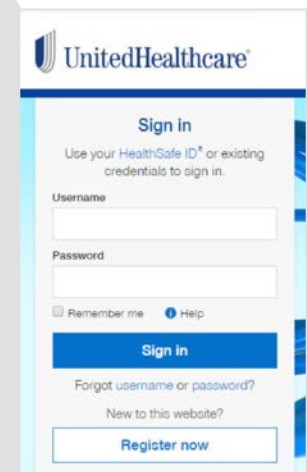
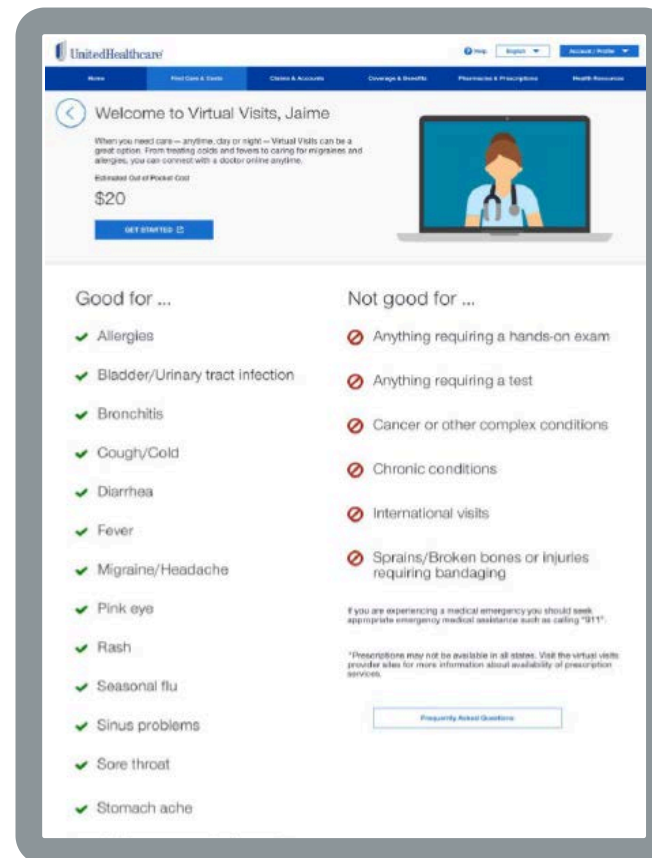


Accessing Teladoc online: Getting started.

- Virtual Visits are accessible by going to **myuhc.com** or using the UnitedHealthcare app.
- Single Sign-On automatically passes the member's credentials to Teladoc®—providing a seamless experience.



Accessing Teladoc online: First-time users.

The SSO functionality auto-populates most member registration data fields.

On future logins, members will skip this page and be brought directly to their dashboard.

Personal Details

Date of Birth*

MM/DD/YYYY

Gender*

Male
 Female
 Other

Address

Address Line 1*

Address Line 2 (optional)

City*

State*

Zip*

Contact Information

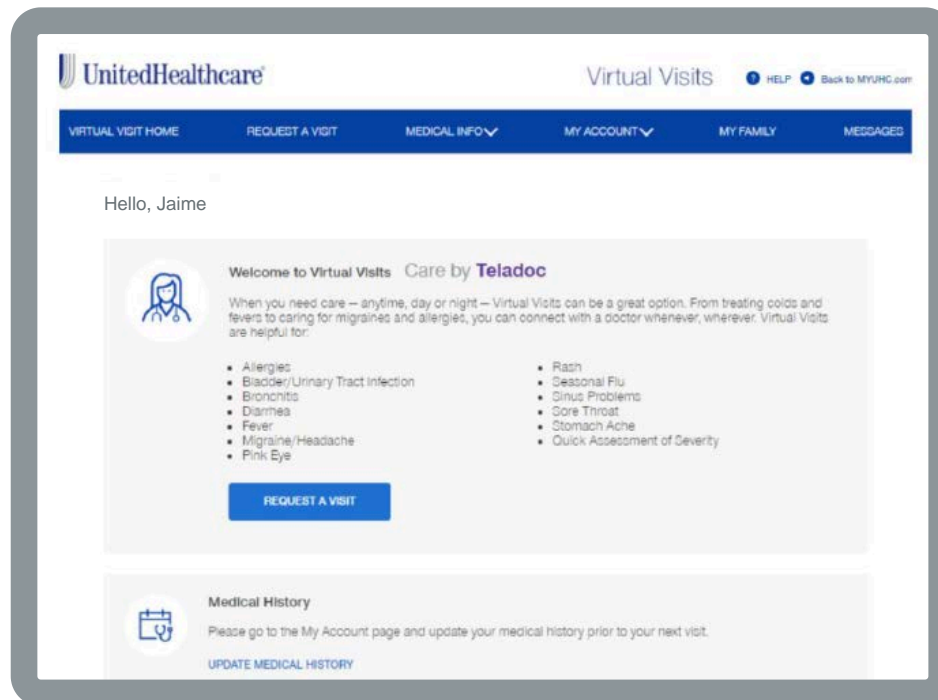
Primary Phone* Ext. (Optional)

Primary Phone Type*

Accessing Teladoc online: Dashboard.

From the dashboard, members can:

- Request a visit.
- Update their medical history.
- See previous visit information.
- Manage their account and their dependents' accounts.

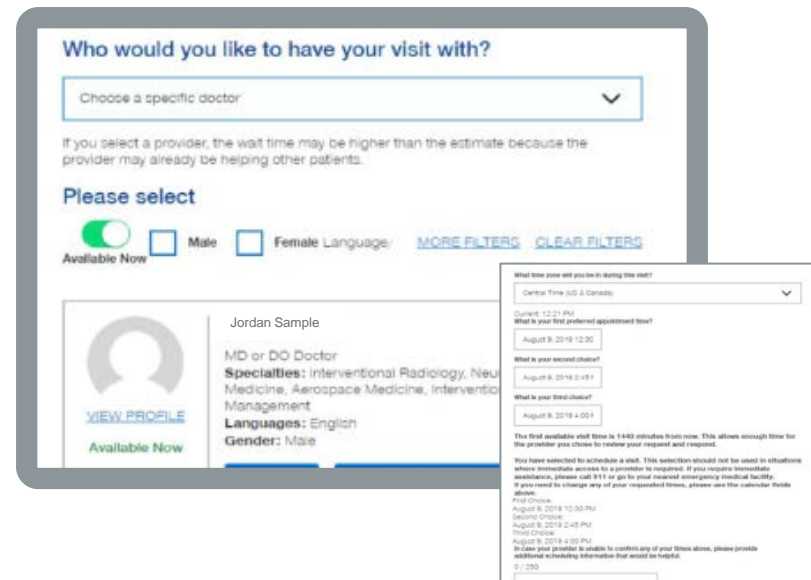
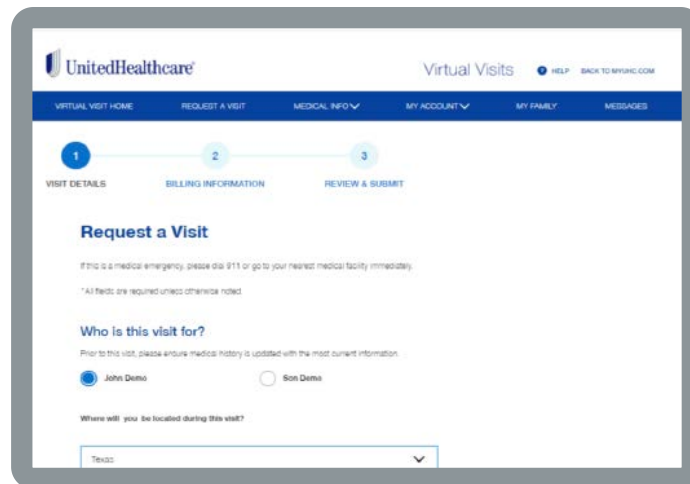


