



UPMC AnywhereCare makes it possible to have a video visit with world-class health care providers—Anywhere!



UPMCAnywhereCare.com



- Your provider has scheduled your appointment.
- Call _____ to schedule your appointment.

Once your appointment is scheduled, please follow the

Pre-Appointment Instructions:

- 1 Set Your Password
- 2 Download the UPMC AnywhereCare App

15 minutes before your appointment begins, please follow the

Day of Appointment Instructions:

- 3 Gather Insurance and Payment Information
- 4 Log into the UPMC AnywhereCare App
- 5 Check in for Your Appointment
- 6 Complete the Video Visit
- 7 Rate Us and Review Appointment Summary

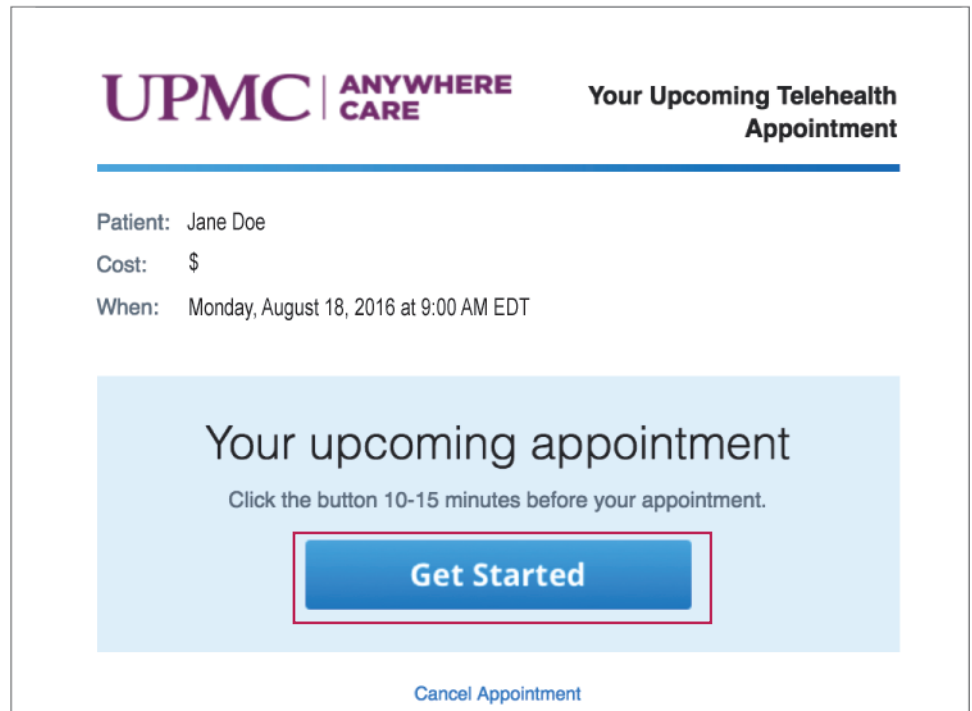
Need help? For technical support, call **866-884-8579**.
To reschedule or cancel an appointment call _____.

1

Set Your Password

You will receive an email with details about your upcoming appointment.

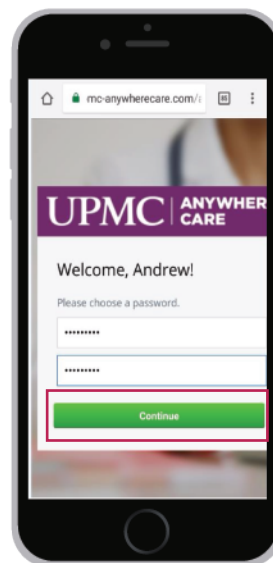
Select **Get Started**



If you do not have an AnywhereCare account, you will be taken to the UPMC AnywhereCare website. Create a password for your UPMC AnywhereCare account and select **Continue**.

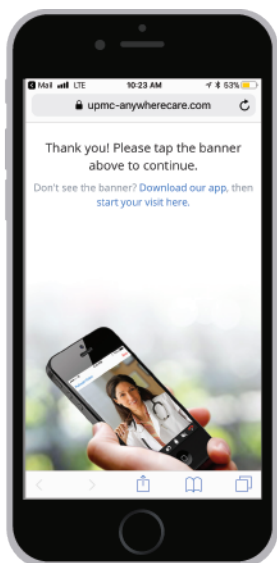
If you already have an AnywhereCare account, you will not see this screen.

