



Telemedicine Program from HealthLink

Talk with a board certified physician over the phone. It's quick and easy treatment for non-emergency conditions.

Sometimes you don't know what's wrong or you're not sure what to do. Telephone consultations are perfect for new symptoms or when you're unsure of your condition. You now have access to a telemedicine service as part of the HealthLink Open Access Program. The telemedicine service gives members access to consult with a physician over the phone.

Why Choose a Telemedicine Program?

When you aren't feeling well, you want to get help as quickly as possible. Waiting for an appointment with the doctor, perhaps weeks away, isn't the best way to take care of your health. Sitting and waiting in the doctor's office, knowing you could easily discuss and describe your symptoms to your doctor on the phone can be more frustrating because you didn't need to be seen.

Many studies indicate that up to 70% of office visits are for symptoms or conditions that could be treated outside the office setting with a remote-based telemedicine service.

All doctors are board certified. They are also credentialed through VerifPoint, a credential verification organization that is fully NCQA Certified and Accredited by URAC.

Features of the program include:

- Physicians are usually available for consults within one hour.
- Intimate, quality health care experience.
- The clinical staff will call within 48 hours after the TeleConsult to follow up.

How Does It Work?

TeleConsults have a few quick and easy steps:

- Call the Nurses Desk at 855-717-6800.
- While you are on the phone, eligibility is confirmed.
- If your plan requires a co-pay for a Teleconsult, you simply pay with a credit card or by "e-check" (an electronic funds transfer from your checking account).
- The certified nursing staff will review your medical history, current medications, and known allergies. Then, discuss your symptoms and reason for consulting a doctor.
- The doctor and nurse will call you back, usually within an hour.
- Dependent on certain state laws, the doctor may be able to write a prescription or lab/imaging order.
- The clinical staff will contact you within 48 hours after the TeleConsult to follow up.



Just Call 855-717-6800.



Scan QR Code to
Add Telemedicine
to Your Contacts

Hours of Operation:

6:00 a.m. to 9:00 p.m.
CST Mon. through Fri.

6:00 a.m. to 6:00 p.m.
CST Sat. and Sun.

Get Treatment for Non-emergency Conditions such as:

- Anxiety
- Body Aches/Pain
- Cold with a Fever
- Constant Coughing
- Diabetes
- Flu/Flu-Like Symptoms
- Headaches
- Heartburn
- Joint Swelling/Pain
- Motion Sickness
- Nausea
- Night Sweats
- Urinary Tract Infection
- Sinus Infection

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