Virtual Care

Save time + connect with your provider online

Virtual care, also known as online care or an e-visit, is a convenient way to get care for many common conditions. Connect with a provider from your computer or mobile device to get a diagnosis, treatment plan, and prescription (if needed).

Virtual care may be a time-saving option for common conditions like:

- Allergies
- Bladder infections
- Bronchitis
- Colds and coughs
- Ear pain
- Flu

- High blood pressure
- Migraines
- Pink eye
- Rashes
- Sinus infections

With a virtual care visit, you:

- Avoid a trip to the doctor's office and get care from the comfort of your home, work, or wherever you are
- Initiate the visit at your convenience — no appointment needed
- Get care when you need it — visits are often available after clinic hours, sometimes even 24/7
- May save money — a virtual care visit can cost less than a regular visit to the doctor's office, depending on your plan

VIRTUAL CARE OPTIONS

- Many clinics let you connect with your provider online
- Amwell (**Amwell.com/cm**)
- Virtuwell® (**Virtuwell.com**)

See the back for more information.

Medica.

Virtual care options

You can access virtual care through providers in your plan's network. Check your virtual care options at **Medica.com/FindCare**. Your virtual care options may include the options below:

YOUR CLINIC	HOW IT WORKS
Many clinics offer: virtual care, online care, or e-visits. Visit **Medica.com/FindCare** to see which clinics in your plan's network offer virtual care services.	Check with your clinic to see if it offers virtual care and how you can connect with your provider online.

AMWELL	HOW IT WORKS

Amwell is a 24/7/365 online clinic available in every state.
 	
Services include:
• Treatment for common medical conditions. Visits are typically a lower cost option to an in-person visit, depending on your plan's coverage for virtual care.
• Behavioral health care services, including therapy and psychiatry. Cost per visit may vary depending on your plan and type of service. Eligible services are covered under your plan as a behavioral health office visit.*
• Amwell also offers other online services, but it's not an in-network provider. You can use those services, but you'll pay the full cost for care.
	You have a video visit with a board-certified doctor or nurse practitioner using the web or mobile app.
	
	1. To get started, create an Amwell account:
	   Smartphone/tablet: Download the free Amwell app from the App Store or Google Play
	   Computer: Go to **Amwell.com/cm**
	   Phone: 1 (844) 733-3627
	2. Enter your email address, create a password, then add the requested insurance information from your Medica ID card.
	3. Select a doctor or nurse practitioner and follow the prompts to start your visit.
	4. The provider will review your history, answer questions, diagnose, treat, and prescribe medication (if needed).
	5. If you need a prescription, it'll be sent to your pharmacy. The cost of your prescription will be based on your plan's prescription drug coverage.

VIRTUWELL	HOW IT WORKS
Virtuwell is a 24/7/365 online clinic available in select states.** Virtuwell is not an in-network provider for the following plan networks: Altru and You with Medica℠, Clear Value with Medica℠ and VantagePlus with Medica℠. **Services include:** • Treatment of common medical conditions. Check the virtuwell website for current pricing. Visits are typically a lower cost option to an in-person visit, depending on your plan's coverage for virtual care.	You have an online visit with a certified nurse practitioner. 1. Go to **Virtuwell.com** and take a quick online interview that checks your medical history and makes sure your problem can be treated online. 2. If you can be treated online, you'll create an account with your contact, insurance, pharmacy, and payment information. 3. A nurse practitioner will review your case and write a personalized treatment plan. You'll get an email or text when your plan is ready. 4. If a prescription is needed, it'll be sent to your pharmacy. The cost of your prescription will be based on your plan's prescription drug coverage.

*To check your plan's coverage for behavioral health, sign in to your member account at **Medica.com/SignIn** or call the number on the back of your Medica ID card.

**Visit Virtuwell.com for a list of available states.

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