



Stay healthy at home with telehealth

What is telehealth? Easy access to care when you need it!



Face-to face by video



Visits over the phone

Medicare now supports virtual doctor visits!

Your insurance pays for these visits.

How does it work and what should I do?

- You will need a phone, computer, smartphone, or tablet such as an iPad for your visit.
- Your provider will use a private video or phone to call or connect with you.
- You may need to call your provider if you need help connecting.
- Prepare by writing down questions to share with your doctor.
- Sit in a comfortable area with comfortable clothing.
- Have a pen and paper to write down information from you doctor.

Benefits of telehealth:

- Saves time since travel is not required
- Eliminates waiting rooms and public transportation
- Allows access to doctors who are far from your home
- Reduces the cost of travel
- Avoids long wait times in doctor office waiting rooms
- Flexible around your schedule so it's easier to make appointments

Effective when used for:

- Assessments & diagnosis
- Medication management
- Routine follow-ups and referrals to specialists
- Mental and behavioral health
- Health screenings
- Health education
- Interacting with others
- Support and talk therapy

If you need assistance scheduling a Telehealth appointment, please call Member Services at 1-888-794-7268 (TTY 711) from 8 a.m. to 8 p.m., 7 days a week.

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