



# Telemedicine

Get convenient care at home – without the usual costs

## Telemedicine

In these uncertain times, it may be difficult for you or your family members to see your doctor. That's why your health plan, provided by ARBenefits and administered by Health Advantage, now gives you options to receive routine medical and behavioral health care from the comfort of your home, during the coronavirus outbreak.

Your health plan now covers video or telephone visits with any in-network physician (M.D. or D.O.), advance practice nurse practitioner, physician assistant or behavioral health provider, with no copay, deductible or coinsurance. This is a new, temporary benefit, in effect through at least May 15, 2020. It allows you to get the care you need, when you need it, while still following the recommended practice of social distancing.



### How it Works

- Call your doctor's office and ask if they will do a telephone or video visit.
- Follow the instructions they give you to set up the visit.
- If you do not have a doctor, you can find one at [healthadvantage-hmo.com/findcare](https://healthadvantage-hmo.com/findcare):
  - Select Member
  - Enter your Member ID number from your ID Card
  - Enter your ZIP code or state, search distance and doctor name or specialty (for example: family medicine or pediatrician)



### Another Option Available

- If you need advice about whether you need to be seen by a healthcare provider or just have questions, call **Nurse24** for immediate answers to your health questions, 24 hours a day, seven days a week. When you call, an experienced registered nurse can help you choose the level of care you need and so much more. And, if **Nurse24** recommends a trip to the ER, your ER copay will be waived. **Nurse24** is part of your health plan. There is no additional cost to you to use the service. Call **Nurse24** at **1-866-458-0408**.



# Practice Good Behavioral Health

If you are feeling stressed and anxious, you're not alone – emotional health needs usually grow during emergencies and national disasters. Whether you want to start or continue behavioral health treatment, you may visit with any in-network behavioral health provider by telephone or video, at no cost to you, through May 15. At that time, the policy will be reevaluated.



## How it Works

- You can find a behavioral health provider at [healthadvantage-hmo.com/findcare](https://healthadvantage-hmo.com/findcare):
  - Select Member
  - Enter your Member ID number from your ID card
  - Enter your ZIP code or state, search distance and doctor name or specialty (for example: behavioral health, mental health, social worker, psychiatry or psychology)



## Another Option Available

- You can also call a New Directions Behavioral Health counselor who is available 24 hours a day, 7 days a week, holidays included, as part of your ARBenefits health benefits plan at no additional cost to you. To learn more, visit [NDBH.com](https://nbdh.com) or call **1-877-300-9103**. Self-help tools are also available in the resource section of their website.

## We know times are hard, and we're here to help.

If you have questions about these new benefits or your health plan,  
call our customer service line at 1-800-482-8416.