The screenshot shows the UnitedHealthcare Virtual Visits dashboard. At the top, there is a navigation bar with the UnitedHealthcare logo on the left, "Virtual Visits" in the center, and "HELP" and "Back to MYHC.com" on the right. Below the navigation bar is a menu with options: "VIRTUAL VISIT HOME", "REQUEST A VISIT", "MEDICAL INFO", "MY ACCOUNT", "MY FAMILY", and "MESSAGES". The main content area starts with a greeting "Hello, Jaime". Below this is a "Welcome to Virtual Visits Care by Teladoc" section. It features a doctor icon and a paragraph explaining that Virtual Visits can be used for various conditions. A list of conditions is provided, including Allergies, Bladder/Urinary Tract Infection, Bronchitis, Diarrhea, Fever, Migraine/Headache, Pink Eye, Rash, Seasonal Flu, Sinus Problems, Sore Throat, Stomach Ache, and Quick Assessment of Severity. A blue "REQUEST A VISIT" button is located below the list. Below the welcome section is a "Medical History" section with a calendar icon and a message asking the user to go to the My Account page to update their medical history. An "UPDATE MEDICAL HISTORY" button is located at the bottom of this section.

Accessing Teladoc online: Requesting a visit.

To request a visit, members answer a series of questions. They are then shown estimated wait times and can choose to have a visit right away or schedule one for a specific date and time.

They can also choose to have the visit performed by any provider or select a specific provider.



Accessing Teladoc online: Testing video capabilities.

Members are prompted to test their video capabilities to make sure they can successfully participate.

At this time, they can also share key contact information and upload images for the provider to review during the visit.

Test Your Video Capabilities

For the best video experience, we suggest you use your mobile device and app. If you do not have access to a mobile device, you may use your personal computer. If you are using your personal computer, your device must **pass** the **VIDEO TEST** in order to request a video visit. Not all computers support video visits. If your computer's video test is unsuccessful, please use a device that can complete a successful test or if phone visits are available, you may elect to change your request.

TEST NOW

What's the best way to send you a notification prior to your visit?

By providing a cell phone number, I consent to receive updates about my visits, including reminders, cancellations, account and healthcare messages at the number above. Text messages are subject to the Terms of use. Message and data rates may apply.

Email

member1409652bb2f@mailinator.com

What is the best way to contact you for this visit?

Primary Phone

+1 (202) 333-4444

Would you like to add images to share with the provider? (Optional)

ADD IMAGE

Description	Image	Actions
eye		DELETE

Accessing Teladoc online: Selecting a pharmacy.

Members can search for nearby pharmacies or select one that's been saved to their profile.

Where is the most convenient pharmacy near you?

Before choosing a pharmacy, make sure that your benefit plan will cover prescriptions at that pharmacy.

Prescriptions are submitted electronically. Please enter the Zip Code and click the Search button. Select your preferred pharmacy from the search results provided. Selecting a pharmacy from the search results helps to avoid prescription fulfillment delays. Pharmacy information can also be manually entered, but could possibly result in prescription delays.

CVS 1234 Nowhere Lane, CT 06830

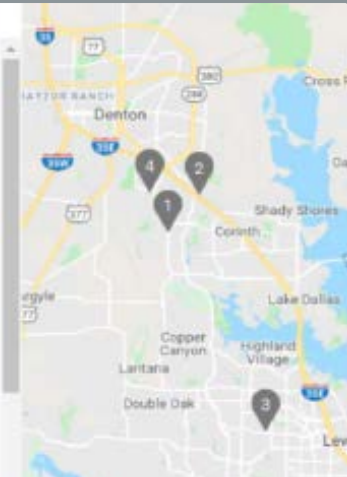
RITE AID-150 S ANN ST. 150 SOUTH ANN STREET, AL 36603

Enter street address, zip code OR city & state

Distance

4 results for Corinth, TX

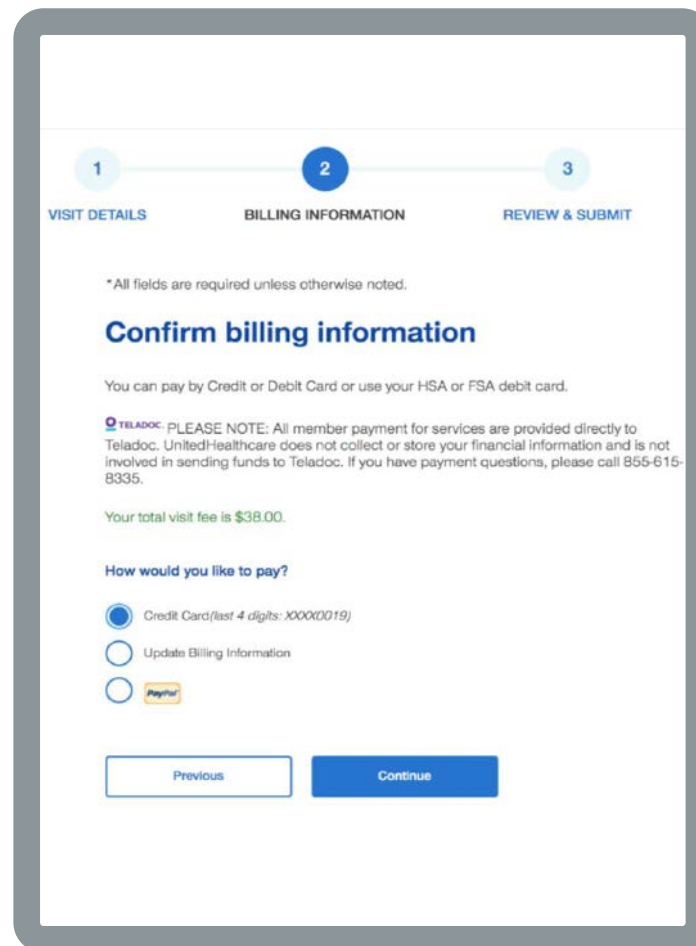
- 1** **CVS Pharmacy**
32 mi 789 Aynsley
Corinth, TX 32367
[Select](#)
- 2** **KROGER SOUTHWEST**
41 mi 123 Warringer Road
Corinth, TX 32367
[Select](#)
- 3** **KROGER SOUTHWEST**
45 mi 435 Meander Way
Corinth, TX 32367
- 4** [Location on map]



Accessing Teladoc online: Confirming billing information.

