

Frequently Asked Questions

Virtual Care From Recuro Health

Q. When can I use Recuro?

A. Recuro virtual urgent care is available 24/7, 365 days a year, even on holidays. You can also schedule virtual primary care and behavioral health visits if they're available on your health plan. Please note that visits aren't permitted while you're driving a vehicle and will be rescheduled.

Q. Can I use Recuro for any medical issue?

A. Recuro offers quick and convenient care for non-emergency medical conditions. Some commonly treated conditions for urgent care are allergies, asthma, bronchitis, colds, flus and earaches. If your issue can't be treated virtually, Recuro will guide you on what to do next. For life-threatening emergencies, call 911.

Q. How often can I use Recuro?

A. Recuro wants to make sure you receive the care you need. If you request a Recuro urgent care appointment within 72 hours of an urgent care visit for the same health issue, you'll be asked to call Recuro Member Support. A nurse will talk with you before scheduling another visit to determine the next best steps.

Q. How do I log in to the live video appointment I scheduled?

A. Five minute before your visit time, follow the log-in instructions in your confirmation email. When you get to your appointment page, click the "Start Video Visit" button. If you try to log in earlier, you may not see this button and will need to try again.

If you use a laptop or desktop, Google Chrome is recommended. If you use a mobile device, you need the "Recuro Care" app. Make sure you have high-speed internet with good data connection.

Q. Can I get a prescription through Recuro?

A. Recuro providers can prescribe medications and send them to a pharmacy near you.* Prescriptions are based on the doctor's clinical judgement and laws they must follow. Recuro providers can't prescribe substances controlled by the Drug Enforcement Administration, non-therapeutic drugs (such as Viagra and Cialis) or certain drugs that may be harmful because of their potential for abuse. Recuro psychiatrists, if available through your plan, can also prescribe certain medications. If they determine you need a different medication or a higher level of medication, they may refer you to an in-person visit.

**See your health plan documents for information about your prescription benefits.*

Q. How often can I get a prescription?

A. Your provider or specialist can choose to issue a prescription every 30-90 days.

For more information about Recuro, visit recurohealth.com/members.

24/7 access to virtual care.

Visit member.recurohealth.com, download the "Recuro Care" app or call 844-715-1724.

You must use your Quantum Health portal username and password to register for the app.

