



VIRTUAL PRIMARY CARE WITH UNITEDAG



Our **Mission**

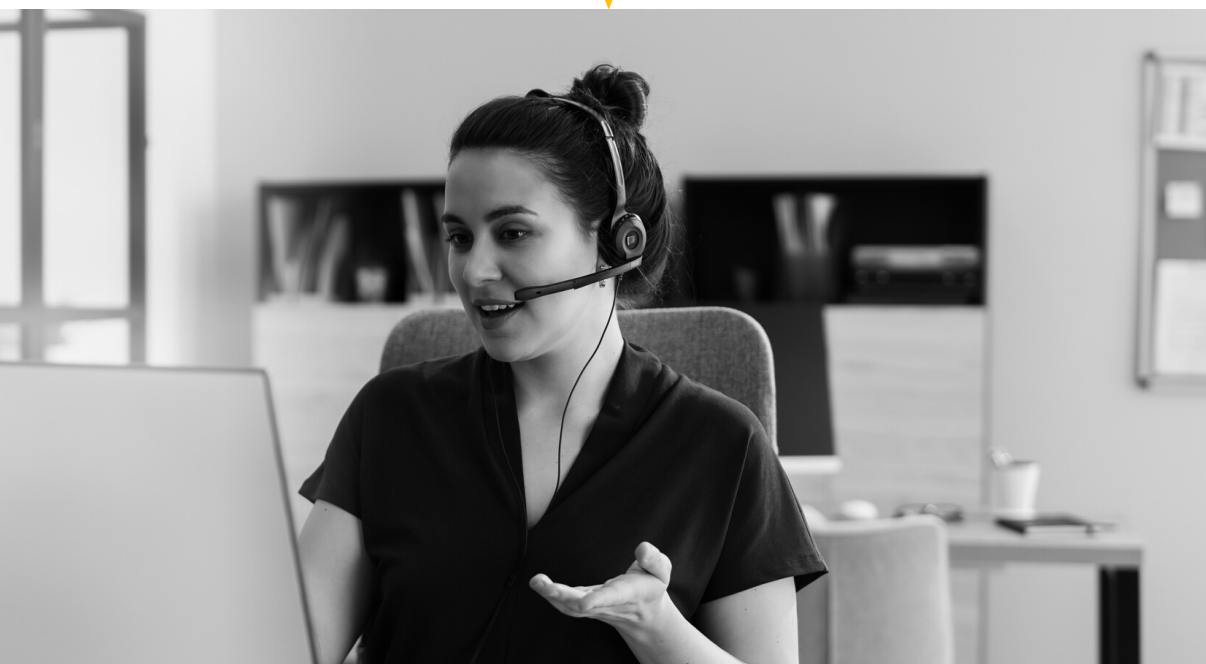


UnitedAg in collaboration with its corporate partner Elite Medical, is expanding healthcare accessibility for its members through the introduction of a new **Virtual Primary Care** service, available to all participants in the UABT Trust who reside or access medical care in **California**.

