UnitedHealthcare®

Ready to register?

Have your health plan ID card and your method of payment (debit or credit card) ready to set up an account with AmWell or Doctor on Demand as a Virtual Visit provider group.

Go to uhc.com/virtualvisits to get started. You'll need to choose a provider.

Choose either network provider.

dr+ on demand

Start Now

amwell

Start Now

Or download the app.

dr+ App Store Google Play

Or download the app.

App Store Google Play

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Network provider: Amwell.

Follow these steps:

1 Download the app on your mobile device.

2 Open the Amwell app (or go to the website at **amwell.com**).

3 Select "Sign up."

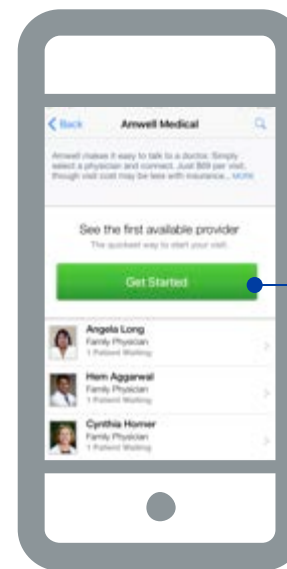# Network provider: Amwell.

**Choose "Sign up for Amwell,"
then follow the prompts to
complete registration:**

1 First and last name.

2 Email address.

3 Create a password.

4 Agree to the Terms of Use.

5 Select your insurance.

6 Enter your Subscriber ID.

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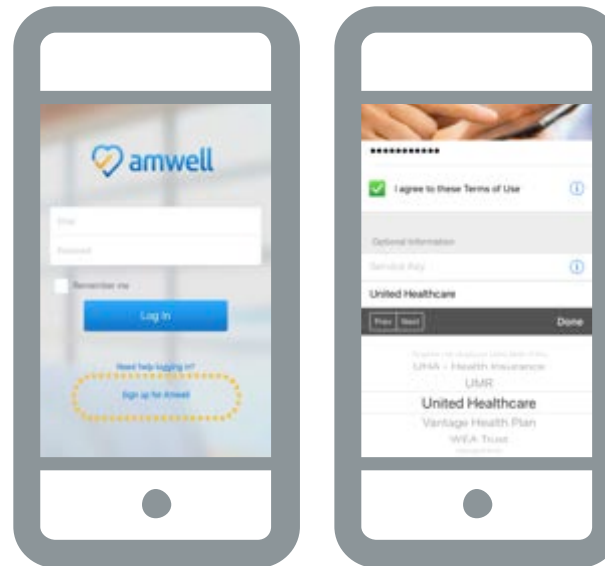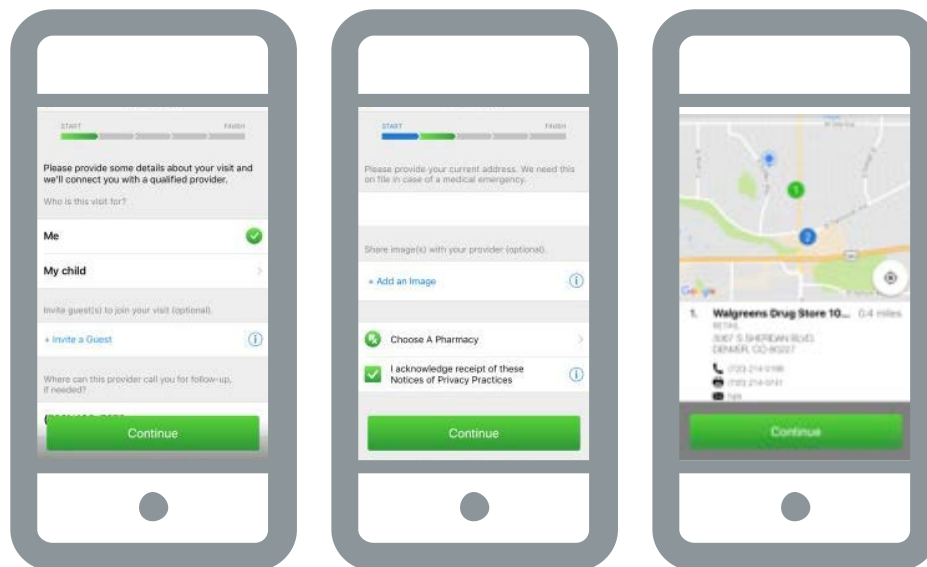
Network provider: Amwell.

