uhcvirtualvisits.com and set up your account with either AmWell or Doctor on Demand.



On your tablet or smartphone:



Download the Doctor on Demand app



Or, download the American Well app



Virtual Behavioral Health Visits for UnitedHealthcare® Group Members

Taking steps to treat depression, anxiety, excessive stress/worry or addiction may help give you the peace of mind you need to live the life you deserve. Accessing your Behavioral Health Services over the phone is easy and available 24 hours a day by calling the number on the back of your member ID card.

You will be connected to a trained specialist who will listen and help you identify the nature of your problem and find the right resources to address it.

We're here to help.



If you have questions, call Customer Service at the number on the back of your member ID card.

¹The device you use must be webcam-enabled.

²Providers listed may not be available in every area. Other providers are available in our network. Contact the Customer Service number on the back of your member ID card for more information.

³This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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