



24/7 access to high-quality care through telehealth

As a UPMC Health Plan member, you have access to a variety of telehealth services. Telehealth involves using technology—such as mobile apps, websites, telephones, and videoconferencing software—to deliver physical and behavioral health care.

Using telehealth, you can receive:

- A rapid response to your health needs.
- Advice on appropriate care.
- Access to providers.
- COVID-19 symptom and testing support.

UPMC Health Plan gives you access to these telehealth services:



UPMC AnywhereCare

With UPMC AnywhereCare, you and your covered dependents—including children¹—can have virtual visits with health care providers to address these and other nonemergency medical issues:²

- Cold and flu symptoms
- Rashes
- Pink eye

You can connect with a provider from your mobile device or computer 24/7, and you never need an appointment. If appropriate, your provider can send a prescription to your preferred pharmacy. UPMC AnywhereCare is free or low-cost to UPMC Health Plan members.

Accessing UPMC AnywhereCare

To have a secure virtual visit, go to [UPMCAnywhereCare.com](https://upmcanycare.com) or download the mobile app from the Apple App Store or Google Play by searching “UPMC AnywhereCare.”

Screening for COVID-19 symptoms

You can use UPMC AnywhereCare if you are experiencing symptoms of COVID-19. People with this illness may have these or other symptoms that range from mild to severe:³

- Fever, chills or cough
- Shortness of breath or difficulty breathing
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or a runny nose
- Nausea, vomiting, or diarrhea

UPMC MyHealth 24/7 Nurse Line⁴

You can talk to a registered nurse about your medical symptoms or illnesses day or night by calling **1-866-918-1591 (TTY: 711)**. The nurse can even suggest home remedies, if appropriate.



RxWell

RxWell is a mobile app that’s designed to help you address anxiety, depression, weight management issues, or stress with the help of a health coach.

The app delivers evidence-based, cognitive behavioral therapy techniques that you can access anytime, anywhere.



MyUPMC

Sign up for a MyUPMC⁵ account to conveniently manage the care you receive from UPMC providers:

- Schedule a video or office visit
- Communicate with your doctor’s office via secure messaging
- Manage your appointments
- Renew your prescriptions
- View your test results and medical history
- Pay your bills

Download the MyUPMC app from the App Store or Google Play!

If you have any questions about our telehealth services, please visit upmchealthplan.com/telehealth-faqs.aspx or call the UPMC Health Plan Health Care Concierge team at **1-844-220-4785 (TTY: 711)**. Help is available Monday through Friday from 7 a.m. to 7 p.m. Saturday from 8 a.m. to 3 p.m.

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¹UPMC Children's AnywhereCare is a service that is offered through the UPMC AnywhereCare platform. It is available to children ages 0 to 17. UPMC Children's AnywhereCare is available only to patients who are in Pennsylvania. In order for a child to have a UPMC Children's AnywhereCare visit, the child's parent or legal guardian must be with the child during the video portion of the visit, and the child and parent or legal guardian must be in Pennsylvania during the visit. If you are located outside of Pennsylvania at the time of service, you may select the standard UPMC AnywhereCare module and you will receive care from a provider employed or contracted by Online Care Network II P.C. (OCN) at the discretion of the provider. OCN is not an affiliate of UPMC.

²UPMC Health Plan members located in Pennsylvania at the time of a virtual visit may select a UPMC-employed provider or a provider from Online Care Network II P.C. (OCN), subject to availability. Members located outside of Pennsylvania will receive service from OCN. OCN is not an affiliate of UPMC. Limitations may apply for members of ASO plans who have opted out of coverage.

³This list does not contain all possible symptoms. These symptoms may appear 2 to 14 days after exposure. Older people and individuals with health conditions such as heart disease, lung disease, or diabetes are at higher risk of developing serious COVID-19 symptoms.

⁴UPMC nurses who answer calls are licensed to assist members in Pennsylvania, West Virginia, Virginia, New York, and Ohio. Members must be located in one of those states when calling the UPMC MyHealth 24/7 Nurse Line. The UPMC MyHealth 24/7 Nurse Line is not a substitute for medical care. If an emergency arises, call 911 or go to the nearest emergency department. Nurses cannot answer plan or benefit questions. Please call the Member Services phone number on the back of your member ID card for nonclinical inquiries.

⁵MyUPMC is available only to UPMC patients. Your health information will not appear in MyUPMC if you receive care from participating providers who are outside of the UPMC system. MyUPMC is not available for UPMC Pinnacle patients. UPMC Pinnacle patients can use MyPinnacleHealth for patient information.

UPMC HEALTH PLAN

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