From the home screen, you can select the type of service you are interested in.

Selecting "Get Started" is the quickest way to start your visit. Or you can review available physicians if you prefer.
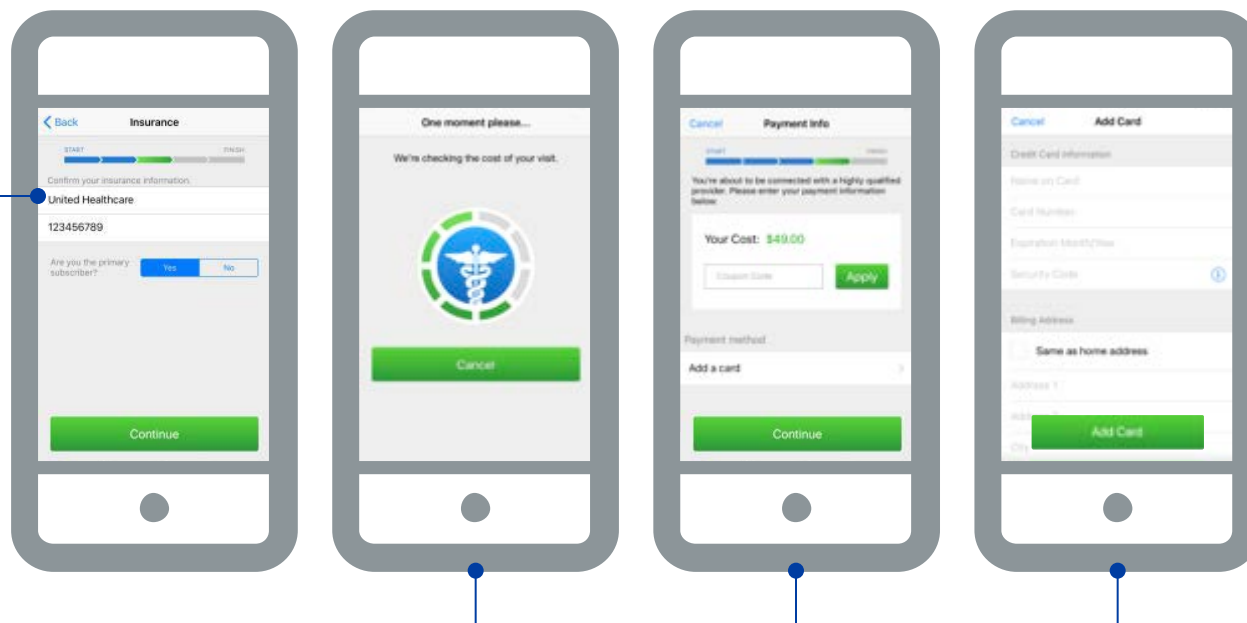
4

Network provider: Amwell.

Follow the prompts and provide some background on the purpose of your visit. You will be asked to choose a pharmacy and agree to the Privacy Practices.

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Network provider: Amwell.

Have your health plan ID card ready and enter your Member ID (if not entered during registration).


The app (or website) will verify your benefits and display your cost for services. You will need to enter your credit card information.

