

# Get care from the comfort of your home, or wherever you are

Now, you can get care at home – or wherever you like – with telehealth.

## What's telehealth?

Telehealth makes healthcare convenient for you. Telehealth is the use of telecommunication to have an appointment with a healthcare provider. It includes two-way video, telephone, email, text, etc. Effective March 17, we're expanding our coverage so that you can have telehealth appointments instead of physically going to see your providers, whenever possible.

Telehealth is a great option for many medical conditions that are not emergencies and that may require prescriptions including behavioral health and substance-use-disorder services. eDoc and Registered Nurse Advice Line are examples of telehealth.

## Who can use telehealth?

Moda Health members of any age can use other telehealth options to get care from in-network healthcare providers. With both, children will need an adult to assist them.



## How much does telehealth cost?

Telehealth will follow standard cost-sharing for the type of visit, unless the visit is related to COVID-19. There is no cost-share for COVID-19-related visits. If you need help finding your cost-share or have questions, please contact us. Both eDoc and Registered Nurse Advice Line are free.

## When is telehealth available?

With eDoc, you will receive a response within 24 hours. Registered Nurse Advice Line is available 24 hours a day, 365 days a year. For other telehealth options and availability, please contact your healthcare provider's office.

## How do you use eDoc and Registered Nurse Advice Line?

Go to your Member Dashboard, myModa.com, and log in to your account. If you do not have a myModa account, you can set up one there. You will see eDoc and Registered Nurse Advice Line under "Virtual Care" on the home page.

Enjoy using your telehealth benefit!

## Questions?

Please call the number on the back of your identification card.

Moda Partners, Inc. follows federal civil rights laws. We do not discriminate based on race, color, national origin, age, disability, gender identity, sex or sexual orientation.

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)