

24/7 video visits - access to high-quality care at your fingertips



With 24/7 video visits, you and your covered dependents—including children—can have virtual visits with health care providers for a variety of nonemergency medical issues:¹

- Cold and flu symptoms
- Rashes
- Pink eye and more

24/7 video visits are a convenient and easy way to get a medical evaluation from home or the office. You can get medical attention quickly and safely when you have 24/7 video visits. Start a video visit from your smartphone, tablet, or computer.

UPMC Health Plan members will now access 24/7 video visits through the Health Plan member site or app. Enjoy access to all the services that are available through your plan—now in one location!

Translation services

UPMC Health Plan provides free services to help you communicate effectively with us. These include sign language interpreters and language translation services. Please let your provider know if you need assistance.



Access UPMC AnywhereCare through the UPMC Health Plan member site.

¹Members 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 that have opted out of coverage. Talk Therapy or Psychiatry services through Health Plan telehealth services are not covered services for UPMC Community HealthChoices participants, UPMC for You members, or UPMC for Kids members. 24/7 video visits for children ages 0-17 are 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.

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