NOTE: Even if you don't have a copay, a credit card is needed for a Virtual Visit.
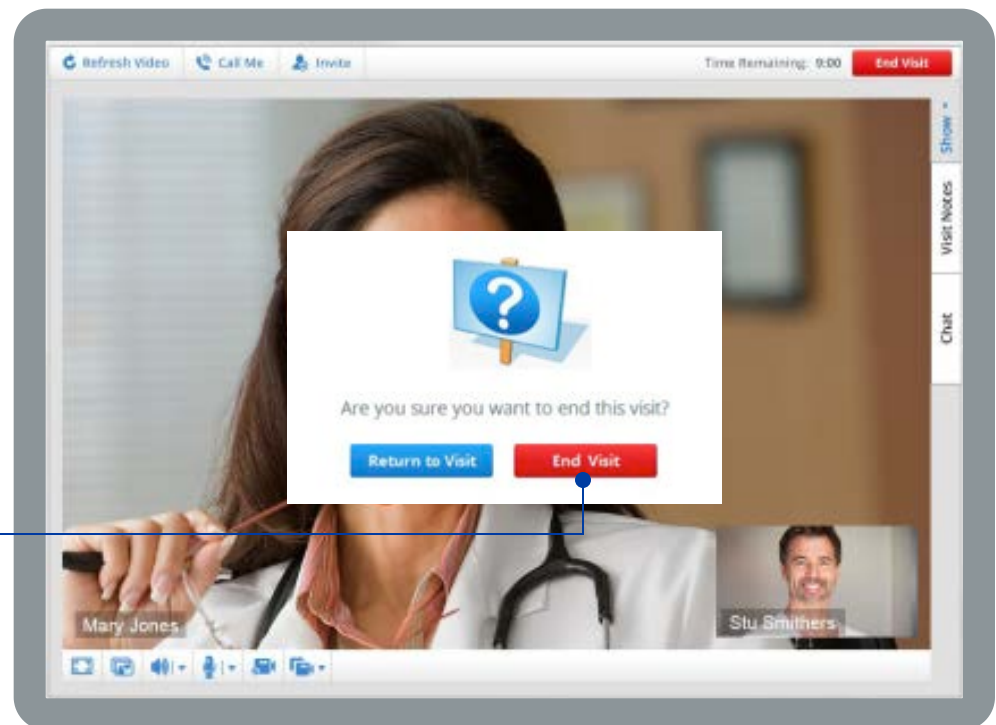
Visits may be less depending on your benefit plan coverage.

Network provider: Amwell.

Next, you will be put in the queue and your visit should start momentarily.
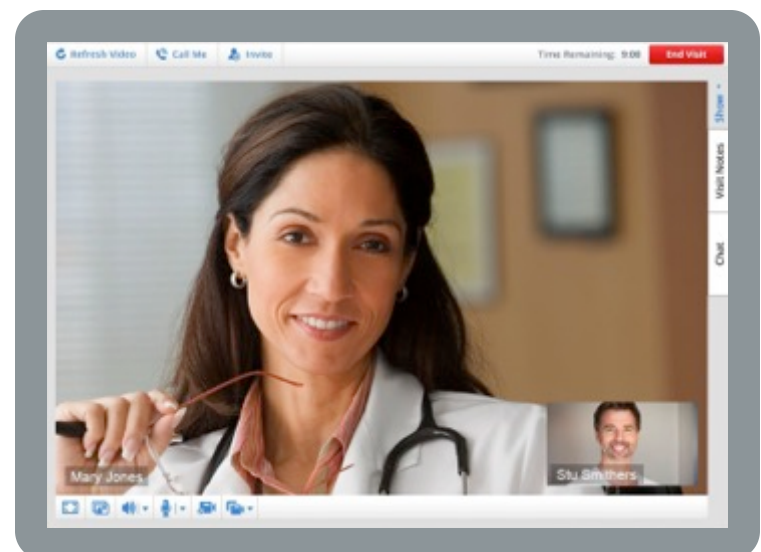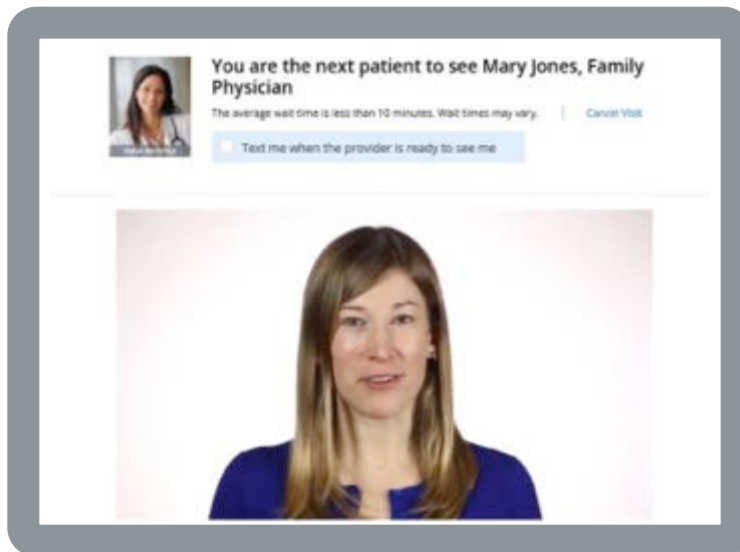
Network provider: Amwell.

