



UPMC | ANYWHERE CARE

What is UPMC AnywhereCare?

UPMC AnywhereCare is a telemedicine platform that allows members to have virtual visits 24/7 with UPMC providers using a computer, tablet, or smartphone anywhere in the United States.*

What can UPMC AnywhereCare be used for?

UPMC AnywhereCare offers 24/7 access to high-quality health care for nonemergency conditions, such as cold and flu symptoms, sinus infections, allergies, pink eye and more.**

Eligible users can also chat with licensed pharmacists about their medications, get personalized health guidance from health navigators, schedule appointments with board-certified health coaches, or connect with talk therapy and psychiatry resources.

Is there any cost for me to offer UPMC AnywhereCare to my employees?

UPMC AnywhereCare is embedded within your plan design. As such, there is no additional cost to offer the service to your covered employees.

How can UPMC AnywhereCare benefit my covered employees?

Through UPMC AnywhereCare, your employees can have convenient, high-quality virtual visits 24/7 and typically pay much less than they would for a visit to an urgent care facility or emergency room.

How can UPMC AnywhereCare benefit my business?

UPMC AnywhereCare offers 24/7 access to providers, and fast access to appointments can lead to lower workforce absentee rates. In addition, by guiding your employees with low-acuity care needs to UPMC AnywhereCare, you and they can avoid costs associated with unnecessary emergency department visits. In addition, you can view telehealth analytics with medical and pharmacy costs, allowing for a comprehensive view of employee health care use.

This health insurance plan may not cover all your members' health care expenses. Members should read their contract or member handbook carefully to determine which health care services are covered.

How much do UPMC AnywhereCare visits cost?

Virtual urgent care visits cost \$0 to \$67 for UPMC Health Plan members, with most paying \$5 to \$15 for a visit. Behavioral health and psychiatry visit costs vary based on member insurance copay amounts.

Can children be seen through UPMC AnywhereCare?

Yes. With our UPMC Children's AnywhereCare service (available through the UPMC AnywhereCare platform), newborns to 17-year-olds can have virtual urgent care visits 24/7 with UPMC Children's Hospital of Pittsburgh providers.*

How can my employees access UPMC AnywhereCare?

They can download the app from the App Store or Google Play™ by searching for "UPMC AnywhereCare." They can also register at UPMCAnywhereCare.com from their mobile device or computer.

Want to learn more?

Visit UPMCAnywhereCare.com or contact your UPMC Health Plan account manager.

**Members who are in Pennsylvania at the time of a virtual visit may select a UPMC-employed provider, subject to availability and discretion of the provider. Members located outside of Pennsylvania at the time of service or those who select Talk Therapy or Psychiatry services will receive care from a provider employed or contracted by Online Care Network II PC (OCN), also known as Amwell Medical Group. It is at the discretion of OCN providers to choose whether to treat patients ages 0 to 2. OCN is not an affiliate of UPMC. Limitations may apply for members of ASO plans who have opted out of coverage. UPMC Children's AnywhereCare is not available outside of Pennsylvania. If a member is under the age of 18, the member's parent or legal guardian must be with the member during the video portion of the visit, and the child and parent or legal guardian must be in Pennsylvania during the visit. Providers are not available to treat members who are in Puerto Rico.*

***If you are pregnant, you must be within the first trimester of pregnancy (less than 14 weeks) to receive care from a UPMC AnywhereCare provider.*