



Telehealth services

Virtual care, real connections

Your care, your way—anytime, anywhere. Get the virtual care and expert advice you and your family need with our telehealth services. You can access care 24/7 through the UPMC Health Plan member site or app. Whether it's a video visit for nonemergency conditions like flu symptoms or sinus infections, a consultation with a pharmacist, personalized guidance from a health coach, or support for stress and anxiety—we're here when you need us most.

24/7 video visits

With 24/7 video visits, you and your covered dependents—including children—can have virtual visits with health care providers from your smartphone, tablet, or computer for these and many other nonemergency medical issues:¹

- Cold and flu symptoms
- Allergies
- Sinus infections
- Pink eye
- Rashes and more

Other telehealth services

Behavioral health

Talk Therapy and Psychiatry services are available to support your mental well-being. You can get help with depression, anxiety, or stress; medication evaluations; ongoing medication management; and more.

Health coaching

Our expert coaches are here to support your health goals—whether you want to lose weight, boost your activity, quit using tobacco, better manage stress, improve your nutrition, or sleep better.

Ask a Pharmacist

You can meet with a licensed pharmacist to get answers about your medications, coordinate with your doctor, explore lower-cost options, and receive tips to help you stay on track with taking your medicines.



Scan the QR code to learn more and get started with telehealth services.

¹UPMC Health Plan members who are in Pennsylvania at the time of a virtual visit may select a UPMC-employed provider, subject to the provider's availability and discretion. Members who are not in Pennsylvania at the time of service may receive care from a provider employed by or contracted with UPMC. Limitations may apply for members of ASO plans who have opted out of coverage. A parent or legal guardian must be present during the video portion of the visit for children under age 18. It is at the discretion of providers employed or contracted by UPMC to choose whether to treat patients ages 0 to 2. 24/7 video visits for children ages 0 to 2 are unavailable from 11 p.m. to 7 a.m. in Pennsylvania. Hours may vary for visits with children under age 18 outside of Pennsylvania, and 24/7 video visits may be unavailable in those locations. This service is not available to members in Puerto Rico.