If members need to pay for the visit, they can choose a payment method and enter their billing information.

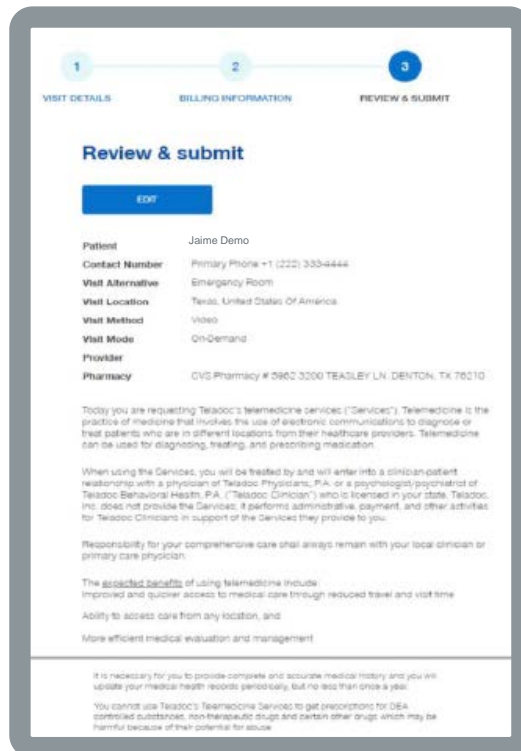
NOTE: A fee is not charged until the provider completes the visit.



The screenshot shows a three-step process: 1. VISIT DETAILS, 2. BILLING INFORMATION (current step), and 3. REVIEW & SUBMIT. The current step is titled "Confirm billing information". A note states: "*All fields are required unless otherwise noted." Below this, it says "You can pay by Credit or Debit Card or use your HSA or FSA debit card." A Teladoc logo and a disclaimer are present: "TELADOC: PLEASE NOTE: All member payment for services are provided directly to Teladoc. UnitedHealthcare does not collect or store your financial information and is not involved in sending funds to Teladoc. If you have payment questions, please call 855-615-8335." The total visit fee is listed as "\$38.00". Under "How would you like to pay?", there are three radio button options: "Credit Card (last 4 digits: XXXX0019)", "Update Billing Information", and "PayPlus". At the bottom, there are "Previous" and "Continue" buttons.

Accessing Teladoc online: Submitting a request.

Members then review and submit their visit request, and accept the Terms and Conditions.



1 VISIT DETAILS 2 BILLING INFORMATION 3 REVIEW & SUBMIT

Review & submit

EDIT

Patient Jaime Demo

Contact Number Primary Phone +1 (222) 333-4444

Visit Alternative Emergency Room

Visit Location Texas, United States of America

Visit Method Video

Visit Mode On-Demand

Provider

Pharmacy CVS Pharmacy # 0862 3200 TEADLEY LN, DENTON, TX 76210

Today you are requesting Teladoc's telemedicine services ("Services"). Telemedicine is the practice of medicine that involves the use of electronic communications to diagnose or treat patients who are in different locations from their healthcare providers. Telemedicine can be used for diagnosing, treating, and prescribing medication.

When using the Service, you will be treated by and will enter into a clinician/patient relationship with a physician of Teladoc Physicians, P.A. or a psychologist/psychiatrist of Teladoc Behavioral Health, P.A. ("Teladoc Clinician") who is licensed in your state. Teladoc, Inc. does not provide the Services; it performs administrative, payment, and other activities for Teladoc Clinicians in support of the Services they provide to you.

Responsibility for your comprehensive care shall always remain with your local clinician or primary care physician.

The **expected benefits** of using telemedicine include:
Improved and quicker access to medical care through reduced travel and visit time
Ability to access care from any location, and
More efficient medical evaluation and management

If it is necessary for you to provide complete and accurate medical history and you will update your medical health records periodically, but no less than once a year.

You cannot use Teladoc's Telemedicine Services to get prescriptions for DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse.

for Teladoc Clinicians in support of the Services they provide to you.

Responsibility for your comprehensive care shall always remain with your local clinician or primary care physician.

The **expected benefits** of using telemedicine include:
Improved and quicker access to medical care through reduced travel and visit time
Ability to access care from any location, and
More efficient medical evaluation and management

If it is necessary for you to provide complete and accurate medical history and you will update your medical health records periodically, but no less than once a year.

You cannot use Teladoc's Telemedicine Services to get prescriptions for DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse.

You cannot use Teladoc's Telemedicine Services for life threatening emergencies; if you think you are experiencing a medical emergency, you need to call 911 or go immediately to the closest emergency room.

There is no guarantee that you will be treated by a Teladoc Clinician. The Teladoc Clinician reserves the right to deny care for potential misuse of Services or for any other reason it, in the professional judgment of the Teladoc Clinician, the provision of the Service is not medically or ethically appropriate.

There is no guarantee that you will be given a prescription by the Teladoc Clinician.

You are required to pay all visit fees at the time you conclude a visit, unless payment arrangements have been established through your employer, benefit provider or other entity.

Your use of this Service is voluntary and you have the right to withdraw your consent to the Service at any time by ending this session. If you choose to end your session, your right to future Telemedicine Services will not be affected.

I understand the statements above and consent, on my own behalf or on behalf of my minor dependents, to receive Services by a Teladoc Clinician.

I understand that I may access **TELADOC'S NOTICE OF PRIVACY PRACTICES** and acknowledge that I have been provided access to such Notice of Privacy Practices.