Continue to the next page and follow the **Download the UPMC AnywhereCare App** instructions.



2

Download the UPMC AnywhereCare App



If you do not have the app:

Go to the Apple App store or Google Play Store by selecting **Download our app**.

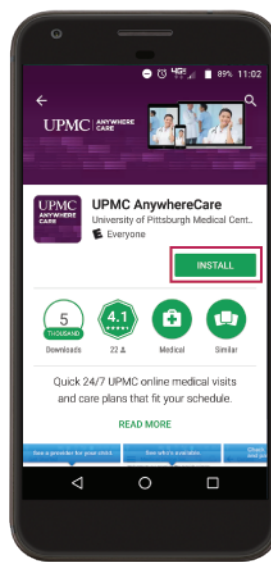
Apple Users

Select **Get** to download the app. Then select **Open** to open the app.



Android Users

Select **Install** to download the app. Then select **Open** to open the app.



You have completed the pre-appointment instructions.

15 minutes before your appointment begins, follow the Day of Appointment instructions on page 4.

3

Gather Insurance and Payment Information



Please have your insurance card and a form of payment ready. Similar to an in-office visit, UPMC AnywhereCare verifies your insurance information for your visit.

If there is a co-pay, you will be required to enter your payment information prior to the visit. For your convenience, debit, credit, FSA, and HSA cards are accepted.

4

Log into the UPMC AnywhereCare App

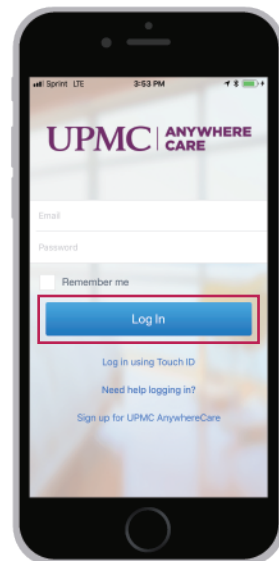
Open the AnywhereCare app. Then, **swipe left**.



Select **Log In**

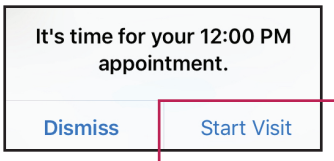


Type in your email address and password. Then, select **Log in**.



iPhone

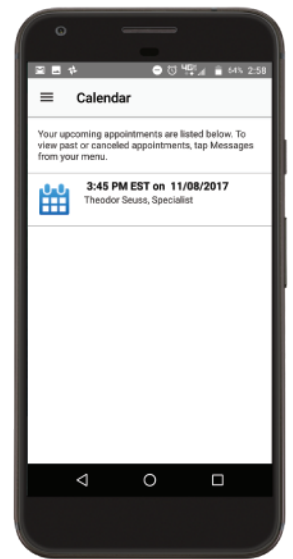
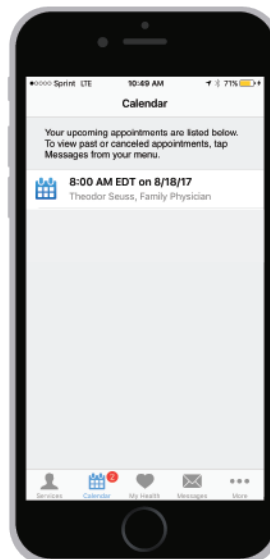
Android



When you are within 15 minutes of your scheduled appointment time, you will receive a pop-up alert. Select **Start Visit** to begin check-in. Continue to the next page for more instructions.

IF YOU DO NOT RECEIVE A POP-UP ALERT, select **Calendar** from the menu and select your **Appointment** to begin check-in.

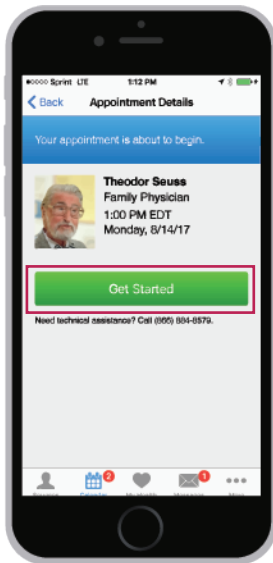
Continue to the next page.