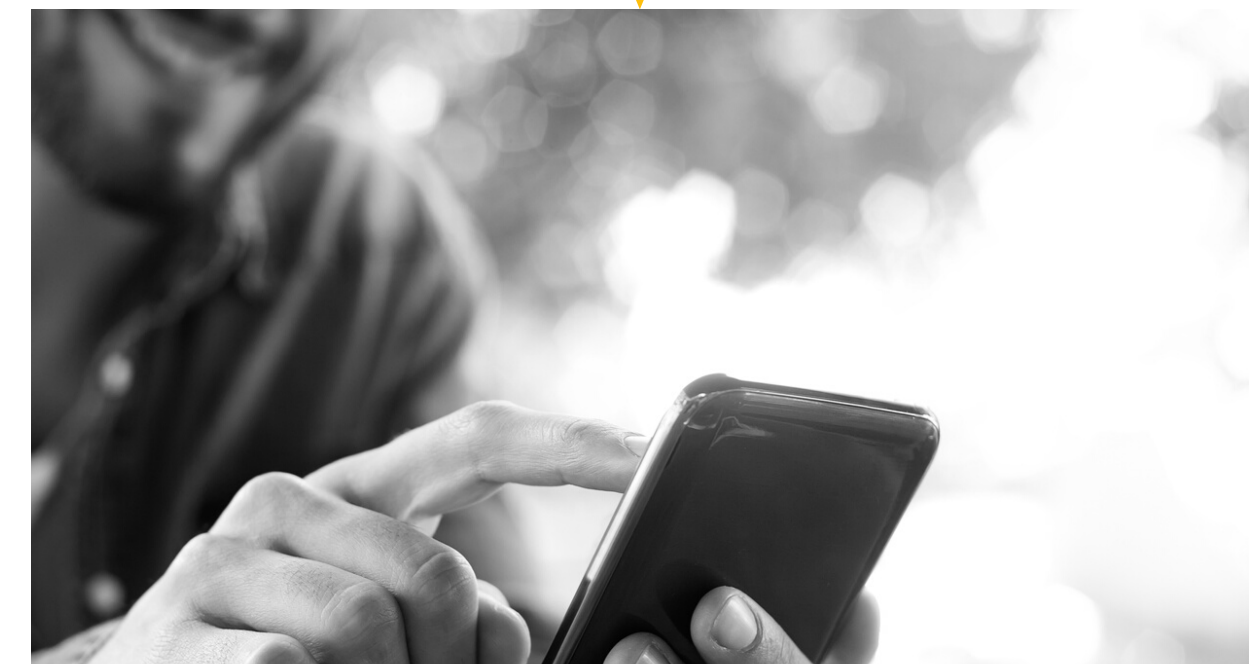
Virtual Care

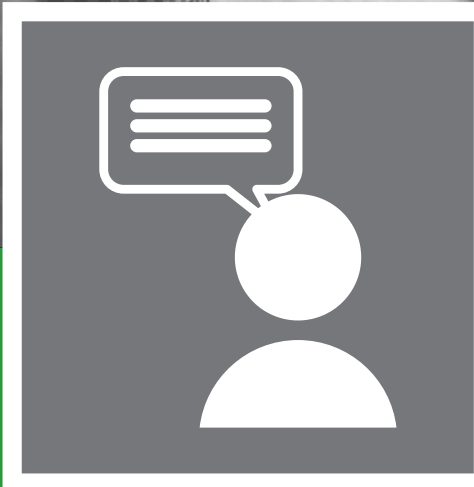


Telehealth Care



In Person Care





What is virtual **healthcare**?

Virtual healthcare, also known as telehealth or telemedicine, is a healthcare delivery model that leverages technology and digital communication tools to provide medical services and consultations remotely.



What are the key benefits of **virtual care**?

Virtual primary care provides many advantages for our members. It offers convenience and accessibility, enabling members to receive medical care from home or remote locations. This reduces travel time and wait times for appointments and members with chronic conditions benefit from regular check-ins, and are cost-effective. Remote monitoring and member empowerment are also notable benefits.

Key Services Available



Preventative Care

Preventive services help you stay healthy, detect health problems early, determine the most effective treatments, and prevent certain diseases. Services include exams, shots, lab tests, and screenings. They also include programs for health monitoring, and counseling and education to help you take care of your own health.



Primary Care

Primary care is the day-to-day healthcare given by a health care provider. Typically the provider acts as the first contact and principal point of continuing care for patients within a healthcare system, and coordinates other specialist care that the patient may need.



Episodic Care

A single encounter with a patient focused on a presenting concern(s), identified medical condition(s) or referred consultation, where neither the regulated member nor patient have the expectation of an ongoing care relationship



Medication Management

Medication management is a service to help patients manage their medications so they take them as prescribed, and avoid the adverse effects associated with not adhering to the medication schedule.

Teleconsult & Virtual Primary Care Services

We've made our health care experience more convenient through our unique teleconsult and virtual service. This innovative healthcare solution connects members with a bilingual healthcare professional to assist with non-emergency related conditions—all from the comfort of your own home. Depending on the level of care, our wellness team can provide prescription refills for suitable medications.

