



Talk to a Doctor Anytime, Anywhere

Effective January 1, 2017, Veolia is introducing Virtual Visits, providing you and your covered dependents with immediate access to health care for non-emergency medical and behavioral health needs. This new feature helps you get treated fast from your mobile device or computer wherever you are, 24 hours a day, seven days a week.

What are Virtual Visits?

Virtual Visits are a quick and effective alternative for diagnosing and treating non-emergency medical needs. You can speak to a doctor or therapist immediately or schedule an appointment for later. The doctor can also send prescriptions electronically to a pharmacy of your choice (when appropriate).*



GOOD FOR ...

- » Allergies
- » Bladder/Urinary tract infection
- » Bronchitis
- » Cough/Cold
- » Diarrhea
- » Fever
- » Migraine/Headaches
- » Pink eye
- » Rash
- » Seasonal flu
- » Sinus problems
- » Sore throat
- » Stomach ache
- » Quick assessment of severity



NOT GOOD FOR ...

- » Anything requiring a hands-on exam
- » Anything requiring a test
- » Cancer or other complex conditions
- » Chronic conditions
- » International visits
- » Sprains/Broken bones or injuries requiring bandaging

** Prescription services may not be available in all states. Visit the virtual visit provider sites for more information about availability of prescription services. If you are experiencing a medical emergency you should seek appropriate emergency medical assistance such as calling "911."*

How do I use Virtual Visits?

If you have a non-emergency medical issue, connect with your carrier's Virtual Visit center at the information below. If it's your first time, register for your account and request a visit. During your visit, you will be able to talk to a doctor about your health concerns, symptoms and treatment options.

	ONLINE	PHONE	APP
Blue Cross Blue Shield of Illinois (MDLIVE)	MDLIVE.com/bcbsil	1-888-676-4204	Video chat with the MDLIVE app from the Apple App Store SM , Google Play TM Store or Windows [®] Store
UHC	MyUHC.com	UHC 1-866-747-1020 AmWell 1-844-SEE-DOCS Dr On Demand 1-800-997-6196	Access to the provider groups is available via the UnitedHealthcare Health4Me [®] app

Note: Access to a provider may vary between phone and video depending on state regulations.