5

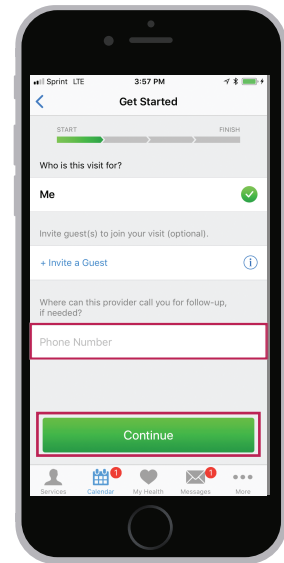
Check in for Your Appointment

Select **Get Started**.



Enter your **Phone Number**.

Then, select **Continue**.



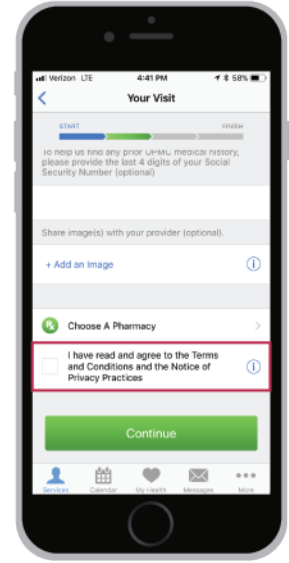
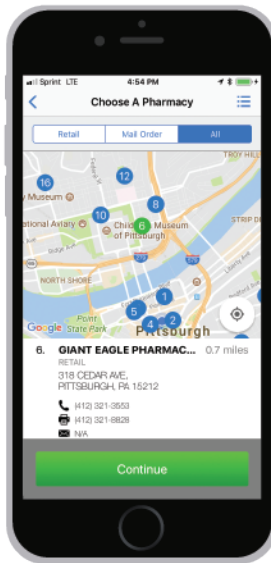
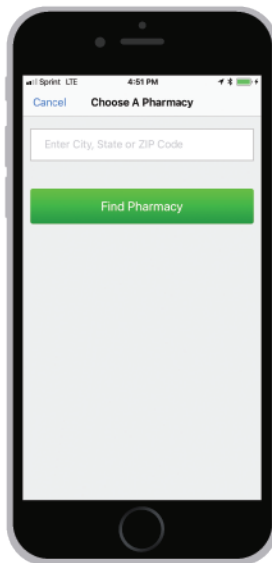
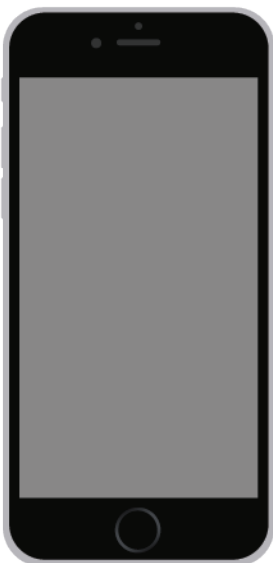
Select **Choose A Pharmacy**.

Type in your pharmacy's city, state, or zip code and select **Find Pharmacy**.

Select a pharmacy of your choice, then select **Continue**.

Select the checkbox to agree to the **Terms and Conditions and Notice of Privacy Practices**.

Then, select **Continue**.

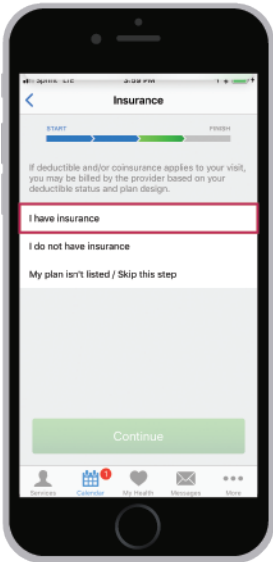


Continue to the next page.