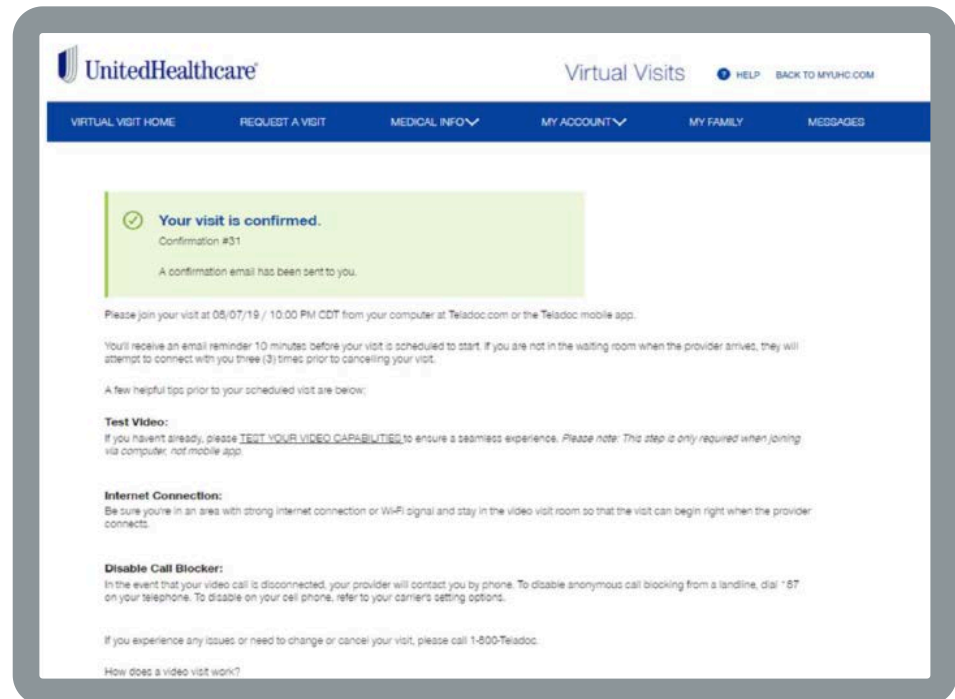
(Optional) I agree to the needs of my medication history, if available, to review by a clinician or provider for this visit.

Disclaimer: If you have a medical emergency, call 911 immediately or go to your nearest emergency room.

Previous **Continue**

Accessing Teladoc online: Visit confirmation.

Members will receive a visit request confirmation with instructions on next steps and what to expect from their upcoming visit.

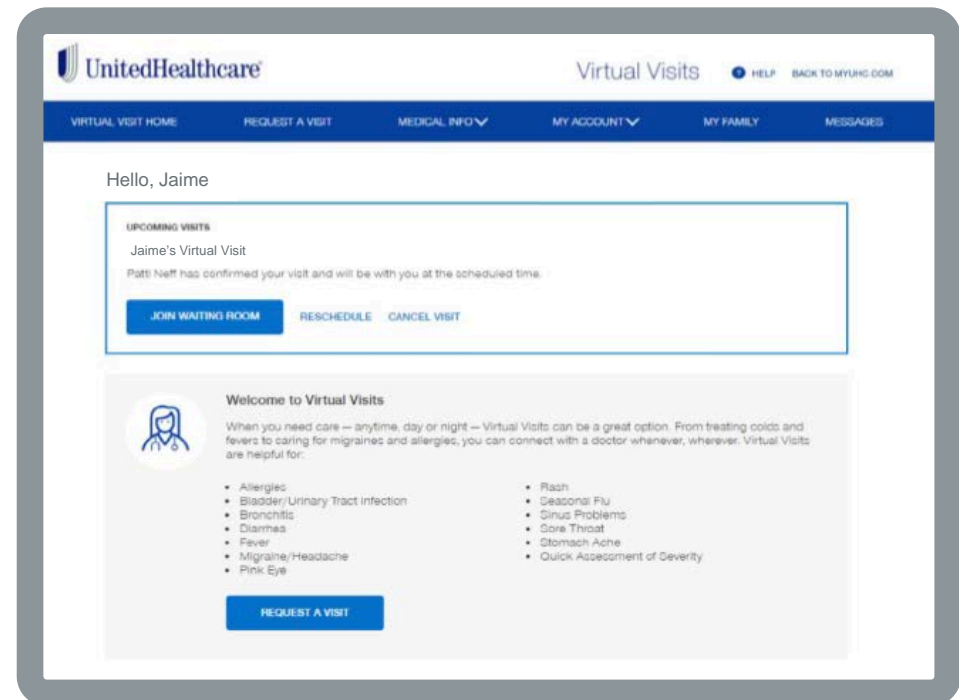


The screenshot displays the UnitedHealthcare Virtual Visits portal. At the top, the UnitedHealthcare logo is on the left, and 'Virtual Visits' with a 'HELP' button and a link to 'BACK TO MYUHC.COM' is on the right. A navigation bar below contains links for 'VIRTUAL VISIT HOME', 'REQUEST A VISIT', 'MEDICAL INFO', 'MY ACCOUNT', 'MY FAMILY', and 'MESSAGES'. The main content area features a green confirmation box with a checkmark icon, stating 'Your visit is confirmed.' with 'Confirmation #31' and 'A confirmation email has been sent to you.' Below this, instructions specify joining the visit at 08/07/19 / 10:00 PM CDT from a computer or the Teladoc mobile app. It also notes that a 10-minute email reminder will be sent before the visit and that the provider will attempt to connect three times before canceling. Helpful tips are provided for testing video, ensuring a strong internet connection, and disabling call blockers. A contact number (1-800-Teladoc) is provided for any issues, and a link for 'How does a video visit work?' is at the bottom.

Accessing Teladoc online: Dashboard update.

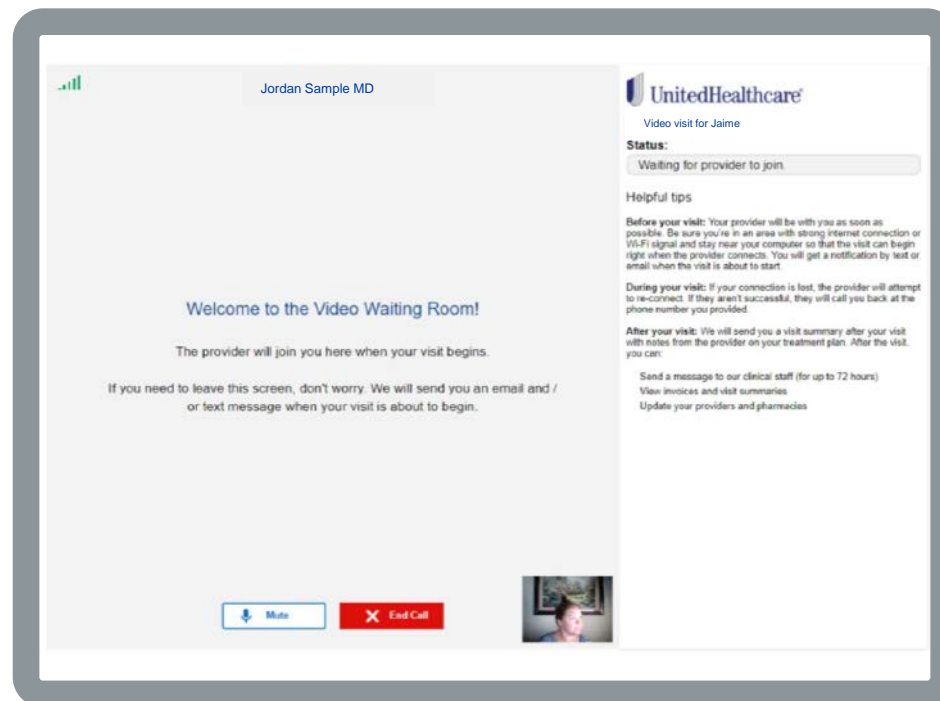
The dashboard will update whenever a visit is requested.