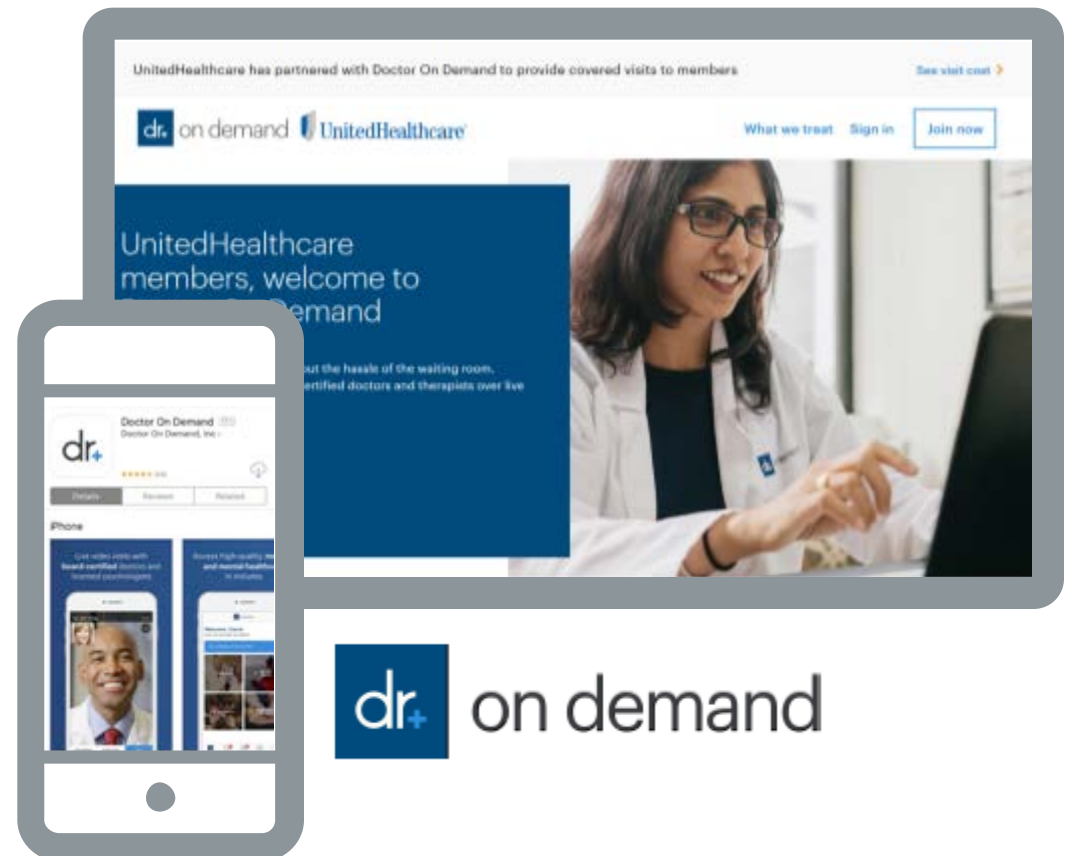When your visit is over, select "End Visit."

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Network provider: Dr. On Demand.
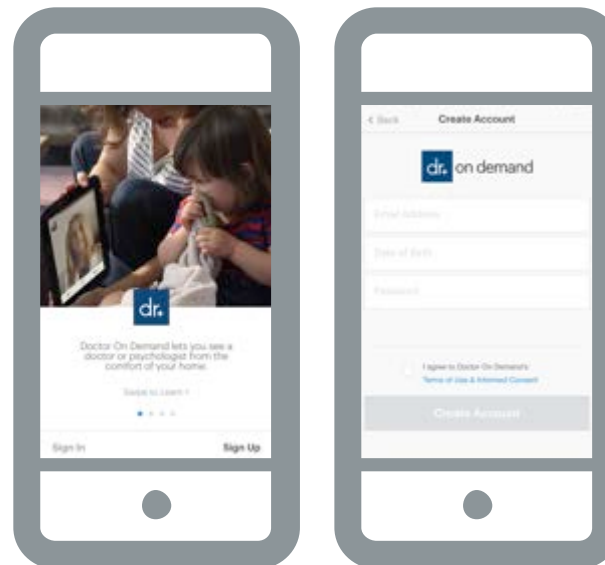
Follow these steps:

