

Sick? Hurt? Something feeling off?

Find the best place to go to feel better



24/7 Virtual Visits

Ugh! I don't feel so good.

Get 24/7 access to a clinician via phone or video, all from the comfort of home. 24/7 Virtual Visits can help you figure out where to go and are a great place to start with many health concerns.

- Average cost: Under \$55*
- Available 24/7
- 20-30 minutes average wait time**

Reasons to use

Cold/flu, pink eye, urinary tract infection



Your PCP

Achoo! My eyes are itchy and I keep sneezing.

PCP stands for primary care provider, sometimes called a primary care physician or doctor. Your PCP knows your history, can guide you to the best path of care and can refer you to a specialist.

- Average cost: \$165*
- Hours may vary by location
- 20-30 minutes average wait time**

Reasons to use

Asthma, bronchitis, sinus problems



Emergency room

Aaagh! I'm having severe chest pain!

The emergency room (ER) is designed to address life-threatening emergencies. Choose this option when a condition is serious or life-threatening.

- Average cost: \$2,500*
- Available 24/7
- 3-4 hours average wait time**

Reasons to use

Chest pain, major burns, severe injuries



Convenience care clinic

Ow! I think I sprained it!

Get care fast without having to schedule an appointment. Convenience care clinics often have extended hours and accept patients on a walk-in basis.

- Average cost: \$100*
- Hours may vary by location
- 20-30 minutes average wait time**

Reasons to use

Skin rash, sprains and strains, minor injuries



Urgent care

Ouch! I think it's broken!

Larger than a convenience care clinic, with the capability to treat more serious concerns, urgent care locations offer extended hours, and walk-ins are welcome.

- Average cost: \$185*
- After-hours care available
- 30-40 minutes average wait time**

Reasons to use

Infections, low back pain, broken bones



Urgency care vs. urgent care

Ask first. It pays to know the difference. If you need care in a hurry, you may be tempted to see a doctor first and ask questions later. But what if the facility isn't what you think it is? You may end up paying more than you need to – a lot more. Freestanding ERs are sometimes referred to as urgency centers. They offer many of the same services as a hospital-based ER, but they typically bill at ER rates (or higher).



Still not sure where to get care?

Download the UnitedHealthcare® app, visit myuhc.com® or call **1-800-736-1362** to speak to the UnitedHealthcare Advocate team





If you experience a true emergency, dial 911 or go to the nearest emergency room.

*Cost estimate. Your exact cost will be based on your employer's health plan and the provider you choose.

**Average wait times. Your exact wait time will be determined by site of care.

24/7 Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan.

Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

Advocates are available at no additional cost to you as part of your health plan benefits. Any personal information you share is kept confidential in compliance with privacy laws.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

2/25 © 2025 United HealthCare Services, Inc. All Rights Reserved. (ES25-3886450a)