



# Telehealth services

## Virtual care, real connections

Your care, your way—anytime, anywhere. Get the virtual care and expert advice you and your family need with our telehealth services. You can access care 24/7 through the UPMC Health Plan member site or app. Whether it's a video visit for nonemergency conditions like flu symptoms or sinus infections, a consultation with a pharmacist, personalized guidance from a health coach, or support for stress and anxiety—we're here when you need us most.

### 24/7 video visits

With 24/7 video visits, you and your covered dependents—including children—can have virtual visits with health care providers from your smartphone, tablet, or computer for these and many other nonemergency medical issues:<sup>1</sup>

- Cold and flu symptoms
- Allergies
- Sinus infections
- Pink eye
- Rashes and more

### Other telehealth services

#### Behavioral health

Talk Therapy and Psychiatry services are available to support your mental well-being. You can get help with depression, anxiety, or stress; medication evaluations; ongoing medication management; and more.

#### Health coaching

Our expert coaches are here to support your health goals—whether you want to lose weight, boost your activity, quit using tobacco, better manage stress, improve your nutrition, or sleep better.

#### Ask a Pharmacist

You can meet with a licensed pharmacist to get answers about your medications, coordinate with your doctor, explore lower-cost options, and receive tips to help you stay on track with taking your medicines.



**Scan the QR code to learn more and get started with telehealth services.**

<sup>1</sup>Members who are in Pennsylvania at the time of a virtual visit may select a UPMC-employed provider, subject to availability and discretion of the provider. Members located outside of Pennsylvania at the time of service or those who select Talk Therapy or Psychiatry services will receive care from a provider employed or contracted by Online Care Network II PC (OCN), also known as Amwell Medical Group. It is at the discretion of OCN providers to choose whether to treat patients ages 0 to 2. OCN is not an affiliate of UPMC. Limitations may apply for members of ASO plans who have opted out of coverage. Talk Therapy or Psychiatry services through UPMC AnywhereCare are not covered services for UPMC Community HealthChoices participants, UPMC for You members, or UPMC for Kids members. If a member is under the age of 18, the member's parent or legal guardian must be with the member during the video portion of the visit, and the child and parent or legal guardian must be in Pennsylvania during the visit. Providers are not available to treat members who are in Puerto Rico.