

# UPMC | ANYWHERE CARE



## What is UPMC AnywhereCare?

If you have nonemergency symptoms, you can use UPMC AnywhereCare to have a face-to-face conversation with a UPMC provider via live video on your mobile device or computer.

## What conditions can I get treatment for using UPMC AnywhereCare?

Treatment is available for symptoms of a cold, urinary tract infection, sore throat, or other common ailments. Visit [UPMCAnywhereCare.com](https://www.upmc.com/anywherecare) for a full list.

## Who are the UPMC AnywhereCare providers?

If using the service in Pennsylvania, you will see a UPMC provider. UPMC providers include certified registered nurse practitioners, physician assistants, and physicians. They are specially trained to handle your UPMC AnywhereCare requests. If you are outside Pennsylvania, the service will be delivered by a separate provider group—Online Care Group.

## Is UPMC AnywhereCare available for care for children?

UPMC AnywhereCare is appropriate for treatment of children 3 or older. A parent/legal guardian must attest to legal guardianship via the UPMC AnywhereCare Terms and Conditions. Please see the UPMC AnywhereCare Terms and Conditions for additional information.

## How much does a UPMC AnywhereCare visit cost?

For UPMC Health Plan members, the cost of a virtual visit is less than or comparable to what you would pay to see your primary care physician.

## Can I use UPMC AnywhereCare anytime, day or night?

You can access UPMC AnywhereCare 24/7, 365 days a year. For more information, please see the UPMC AnywhereCare Terms and Conditions.

## How do I access UPMC AnywhereCare?

You can download the mobile app from the Apple App Store or Google Play by searching for "UPMC AnywhereCare." You can also register at [UPMCAnywhereCare.com](https://www.upmc.com/anywherecare) from your mobile device or computer. If you haven't already registered, you must create an account to use the service.

## Can I access UPMC AnywhereCare while I'm traveling?

Yes, you can use this service anywhere within the United States. If you are outside Pennsylvania, the service will be delivered by a separate provider group—Online Care Group.

## **Nondiscrimination statement**

UPMC Health Plan<sup>1</sup> complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

<sup>1</sup>UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC for You Inc., and/or UPMC Benefit Management Services Inc.

## **Translation services**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228（TTY：711）。

## **UPMC HEALTH PLAN**

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