1 Download the app on your mobile device, or navigate to **doctorondemand.com**.

2 Open the Dr. On Demand app (or website).

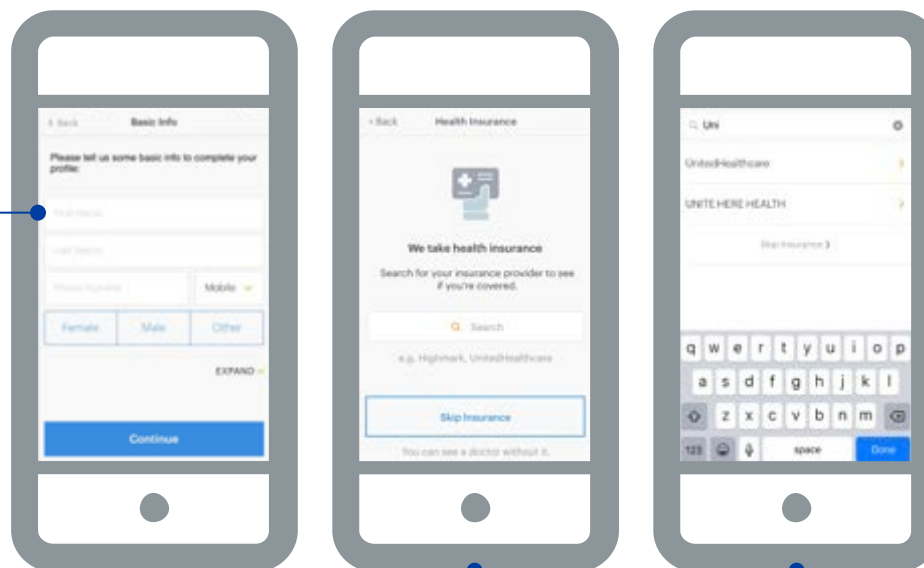**3** Sign up.

Network provider: Dr. On Demand.

Choose "Sign Up," then follow the prompts to complete registration:

1 Email address.

2 Create a password.

3 Date of birth.

4 Agree to the Terms of Use.

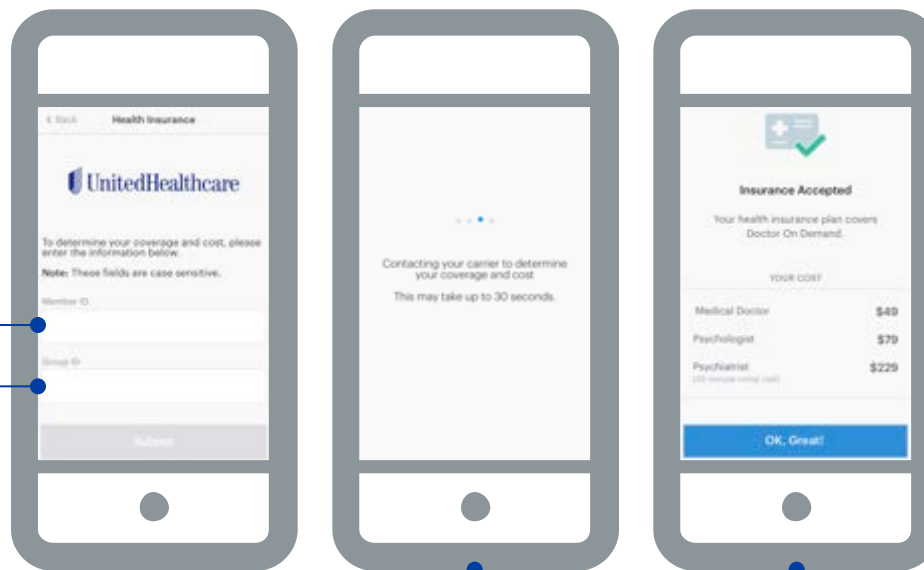**5** Select "Create Account."

Network provider: Dr. On Demand.

Create your profile by filling in your basic info.

Follow the prompts and search for "UnitedHealthcare" to add your insurance information.