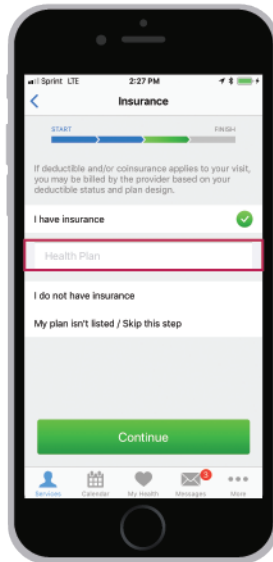
5

Check in for Your Appointment, Continued

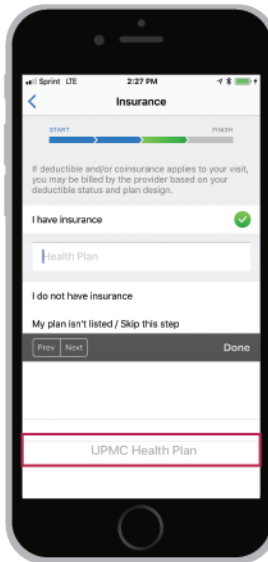
Select **I have insurance**



Select **Health Plan**

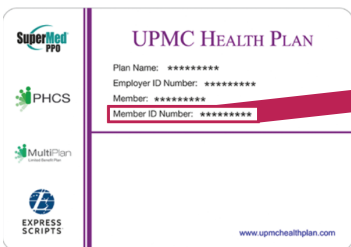


Select **UPMC Health Plan**

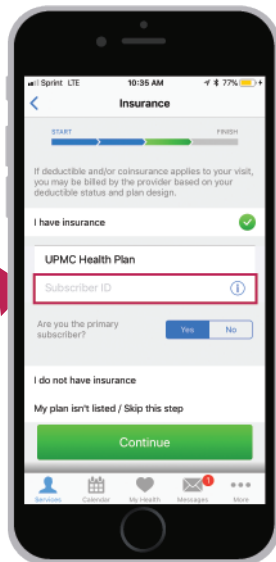


If you do not have UPMC Health Plan insurance, contact your healthcare provider's office.

Enter member ID number into the Subscriber ID field. The member ID is listed on your UPMC Health Plan insurance card.



Then, select **Continue**.



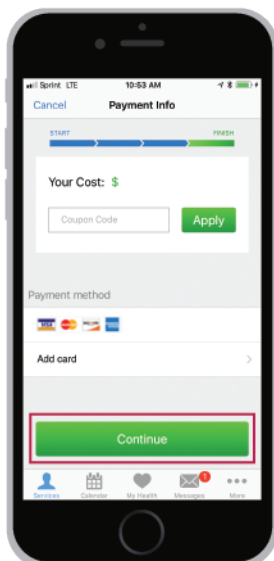
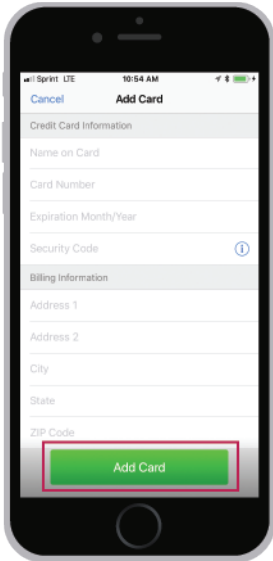
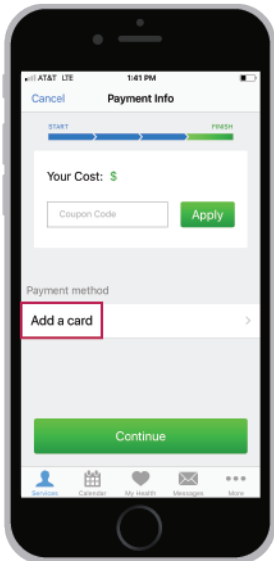
Wait one moment while the cost of your visit is checked



5

Check In For Your Appointment, Continued

If your insurance does not require a co-pay, you will be taken directly to the virtual waiting room. See the virtual waiting room instructions below.



If your visit requires a co-pay, you will be asked for payment information.

Enter your payment information. Debit, credit, FSA, and HSA cards are accepted.

Select **Continue**

Select **Add a card** to enter your payment information.

Then, select **Add Card**.

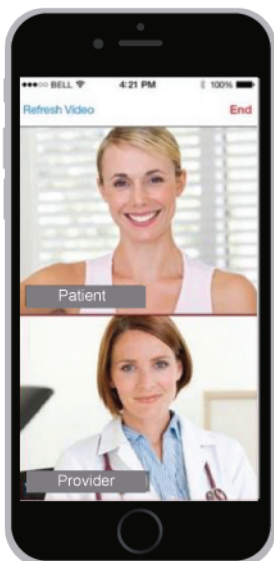
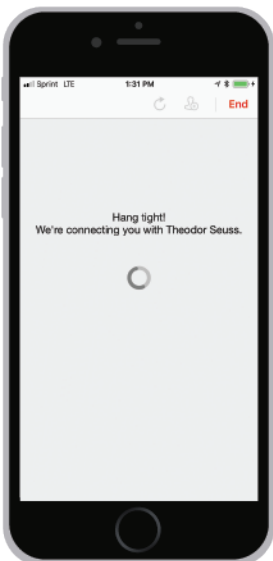
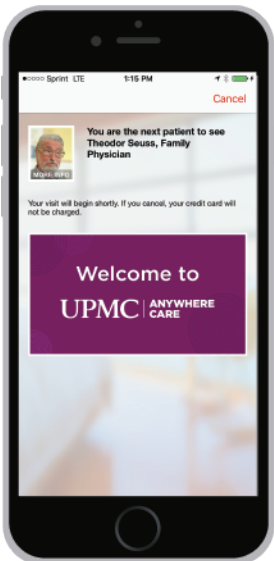
6

