



UnitedHealthcare to eliminate out-of-pocket costs for 24/7 Virtual Visits for eligible members

UnitedHealthcare will eliminate out-of-pocket costs for **24/7 Virtual Visits** for eligible members enrolled in applicable fully insured employer-sponsored plans*, offering plan participants an option to access care for nonemergency medical issues that may be more affordable and convenient.

The new coverage enhancement will become available to some fully insured plans at renewal starting July 1, 2023, including an option for employers with self-funded plans to adopt a similar policy for their employees. Additional fully insured plans will gain access starting in 2024.

Eliminating out-of-pocket expenses for 24/7 Virtual Visits may help reduce the burden of medical costs for consumers and encourage earlier interventions, which can reduce the risk of complications and avoid visits to costlier settings such as the emergency room. The coverage enhancement will apply to most fully insured health plans with and without a health savings account (HSA) through at least the end of plan year 2024, as allowed by current federal regulations.

The coverage enhancement is part of UnitedHealthcare efforts to help people to use technology to access quality care at a lower cost, bolstered by an annual enterprise-wide investment of over \$5 billion in data, technology, research and innovation.

With 24/7 Virtual Visits, members can connect on demand to a doctor by phone or video through myuhc.com[®] or the UnitedHealthcare app, including national care

providers such as Optum Virtual Care. Doctors can treat a wide range of health conditions, from flu and pinkeye to migraines and more, and may prescribe medication as needed. 24/7 Virtual Visits may treat many of the same conditions as an ER or urgent care, offering a more convenient and affordable alternative — particularly at night or on weekends when many primary care providers are usually unavailable.

For more information, please review these [virtual health resources](#) or contact your UnitedHealthcare representative.

* Coverage policy may not be available in all states and is subject to regulatory approval; some eligible fully insured plans already have \$0 copays for 24/7 Virtual Visits.

Not For Consumer Use.