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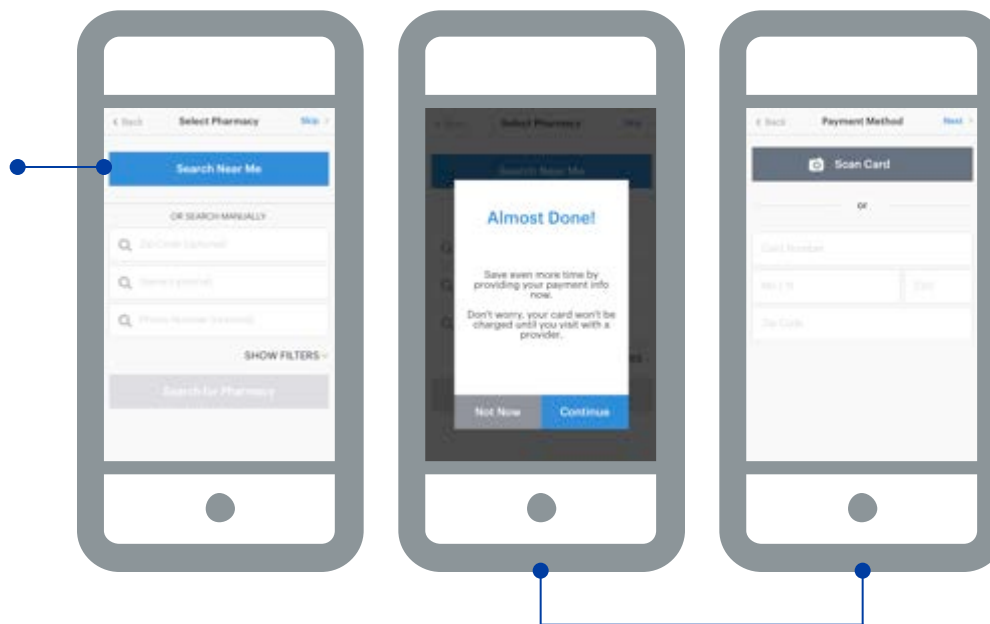# Network provider: Dr. On Demand.

Have your health plan ID card ready and enter your Member and Group ID.

The app will verify your benefits and display your cost for services.

Network provider: Dr. On Demand.

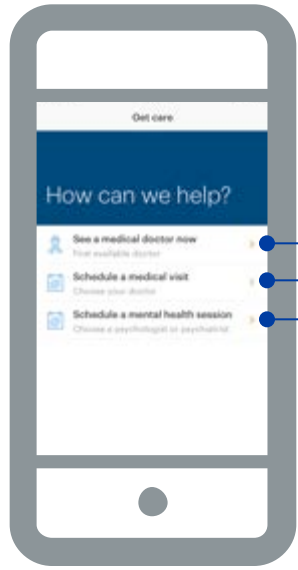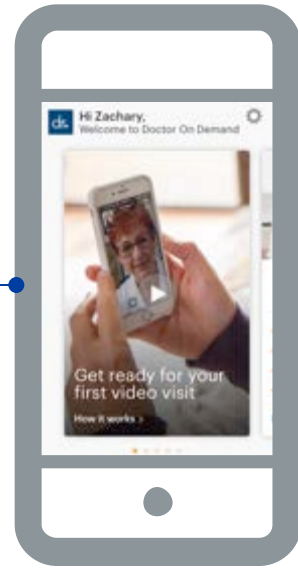**Next, you will be prompted to select your preferred pharmacy.**

And enter your credit card information.

