What does the service offer?

With this benefit, MVP members have access to health care professionals—including MDs, behavioral health specialists, dietitians, and lactation consultants—through a mobile device or computer and webcam from their home, or anywhere in the United States. There are two primary types of visits, urgent care and behavioral health, in addition to wellness services such as nutrition and lactation consultations. Members can access urgent care visits 24/7/365, and conveniently self-schedule appointments with behavioral health specialists, dietitians, and lactation consultants.

What would a member use the service for?

MVP members can use the benefit for non-emergency care, keeping in mind it’s not intended to replace their Primary Care Physician (PCP) or other in-person provider visits. Most common urgent care and behavioral health diagnoses include: sinusitis, upper respiratory infections/flu, pharyngitis, urinary tract infection, bronchitis, conjunctivitis, cough, allergies, stress, mood disorders, insomnia, and eating disorders.

When would a member use the service?

myVisitNow should be used for non-emergency situations only and is especially beneficial for busy families, for those with limited mobility, those who live in remote or rural areas, and for patients who may be incapacitated for any number of reasons. myVisitNow will enable them all to access quality, affordable health care from the comfort of their home. In addition, members might consider using the benefit in situations such as these:

- When their doctor’s office is closed.
- If they feel too sick to drive.
- If it’s difficult for them to get a doctor’s appointment.
- If they are on business travel and stuck in a hotel room.

What does it cost for a visit?

The cost for myVisitNow is per session and not based on the duration of the visit. In general, the cost for members of fully insured plans, Medicare plans, and Essential Plans will follow the same cost share as a sick visit to a PCP. For self-funded plan members, the cost will be customized by group. Medicaid members will be able to access the benefit at no cost. For members of fully insured plans, Essential Plans, and Medicaid plans, lactation consultations will be available at no cost.

For those plans where the myVisitNow benefit is subject to a deductible, the member’s cost-share responsibility will be:

- Urgent Care Visit—$44; this is significantly less than what a member would typically pay at an urgent care facility!
- Behavioral Health Visit—$80 for visit with Masters-level providers, and $95 for visit with Doctorate-level provider (costs may vary).
- Nutrition & Diet Visit—$45
- Lactation Consultation—No cost!

Note: Payment for the services above are applied toward the deductible

How would a member access myVisitNow?

Members can go to myvisitnow.com or download the myVisitNow mobile app to register an account and have a visit.

For more information or to get started, go to myvisitnow.com