We recommend teleconsults and virtual care services for common conditions, such as:

- Acid reflux
- Allergies
- Cough
- Cold
- Constipation
- Croup
- Diabetes Management
- Diarrhea
- Fever
- Flu
- Headache
- Insomnia
- Medication Management
- Migraine
- Nausea
- Pink Eye
- Sinusitis
- Sore throat
- Stomachache
- Urinary tract infections
- Vomiting
- Wellness Visit

Members can easily initiate the process by scheduling a virtual visit through the online appointment portal at **ua.clinic**, or by calling the **877.877.7981**. **Virtual Care visit hours: Monday - Friday from 8:00 am - 5:00 pm.** Service hours are subject to change. This service is available to all UnitedAg Members regardless of whether or not they reside near a UnitedAg Clinic.

How to schedule a virtual visit



VS



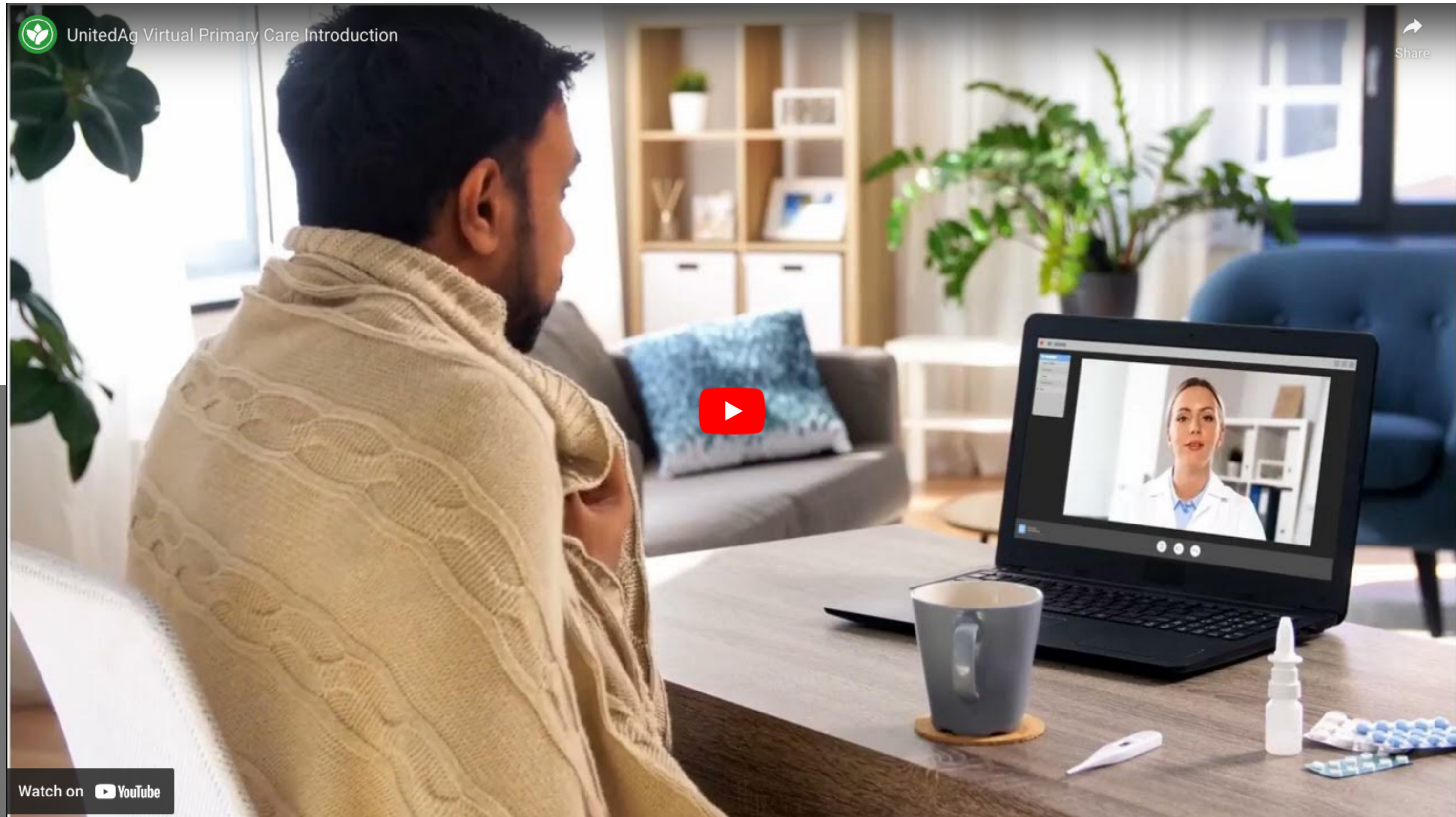
Desktop

- 01 Visit our online appointment portal at [ua.clinic](#) to schedule a virtual appointment.
- 02 The clinical team will review member intake form to ensure all necessary information has been completed to proceed with the visit. This will include eligibility and pre-authorization for annual wellness visit.
- 03 The member will receive a virtual care link to connect with designated clinician. Pending availability, member can be seen by local wellness provider.
- 04 Follow up visit is scheduled if applicable to review any x-ray, lab findings, medication maintenance or other services coordinated in conjunction with the virtual care visit.

Mobile

- 01 Call 877.877.7981 to schedule virtual appointment.
- 02 The clinical team will gather member information to ensure all necessary information has been provided to proceed with visit. This will include eligibility and pre-authorization for annual wellness visits.
- 03 The member will receive a virtual care link to connect with designated clinician. Pending availability, member can be seen by local wellness provider.
- 04 Follow up visit is scheduled if applicable to review any x-ray, lab findings, medication maintenance or other services coordinated in conjunction with the virtual care visit.

How it works



Clinical Team



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Chico



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Colusa



Lisa Wing

Lead Nurse
Visalia



Aminta Zuazo