For scheduled visits, there will be a note telling the member to enter the waiting room **10 minutes** before their visit start time.



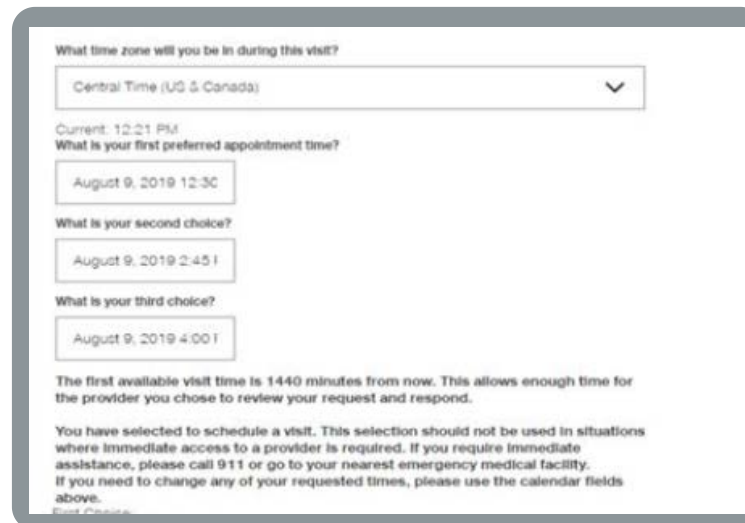
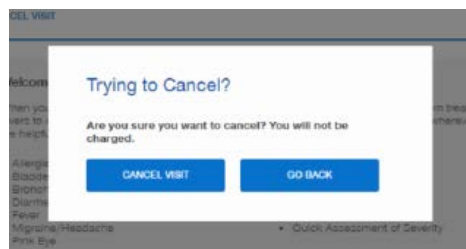
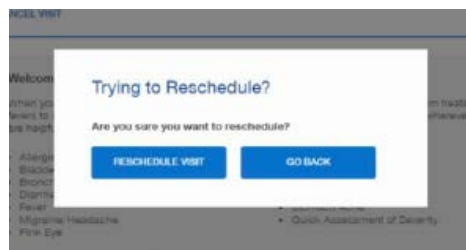
Accessing Teladoc online: Waiting room.

While waiting to see the provider, members will see tips and other helpful information.



Accessing Teladoc online: Rescheduling or canceling.

Members can reschedule or cancel a visit (within a certain timeframe).

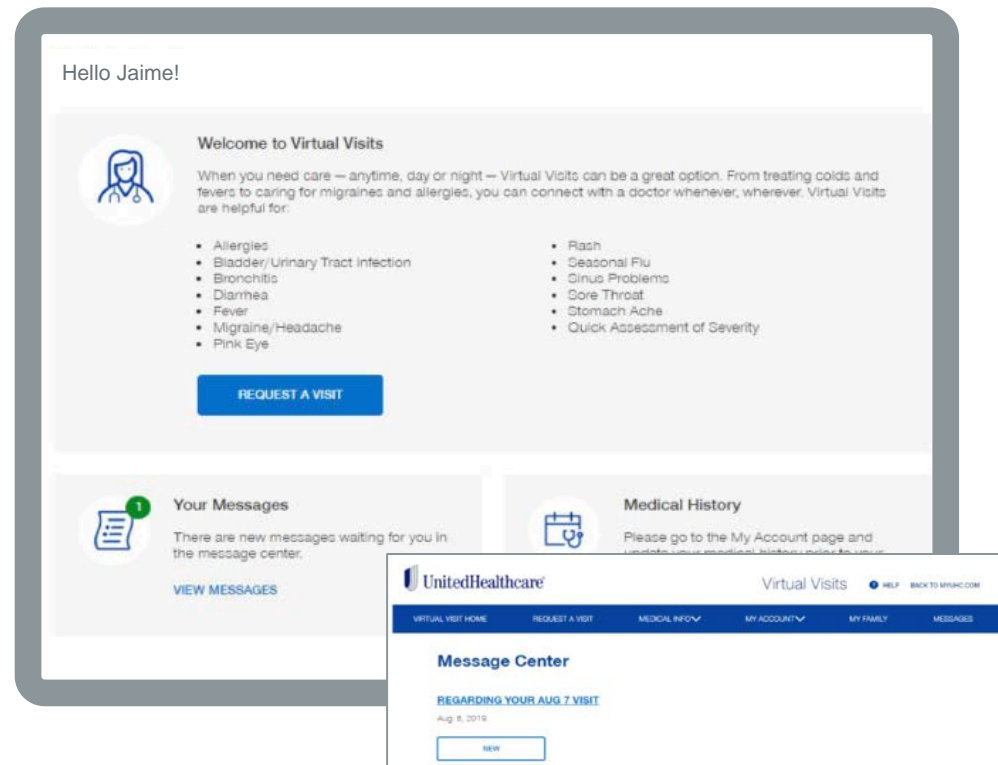


Accessing Teladoc online: Message Center.

After completing their visit, the member will receive a dashboard message directing them to their Message Center.

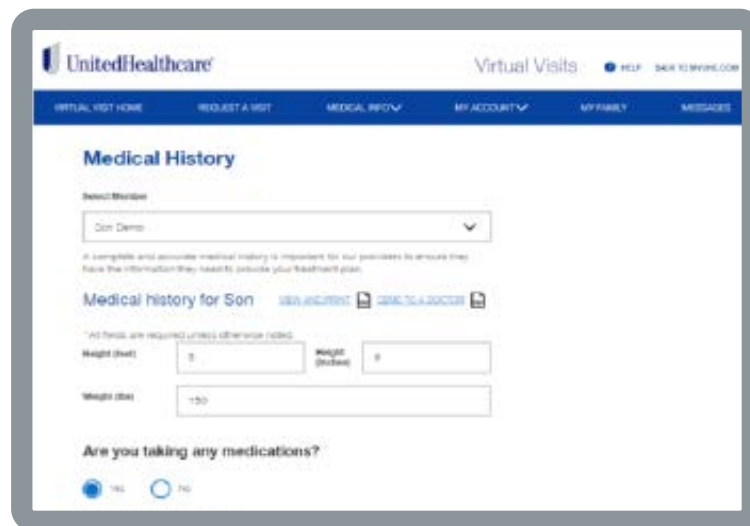
This message displays:

- A visit summary.
- Provider notes.
- A doctor's excuse note (if applicable).

