UPMC VirtualCare—*New for 2023!*

UPMC VirtualCare is an innovative health insurance plan. It offers your employees and their covered family members convenient, affordable access to virtually enabled, in-network providers. Members can also choose to see providers in person for a cost share. Members will receive personalized digital communications and access to a suite of digital navigation tools. They can use these resources to get important health information and make the most of their plan.

Why offer UPMC VirtualCare to your employees?

Cost Savings

- $0 copay for virtual visits (primary, urgent, and behavioral health care) via smartphone, tablet, or computer
- Reduced copay for virtual specialist visits

Choice

- Choice for convenient, low-cost care—virtually or in person
- $0 virtual or in-person preventive visits and other in-person visits with an out-of-pocket cost

Patient Experience

- Digital onboarding and a suite of digital plan navigation tools to help your employees understand and optimize their benefits

Need more information?

Contact your account manager or producer, or call **1-888-383-8762.**

UPMC HEALTH PLAN

Q. What does UPMC VirtualCare offer that traditional health plans don't?

A. UPMC VirtualCare offers your employees an innovative way to get care. With UPMC VirtualCare, members can access primary, behavioral health, and urgent care virtually with no copayments. They can also see their provider in person for a cost share. This flexibility allows members to get the right care at the right time in the way that works best for them.

Q. Can my employees still use UPMC AnywhereCare[1] if they have a UPMC VirtualCare plan?

A. Yes. UPMC VirtualCare is a health insurance plan that gives your covered employees access to in-network primary and behavioral health care providers. UPMC AnywhereCare is a telehealth service that members can use for virtual urgent care visits and more.

Q. What is the value of UPMC VirtualCare?

A. With UPMC VirtualCare, your employees will have a choice in how they receive care, and your business may save on health care costs.

Q. What plan design and/or networks are offered with UPMC VirtualCare?

A. UPMC VirtualCare plans are offered as EPO plan designs using the UPMC Partner Network[2].

Q. How much do virtual visits cost?

A. UPMC VirtualCare members have no copayments for virtual primary, urgent, or behavioral health care visits. Members can see a specialist virtually for a reduced copay.

Q. Do all doctor visits have to be virtual?

A. No. Members can choose whether to receive care in person or virtually. In-person preventive care visits will be covered at 100 percent. All other in-person visits will involve an out-of-pocket cost.

Q. How can my covered employees connect with a provider through UPMC VirtualCare?

A. All they need is a smartphone, tablet, or computer with internet access. Members can use the UPMC Health Plan app to find a virtually enabled, in-network provider.

Q. How can my employees manage their UPMC VirtualCare plan?

A. Your employees will have access to a suite of digital tools to efficiently manage their plan, review their claims, find virtually enabled providers, access their member ID card, and more.

Q. Can I offer UPMC VirtualCare along with other plan options?

A. Yes, you can offer your employees both UPMC VirtualCare and more traditional plan options. Talk to your account manager or broker for more information.

UPMC HEALTH PLAN

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