

# Walmart Health Virtual Care

## Welcome to healthcare virtually anywhere

### Sign in online to get started.

Walmart Health  
Virtual Care

Member/Patient Services:  
(855) 636-3669

[www.wmthealth.com/telemed](http://www.wmthealth.com/telemed)

Coterie

Member ID: Coterie Member ID

Visit Fee: \$0 (Virtual Primary Care / Urgent Care)

\$0 (Talk Therapy / Teen Therapy)

\$229 / \$99 (Initial Psychiatry / Follow-up)



### Your virtual care plan includes:



#### Virtual Primary Care (16+)

Be seen on your schedule, by the same provider, for all your traditional healthcare needs.



#### Urgent Care

Adults and children can be treated 24/7 for routine health issues, such as cold & flu.



#### Talk Therapy (18+)

Speak with a licensed therapist & get support in as few as 72 hours for behavioral health concerns.



#### Teen Therapy (10 - 17)

Parents can schedule a virtual visit with a therapist for their child in as few as 72 hours.



#### Psychiatry (18+)

Initial evaluation & ongoing treatment; may include medication management & psychosocial interventions.

### Your provider can help with:

- Minor illnesses & injury
- Chronic health concerns
- Mental health concerns
- Prescriptions or refills
- Referrals to specialists
- Lab work & imaging
- General advice
- **And more!**

## Register online to start using your virtual care benefits:

- After activating your account (using the plan details on your membership card above) you can enjoy streamlined access to healthcare right when you need it by visiting: [wmthealth.com/patient](http://wmthealth.com/patient)
- Schedule a virtual visit with your WHVC primary care provider online 24/7/365 to receive care for common ailments, mental health concerns, chronic conditions, and referrals to in-person or specialty care when needed.

Walmart Health Virtual Care (WHVC) offers medical consultations and talk therapy services via telehealth to patients nationwide. Telehealth services may vary by state. Services are provided in accordance with state law by licensed health care professionals, subject to the licensed professionals' judgment. When medically necessary, WHVC providers may prescribe medication that can be picked up at a local pharmacy of the patient's choice; WHVC does not guarantee that a prescription will be written. WHVC is not a pharmacy or prescription fulfillment warehouse. WHVC is not an insurance product. Virtual Urgent Care visits are not a replacement for a primary care physician.

## What

**What's virtual care?** A service that helps you handle your health in many of the same ways an in-person primary care, urgent care, or behavioral health clinic can, just by phone (where permitted) or video!

**Is there a cost?** Most visits are included in your plan and provided at no cost. Review your member card for details.

## Who

**Who can use the service?** Walmart Health Virtual Care (WHVC) is available to you, your spouse/domestic partner, and children.

**Who will I see?** A licensed and board-certified physician, PA, NP, therapist or psychiatric provider depending on the type of visit. When registering you will select a WHVC physician to be your PCP.

## When

**When should I use virtual primary care?** Use WHVC instead of urgent care or primary care office visits. Request a visit and tell us what's wrong. We'll order tests, prescribe and refill medications when medically necessary, recommend ways to feel better, and can even arrange referrals and procedures with local specialists.

**When can I use WHVC?** Schedule a primary care or behavioral health visit in as few as 72 hours, or request an urgent care visit 24/7/365.

## How

**How do I save more money?** Since visits are included in your plan you don't have to think about co-pays or confusing bills when you meet with your provider.

## Where

**Where can I use telehealth?** From the privacy of your own home, office, or secluded space—over the phone (where permitted) or by video.