



Take Advantage of Your Telehealth Benefits During the COVID-19 Pandemic to Reduce Risk and Save Time



If you elect not to use telehealth, and have flu-like symptoms, call your doctor's office before visiting a health care facility.

Why Use Telehealth During the COVID-19 Pandemic?

A virtual care visit enables you to see a provider through real-time, Skype-like technology using a smartphone, tablet, or computer that has a microphone and webcam. Telehealth can help members avoid contact with COVID-19 in medical offices while protecting healthcare workers. Take advantage of a telehealth visit with a credentialed doctor specializing in internal medicine, family practice, pediatrics, dermatology, psychology, or psychiatry.



Provider-based Telehealth

Many providers offer telehealth services. Ask your primary care provider if they do. All out-of-pocket costs for coronavirus-related telehealth visits will be waived for the duration of the COVID-19 crisis.

Teladoc

Members can also use the Tufts Health Plan telehealth solution powered by Teladoc. With telehealth from Teladoc, members can access U.S.-based, board-certified providers for General Medicine, Behavioral Health, and Dermatology needs and diagnoses from anywhere in the world. Members can contact a Teladoc doctor 24/7 if they're concerned about their symptoms or have questions about coronavirus. For the duration of this crisis, there will be no



Provider-based Telehealth

Some providers offer telemedicine services to patients. We recommend that you call your PCP office and/or the offices of other providers you see to find out about this option. All out-of-pocket costs for coronavirus-related telehealth visits will be waived for the duration of the COVID-19 crisis.

Doctor On Demand

As a Harvard Pilgrim member, you have coverage for virtual visits, also known as telemedicine/tele-mental health through Doctor On Demand. Services include urgent medical care and routine behavioral health care using live video on a smartphone, tablet or computer. For the duration of the coronavirus crisis, there will be no member

member cost for this service.

Telehealth and Behavioral Health

Some network providers offer telehealth behavioral health services. Check with the individual provider. We encourage members to take advantage of Teladoc's virtual behavioral health services including depression, relationship issues, workplace stress, anxiety, addiction, trauma, and loss.

We encourage you to be ready for any telehealth needs by registering ***before you need care***. To get started, visit [Teladoc](#) to set up an account, or download the app in the App Store or Google Play. You can also call: 1.800.TELADOC (835.2362)

Nurse 24 Telephonic Service

Tufts Health Plan also offers access to a Nurse 24 telephonic service to all members at no cost. With this service, you can speak to a registered nurse 24/7 to receive medical advice on appropriate care. Call 866.201.7919.



Find Out Other Ways to Use Your Telehealth Benefits

[Tufts Health Plan members](#)

[Harvard Pilgrim Health Care members](#)

Doctor On Demand and Behavioral Health Care

We encourage members to take advantage of Doctor On Demand's behavioral health services including depression, relationship issues, workplace stress, anxiety, addiction, trauma, and loss.

Note that this service is not meant for crisis or emergency situations. Anyone experiencing a crisis or emergency should call 911 or go to the nearest emergency room.

You can be ready for unexpected illnesses by downloading the free Doctor On Demand app from the App Store or Google Play on your mobile device ***before you need care***. Or, [create an account](#) online.

You can also connect with Doctor On Demand providers by visiting [Harvard Pilgrim's website](#) and click "Find a provider" at the top of the page; choose your plan; click "Doctor On Demand Urgent Care and Behavioral Health Virtual Visits."

Behavioral Health Care Options

For the duration of the coronavirus crisis, there will be no member cost for telehealth behavioral health care services.

In addition to Doctor On Demand, Optum offers a behavioral health network of approximately 4,000 contracted providers in all 50 states that provide telehealth access. Providers can evaluate and treat general mental health conditions, such as depression and anxiety. They can also provide therapy and, when appropriate, prescribe medications (subject to state licensure and regulatory requirements). Go to [Harvard Pilgrim's website](#) and click "Find a provider" at the top of the page; choose your plan; and click "Behavioral Health Virtual Visits."

Tips for Navigating Coronavirus and Your Healthcare Benefits

Here are additional resources to help you navigate the coronavirus pandemic:

- [How to avoid infection](#)
- [Recognize the symptoms](#)
- [What to do if you have symptoms](#)

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