Physician Assistant
Visalia

***All UA clinics will be facilitating virtual visits, subject to availability and language preference.**

Non-HSA Plans

All Virtual care visits are available at \$0 copay with no deductible for most plans. Out of pockets fees may be incurred for outside referrals which can include x-rays, lab work, medication, medical equipment and other services that are not considered preventative care.

HSA Plans

*A \$40 copay applies to in person office visits and \$25 copay for all virtual care visits for HSA plan members. \$0 copay will apply for any follow up virtual care visits that are scheduled in conjunction with the initial visit.

A \$0 copay fee will apply to HSA plan members after the annual deductible is met.

Out of pockets fees may be incurred for outside referrals which can include x-rays, lab work, medication, medical equipment and other services that are not considered preventative care. For more information, contact the Member Services at 800.223.4590 for eligibility and pre-authorization information.

Resources

Bilingual Brochure



English

Spanish

Virtual Care Appointment Page

A screenshot of the Unitedag website's virtual care appointment page. The page has a dark header with the Unitedag logo and navigation links: HOME, ABOUT, SERVICES, APPOINTMENTS, CONTACT, and BLOG. A "Select Language" dropdown menu is in the top right. The main heading is "REQUEST VIRTUAL VISIT". Below this is a section titled "VIRTUAL PRIMARY CARE IN THREE EASY STEPS!". The steps are: 1. REQUEST AN APPOINTMENT (with an icon of a hand holding a smartphone), 2. ANSWER OUR CALL (with an icon of a hand holding a smartphone), and 3. CLICK THE LINK (with an icon of a hand holding a smartphone). Below the steps is a form titled "REQUEST A VIRTUAL APPOINTMENT" with fields for First Name, Last Name, and Phone Number. There are also dropdown menus for "What is your preferred language?" (set to English) and "Have you been to any of our clinics before?". A green "Send Request" button is at the bottom. A small green icon with an upward arrow is in the bottom right corner.

Webpage Link

To Schedule Your Virtual Care Visit

www.ua.clinic

 877.877.7981.



Important Notice: Virtual Primary Care services are currently available for members who reside or access care in California.