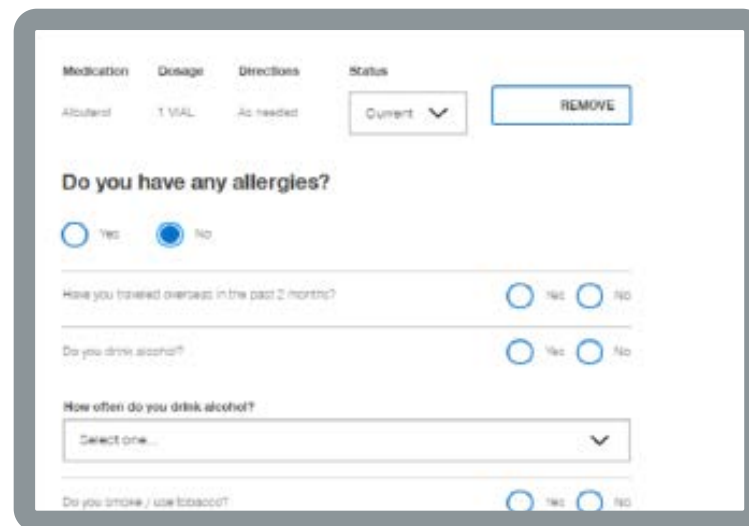


Accessing Teladoc online: Medical history.

Members can complete their medical history at any time prior to receiving a visit.



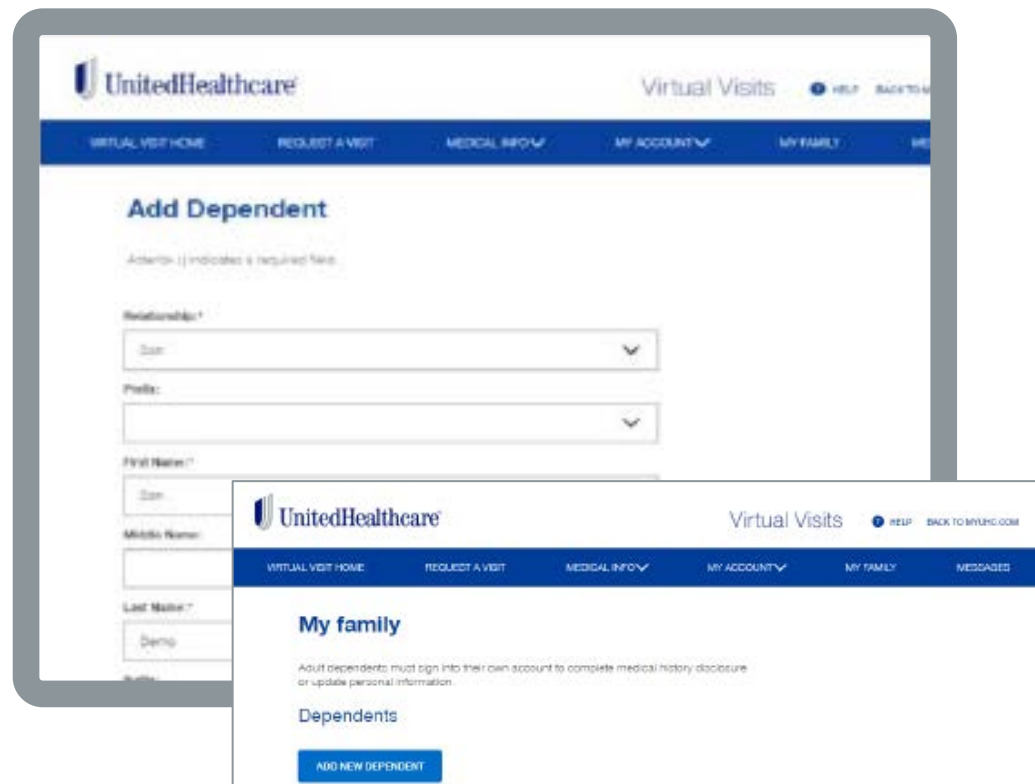
The screenshot shows the 'Medical History' section of the UnitedHealthcare Virtual Visits portal. At the top, there is a navigation bar with the UnitedHealthcare logo and 'Virtual Visits' text. Below the navigation bar, there are several menu items: 'VIRTUAL VISIT HOME', 'REQUEST A VISIT', 'MEDICAL RECORDS', 'MY ACCOUNT', 'MY FAMILY', and 'MESSAGES'. The main heading is 'Medical History'. Below this, there is a 'Select Member' dropdown menu with 'Don Demo' selected. A note states: 'A complete and accurate medical history is important for our providers to ensure they have the information they need to provide your best treatment plan.' Below the note, there is a section for 'Medical history for Son' with a 'VIEW CURRENT' link and a 'DELETE ALL RECORDS' button. There are input fields for 'Height (in): 5', 'Weight (pounds): 8', and 'Weight (lbs): 150'. At the bottom, there is a question 'Are you taking any medications?' with radio buttons for 'Yes' and 'No'.



The screenshot shows the 'Allergies and Travel' section of the UnitedHealthcare Virtual Visits portal. At the top, there is a table with columns: 'Medication', 'Dosage', 'Directions', and 'Status'. The table contains one row: 'Albuterol', '1 VIAL', 'As needed', and 'Current'. There is a 'REMOVE' button next to the 'Current' status. Below the table, there is a question 'Do you have any allergies?' with radio buttons for 'Yes' and 'No'. Below this, there are two questions: 'Have you traveled overseas in the past 2 months?' and 'Do you drink alcohol?'. Each of these questions has radio buttons for 'Yes' and 'No'. Below these, there is a question 'How often do you drink alcohol?' with a dropdown menu. At the bottom, there is a question 'Do you smoke / use tobacco?' with radio buttons for 'Yes' and 'No'.

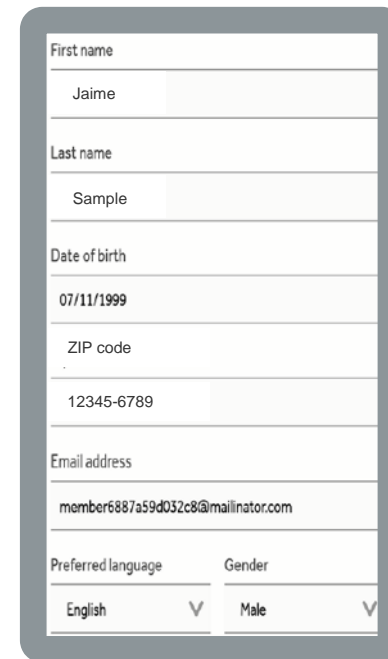
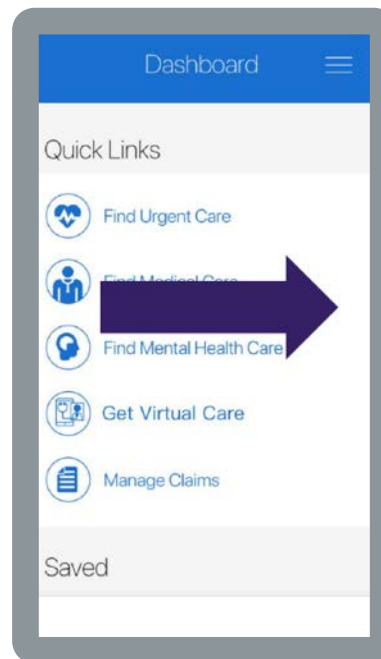
Accessing Teladoc online: Adding a dependent.

