



CVS Health Virtual Care™

FAQs about Virtual Primary Care:

1. Can I schedule an in-person primary care appointment on the virtual care website?

[The CVS Virtual Care website](#) is only from virtual care options. You cannot schedule in-person virtual primary care from here. We can connect you with the right in-person specialist. Your Care Team can help schedule appointments with in-person care for you.

2. Where can I get Virtual Primary Care?

You can get virtual primary care in 48 states and Washington D.C

3. What kind of providers are on my Care Team?

On your Care Team, you'll have a physician, a nurse practitioner, and a registered nurse. When you first access virtual care, you'll choose your Care Team based on the physician. Your physician will be a board-certified MD or DO. You can choose to book a visit with the physician or nurse practitioner – increasing availability. The nurse on the Care Team will coordinate your care and help you set up appointments.

4. Can I keep my PCP if I use a Virtual Primary Care Provider?

Yes. You can keep your current PCP and see a virtual provider. Your CVS Health Virtual Primary Care provider and your existing PCP can work together to make sure you get the care you need. CVS Health Virtual Care gives you convenient, safe, and reliable care when you have questions about your health or when you just can't get an appointment with your current in-person provider. If you don't have an existing PCP, your CVS Health Virtual Primary Care provider can be your PCP.

5. How quickly can I visit my Care Team?

You'll be able to visit with the physician or nurse practitioner often within 5 days. You may find a same-day appointment.

If you cannot find an appointment, especially after hours, you'll see a message that says, "Not finding an appointment you want?" Anytime, day or night, get on-demand care for sick visits. You can also get care for chronic illnesses with the next-available, on-demand provider during on-demand chronic illness hours.



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6. Can I message my Care Team?

You can message your Care Team after your first visit. The link to message your Care Team is inside your after-visit details.

Here's how to get to the link:

- [Sign in or Create an Account](#)
- From your portal, look under My Primary Care Team
- Follow the link to the health dashboard
- On the health dashboard, look under Visits > Visit history > Provider messaging

7. What is follow-up care?

Have you ever been to urgent care, and they say, "Follow up with your doctor"? You can use virtual primary care for this without leaving the house. After a hospital, urgent care, mental health or ER visit, follow up with us to make sure you're healing well.

8. What health concerns can virtual primary care providers address?

Wellness and Screenings:

- Preventive screenings (Includes common wellness and health screenings)
- Other

Sick care:

- Acne
- Allergies
- Allergy testing
- Bladder infection (UTI)
- Cold sores and canker sores
- Cough, cold and flu (COVID-19 testing is not available through virtual care visits.)
- COVID-19 symptoms (COVID-19 testing is not available through virtual care visits.)
- Depression screening and medication management
- Ear pain
- Emergency room / urgent care - Follow-up (Meet with a provider about a recent emergency room or urgent care visit.)
- Hair loss
- Headache
- Hospital visit - Follow-up (Meet with a provider about a recent hospital visit.)
- Mouth and dental pain (Virtual care providers do not prescribe any narcotic pain medications or controlled substances. This is not for dental emergencies or trauma.)



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- Nausea, vomiting and diarrhea
- Pink eye and stye
- Post vaccination side effects (For non-life-threatening side effects. If you received a vaccine and think you might be having a severe allergic reaction [wheezing, trouble breathing or anaphylaxis] dial 911 immediately.)
- Sexually transmitted infection (STI) screening
- Sinus infection and congestion
- Skin and rash concerns
- Sore throat
- Smoking and tobacco cessation
- Sprains, strains and joint pain
- Other

Chronic Illnesses:

- Asthma management
- Contraceptive education/management
- Diabetes management
- Emergency room / urgent care - Follow-up (Meet with a provider about a recent emergency room or urgent care visit.)
- High blood pressure management
- Hospital visit - Follow-up (Meet with a provider about a recent hospital visit.)
- Mental health management - Follow-up
- Thyroid disease management
- Weight loss and nutrition counseling
- Other



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Limitations and restrictions may apply for certain services, locations, or patients.

*MinuteClinic in-person services are not included with this product and are subject to plan benefit.

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