NOTE: Even if you don't have a copay, a payment method is needed for a Virtual Visit.
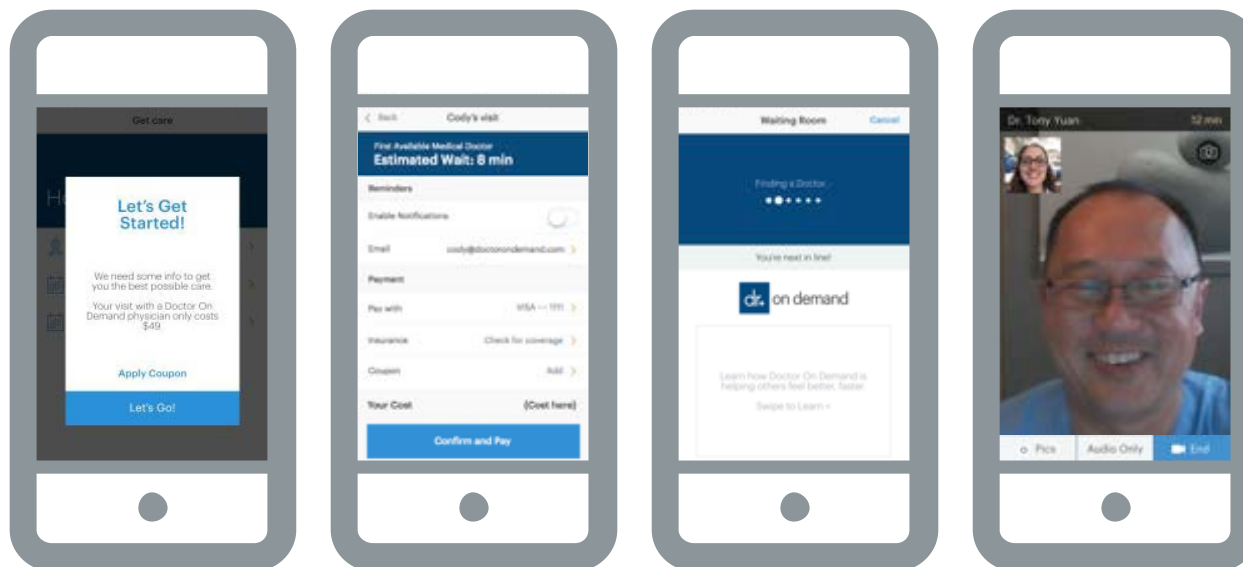
Network provider: Dr. On Demand.

To learn more, watch an introductory video from the home screen.

**Select from your options on the "Get Care" tab.**

Network provider: Dr. On Demand.

Confirm your cost share for the appointment, follow the prompts and provide some background on the purpose of your visit before chatting with the physician.
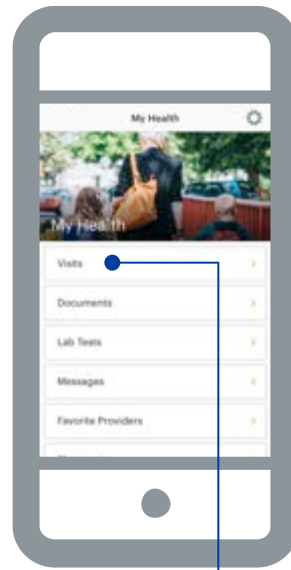

Visits may be less depending on your benefit plan coverage.
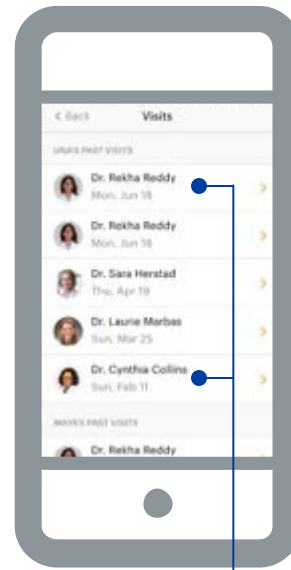
Network provider: Dr. On Demand.

After a user has had a visit, they will have access to visit details and the call history.
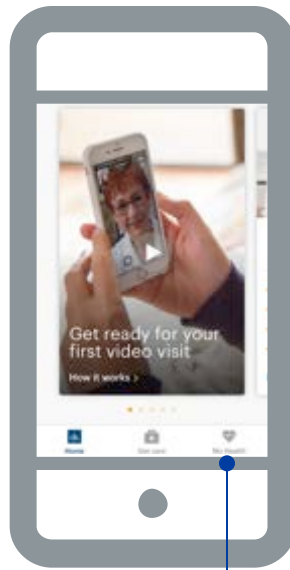
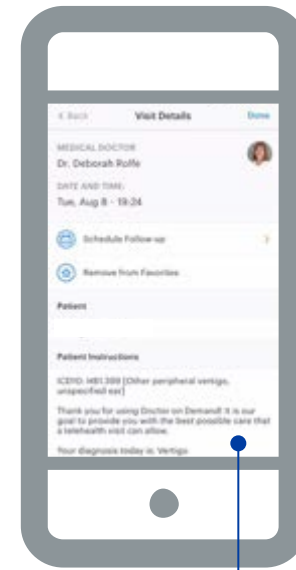**Select "My Health" on the home screen.**

Select "Visits."

Select the appropriate visit to review.

View the "Visit Details."