Members can add a dependent using the “My family” tab.



Accessing Teladoc via the app: First-time users.

Members can now register and request a visit through the UnitedHealthcare app.

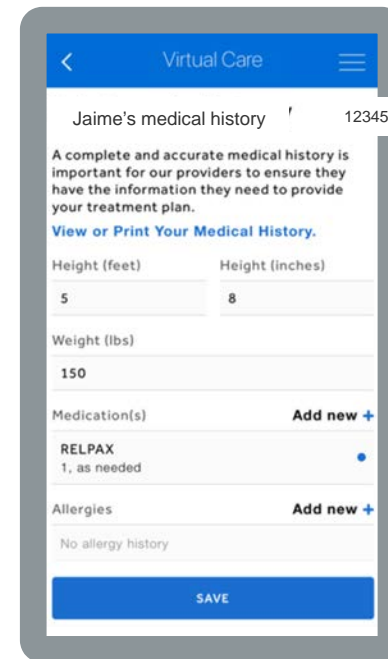
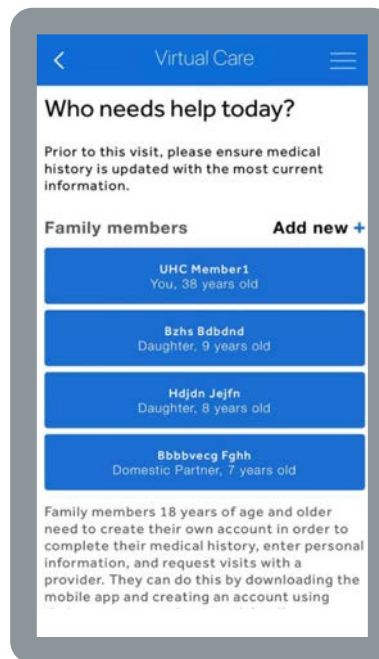


The screenshot shows a registration form with the following fields and values:

First name	Jaime
Last name	Sample
Date of birth	07/11/1999
ZIP code	12345-6789
Email address	member6887a59d032c8@mailinator.com
Preferred language	English
Gender	Male

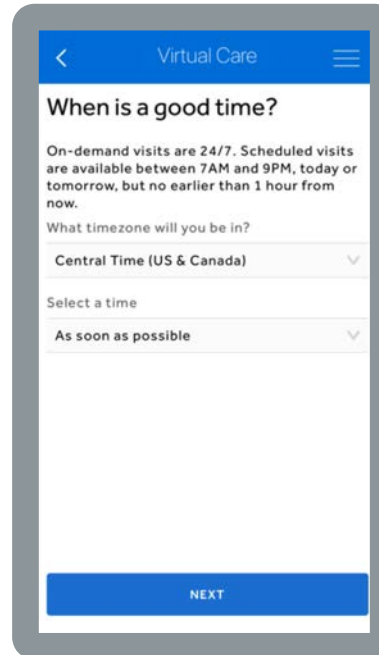
Accessing Teladoc via the app: Requesting a visit.

Prior to requesting a visit, members select the appropriate family member and complete their medical history.



Accessing Teladoc via the app: Requesting a visit.

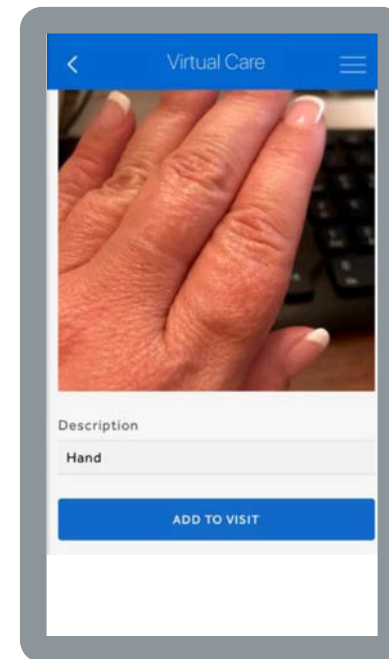
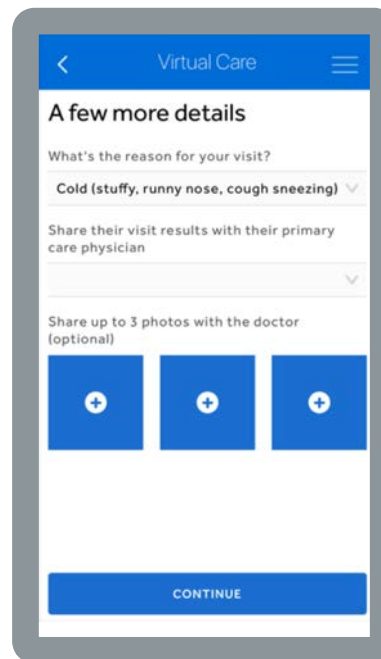
Members then select their location and indicate whether their visit will be on demand or scheduled at a later time and date.



