








Compare care options to help keep costs down

Getting care at the place that may best fit your condition or situation may save you up to \$2,300 compared to an emergency room (ER) visit.* If you have a life-threatening condition, call 911 or go to the ER. For everything else, it may be best to contact your primary care provider (PCP) first. If seeing your PCP isn't possible, it's important to know your other care options, especially before heading to the ER.

START HERE

Care options to consider

	 PCP Care from the doctor who may know you best	 24/7 Virtual Visits See a doctor whenever, wherever	 Convenience care Basic conditions that aren't generally life-threatening	 Urgent care Serious conditions that aren't generally life-threatening	 Emergency room Life- and limb-threatening emergencies
Average cost*	In person (\$165) Virtual (\$99 or less***)	Less than \$49**	\$100	\$185	\$2,500
Hours	Varies by location Virtual (5 days a week, 8 a.m.–5 p.m.)	24/7	Varies by location	Varies by location—may be open nights/weekends	24/7
How to connect	Contact your PCP myuhc.com/virtualprimarycare	myuhc.com/virtualvisits	myuhc.com [®]	myuhc.com	myuhc.com

✓ indicates the recommended place for care for the following common conditions:

Broken bone				✓	✓
Chest pain					✓
Cough	✓	✓	✓		
Fever	✓	✓	✓		
Muscle strain	✓		✓		
Pinkeye	✓	✓	✓		
Shortness of breath					✓
Sinus problems	✓	✓	✓		
Sore throat	✓	✓	✓		
Sprain	✓		✓	✓	
Urinary tract infection	✓	✓	✓		



Need to find a network provider or PCP? Visiting an out-of-network provider could end up costing you more for care. To find a PCP, urgent care centers and emergency rooms in your network, go to myuhc.com.
Not sure where to go for care? Call the number on your health plan ID card.

continued

Learn more

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*2020: Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. (Estimated \$2,300 difference between the average emergency room visit, \$2,500 and the average urgent care visit \$185.) The information and estimates provided are for general informational and illustrative purposes only and is not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or go to the nearest emergency room.

**The Designated Virtual Visit Provider's reduced rate for a 24/7 Virtual Visit is subject to change at any time.

***Virtual Primary Care are services available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual Primary Care services are only available if the provider is licensed in the state that the member is located at the time of the appointment. Virtual Primary Care is not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Certain prescriptions may not be available, and other restrictions may apply.

24/7 Virtual Visits is a service available with a provider via video, or audio-only where permitted under state law. It is not an insurance product or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

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