



Video transcript: Virtual Care Demo

Approximate time: 1:43

Hello, I'm Dr. Katherine Evans, Chief Nursing Officer for UnitedHealthcare's Retiree Solutions.

How can you continue to take care of your health, especially when you cannot get to your doctor's office? One option is to take advantage of virtual care.

(Patient) Yes, every six months he wants to see me.

(Dr. Katherine Evans) This is a visit with a provider over a secure video connection or audio call from the comfort of your own home – similar to a FaceTime®, Skype or Google Duo™ call with your family.

Examples of virtual care include: a visit with your own provider. Many primary care providers, specialists, even physical therapists now offer virtual appointments. You can call to ask if they are now offering this new visit – which is covered as part of your UnitedHealth Group Medicare Advantage Plan.

If you have an urgent need and cannot access your own provider's office, your plan also includes access to other providers for virtual visits.

Another example of virtual care is our HouseCall's Virtual Visit. HouseCalls is our annual assessment – with a provider who reviews your overall health, medications, and creates a personalized assessment summary.

You can call the number on the back of your card or go to UHCretiree.com for more information.

It's always important to take care of your health. We have new ways to help you get the care you need, without ever leaving your home.

Virtual Care, UnitedHealthcare Retiree Solutions