Video Visit

Virtual Waiting Room

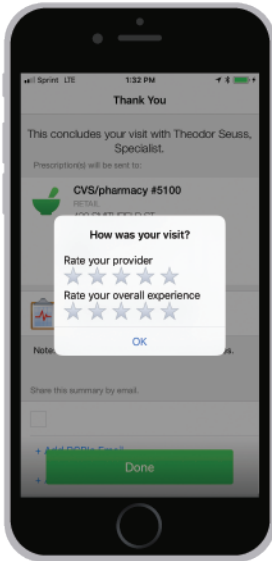
You have entered the virtual waiting room. Please relax while the provider reviews your health history.

When the provider is ready, you will be connected for your video visit.

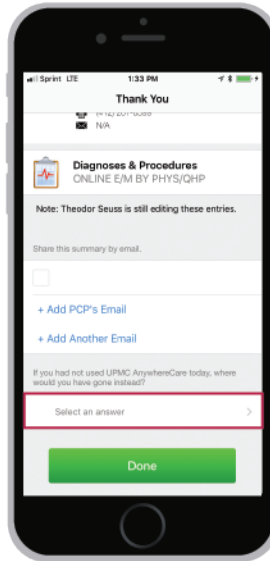


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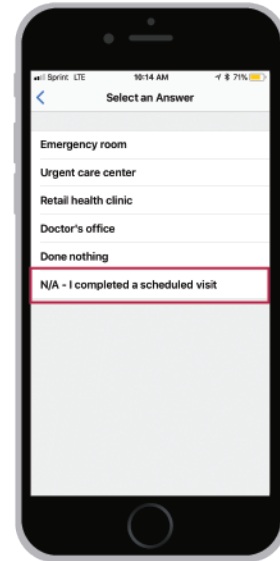
Rate Us and Review Appointment Summary



After your video visit, you will be asked to rate your provider and the visit experience.

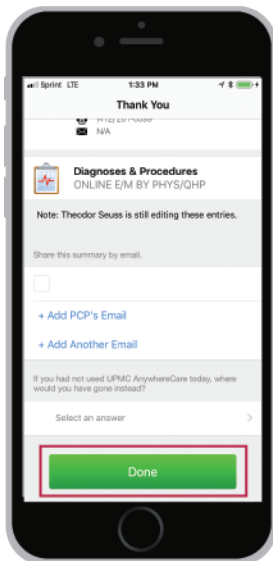


Scroll down the screen to answer the AnywhereCare survey question.

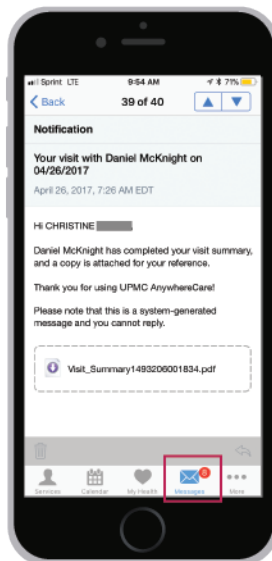


Select **N/A - I completed a scheduled visit**.

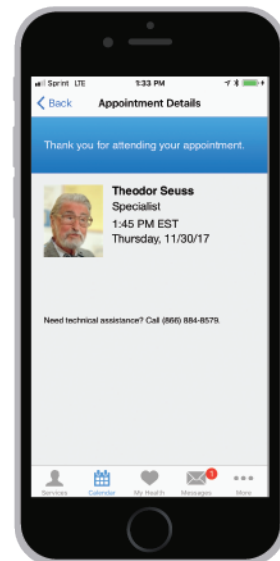
Select **Select an answer**.



When complete, select **Done**.



The visit summary is available as a document in your AnywhereCare messages.



Congratulations! You are done with your appointment.

Thank you for using UPMC AnywhereCare!