



Wisconsin Health Fund

6200 West Bluemound Road • Milwaukee, Wisconsin 53213
(414) 771-5600 • FAX (414) 771-2540

August 2022

Dear Wisconsin Health Fund Member:

Wisconsin Health Fund “WHF” is excited to inform you of an alternative real time care for non-emergency, urgent care issues.

Starting September 1, 2022 we are offering Virtual Visits through our partnership with United HealthCare “UHC”. Virtual Visits can be accessed through the MyUHC application on your cell phone, tablet, or your computer with webcam capabilities. This is in addition to WHF Medical Center continuing to provide virtual visits for your \$0 co-pay. (Mon, Wed, & Fri 8am-5pm and Tues & Thurs 8am-6:30pm), simply call 414-771-5600 to schedule your appointment.

You can utilize UHC Virtual Visits outside of your regular health care provider hours or while you are traveling. The cost of the Virtual Visit is only \$49 and will be processed immediately at the time of your Virtual Visit, according to your normal plan benefits.

For members who were utilizing the Ascension (Columbia St. Mary’s) urgent cares, this copay option has been phased out. If you go to one of these facilities your normal plan benefit will apply.

Do not use Virtual Visits if you have a life or limb threatening medical issue. If you believe you have broken a bone or are having a life-threatening medical issue, please visit your local urgent care or emergency room for the appropriate care. This service is available for non-urgent services like a rash or sore throat. See the enclosed informational sheets on what types of conditions are treatable through the Virtual Visit option and how to access the care.

WHF is always looking for lower cost care options for our members to maximize their benefit options.

If you have any questions, please feel free to contact our Customer Service Department at 1-888-208-8808.

Sincerely,

Wisconsin Health Fund





Benefits of setting up your myuhc.com account

By registering on myuhc.com you will have easy access to:

- ›Details about your plan
- ›Find doctors
- ›View claims and Explanation of Benefits (EOB's)
- ›Print a temporary ID card and request a replacement card
- ›Estimate treatment costs and find ways to save money
- ›You will be ready to start a Virtual Visit should the need arise
- ›And so much more

myuhc.com
Is Your
Personal
Member
Web Site

How to register with myuhc.com

Have your UHC ID number available

Step 1: Visit myuhc.com

Step 2: Click "Register Now"

Step 3: Type the requested information

Step 4: Get Started

Get on-the-go access to your health plan

The UnitedHealthcare app puts your plan at your fingertips. Just download the myuhc.com app to have all the above benefits on your phone. As well as being able to view and share your health plan ID card you will have 24/7 access to a provider using Virtual Visits.

Wisconsin Health Fund
6200 W Bluemound Road
Milwaukee WI 53213

Customer Service 1-888-208-8808

www.whfund.org





Your Virtual Visit questions answered

Virtual Visits let you video chat 24/7 with a doctor who can diagnose common medical conditions and, if needed, prescribe medications.

When should I use Virtual Visit? Use a Virtual Visit for these common conditions and more:

- Abdominal pain
- Allergies
- Bladder/Urinary tract infection
- Bronchitis
- Coughing
- Diarrhea
- Fever
- Migraine/headache
- Pinkeye
- Rash
- Seasonal Flu
- Sinus Problem
- Sore Throat
- Stomachache
- Yeast Infection

Choose other care for testing and treating COVID-19; anything that needs a hands-on exam, lab test or x-rays; cancer; complicated conditions; chronic conditions; internal visits; and sprains/broken bones or injuries requiring bandaging. If you are experiencing a medical emergency you should seek appropriate emergency medical assistance such as calling "911".

How can I be prepared to use Virtual Visit in the future?

Set up an account on myuhc.com and download UnitedHealthcare app to your phone or tablet. Complete a brief medical history anytime at myuhc.com/virtualvisits.

What should I have with me to start a Virtual Visit?

You should have your health plan ID card, a credit/debt card (\$49 fee due at time of visit), your phone/tablet, and it is also helpful to have a nearby pharmacy name and address available in case you need a prescription medication.

Can I get a prescription?

If needed, Virtual Visit providers can send prescriptions to the pharmacy of your choice. Costs for the prescription drugs are based on your pharmacy benefit and are not covered as part of the visit.

Can my child or underage dependent use Virtual Visits?

Yes. In general, a parent or legal guardian must be present during the visit with a minor dependent who is covered under your plan.

Do Virtual Visits count toward my deductible?

Yes. Any out-of-pocket costs for your Virtual Visit count toward your deductible and yearly out-of-pocket limit. If you have already met your deductible your \$49 fee will be adjusted as appropriate.

How safe is the information being shared during a Virtual Visit Appointment?

Virtual Visits providers are covered entities under HIPAA and its regulations. These providers have a legal requirement to protect and secure confidential patient information.



Checklist to Prepare for a Virtual Visit

Virtual Visits, also known as telehealth, connect you with a doctor or health care provider from the comfort of home, work or while away on vacation. With the convenience of a virtual visit, you can get access to quality care. Virtual Visits may also be a great way to stay on top of your health and stay home.

Here are 3 simple steps to help you prepare for a smooth visit.

1 Get your information ready

It's a good idea to have your questions and information on hand.

- **Questions:** Jot down questions about symptoms, procedures or prescriptions
- **Medications:** List your prescriptions, over-the-counter medications, plus vitamins and supplements, along with the pharmacy name and address you wish to use
- **Insurance:** Keep your UnitedHealthcare member ID handy for easy access
- **Debt/Credit Card:** Payment is due at the time of the Virtual Visit

2 Get your tech ready (Date Rates May Apply)

To ensure a smooth experience, take a few minutes to check your tech.

- **Connect:** Ensure you are using a strong wi-fi or cellular signal. Consider closing other apps to help avoid a slow connection and distractions
- **Test:** Test the audio and video on your phone. Check that the microphone on your device is on and the volume is up, not on mute
- **Charge:** Plug in or charge up your selected device - smartphone, laptop or tablet
- **Position:** Steady your camera by propping it up in front of you instead of holding the device
- **Access:** Sign in at myuhc.com, then Find Care & Cost > 24/7 > get care now.

3 Get yourself ready

Take a few minutes before your Virtual Visit to prepare.

- **Quiet Space:** Choose a quiet area to avoid interruptions from family and pets
- **Good lighting:** Position yourself in a well-lit room and try to avoid windows in the background that can cause a glare
- **Comfortable Spot:** Find a place to settle in for your visit, like sitting at the kitchen table or in a comfy living room chair



Learn more at uhc.care/virtualvisits