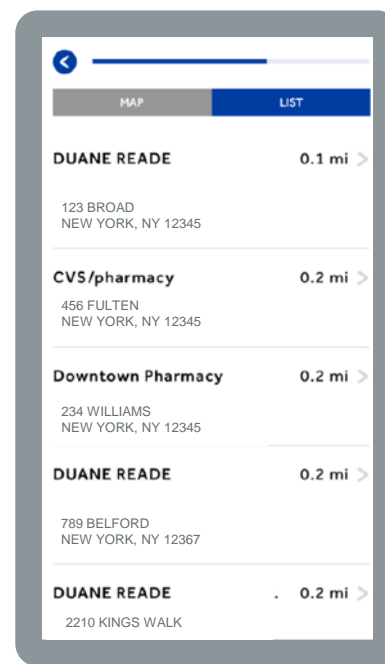
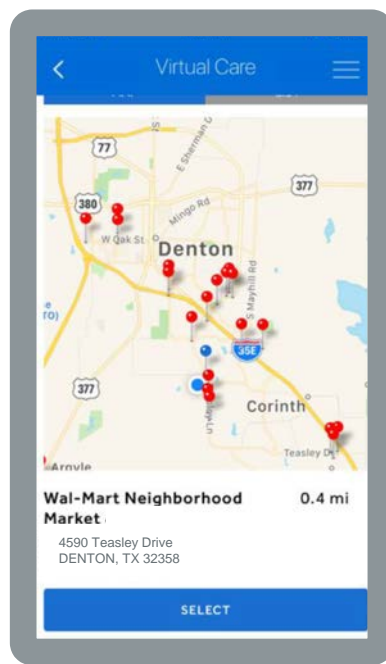
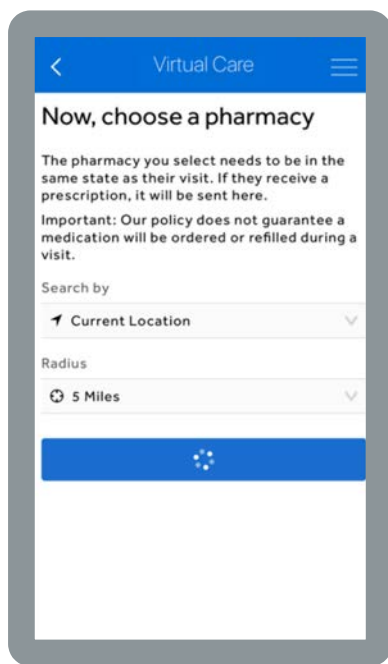
The screenshot shows a mobile app interface for 'Virtual Care'. At the top, there is a blue header with a back arrow, the text 'Virtual Care', and a menu icon. Below the header, the main content area has the title 'When is a good time?' followed by a paragraph: 'On-demand visits are 24/7. Scheduled visits are available between 7AM and 9PM, today or tomorrow, but no earlier than 1 hour from now.' There are two dropdown menus: the first is labeled 'What timezone will you be in?' and is set to 'Central Time (US & Canada)'; the second is labeled 'Select a time' and is set to 'As soon as possible'. At the bottom of the screen, there is a blue button labeled 'NEXT'.

Accessing Teladoc via the app: Reason for visit and image upload.

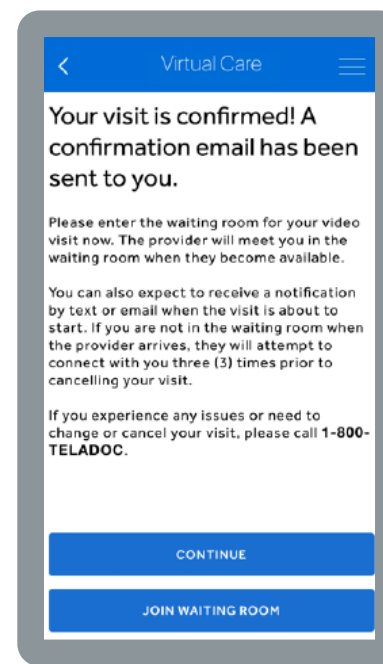
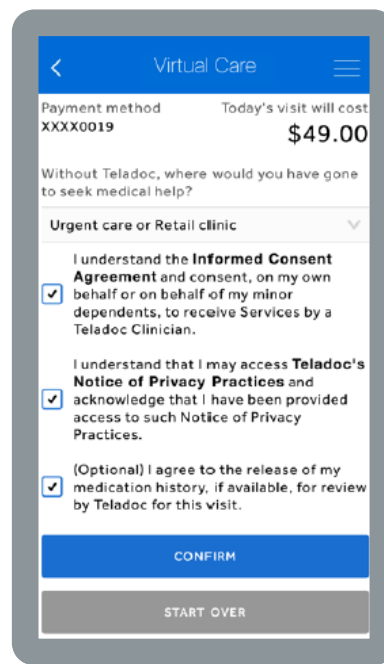
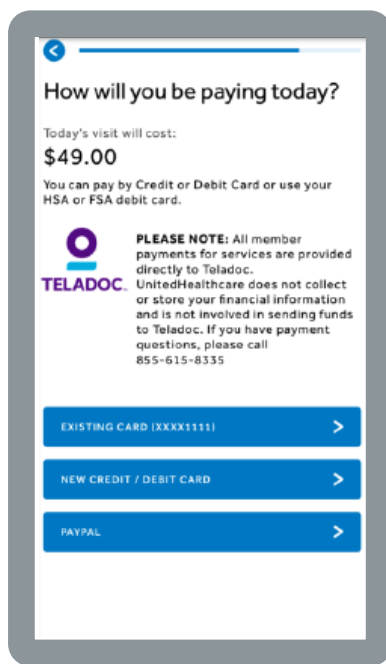
From a pull-down menu, members can share the reason for their visit, choose whether or not to share their visit results with their primary care physician, and add up to 3 photos for the doctor to view, if desired.



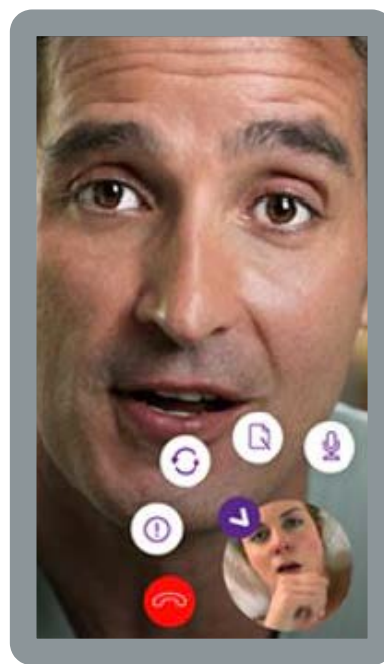
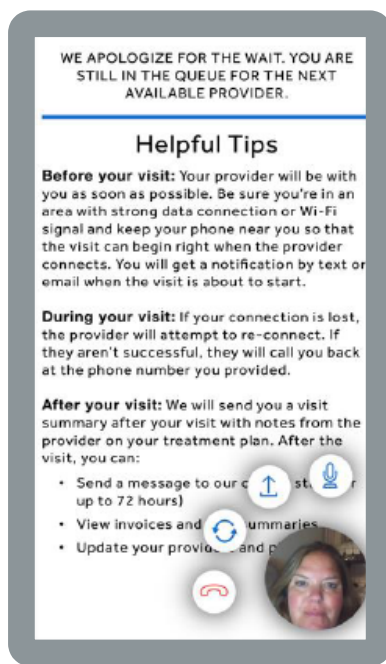
Accessing Teladoc via the app: Selecting a pharmacy.



Accessing Teladoc via the app: Billing and confirmation.



Accessing Teladoc via the app: Waiting room and video visit.



Registering online for Doctor On Demand or Amwell.

- 1 Members should have their health plan ID card and method of payment ready.
- 2 Go to myuhc.com/virtualvisits.
- 3 Select a provider (Doctor On Demand or Amwell).
- 4 Download the chosen provider's app from the App Store® or Google Play™.
- 5 Follow the app's instructions to register for Virtual Visits.

