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. For the duration of the COVID-19 risk period, we're expanding our telehealth coverage beyond two-way video so that you can have telehealth appointments instead of physically going to see in-network 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. Virtual Visits, eDoc and Registered Nurse Advice Line are examples of telehealth.

Who can use telehealth?

Moda Health members who are at least 1 year old can use Virtual Visits. 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.

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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?

Virtual Visits through OHSU are available from 7 a.m. to 10 p.m., seven days a week. 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 set up a Virtual Visit with OHSU?

1. Go to ohsu.edu/virtualvisits
2. Schedule an appointment
3. Fifteen minutes before your scheduled appointment, log in to your OHSU MyChart account. If you do not have an OHSU MyChart account, you can create one on the Virtual Visits website. After you have logged in, a provider will meet you for your appointment.
4. After your appointment, you'll receive an email from MyChart letting you know your after-visit summary is ready to view. Log in to your MyChart account to see the summary and orders for any prescriptions. If you included the name of your primary care physician in your MyChart account, they will automatically receive notes about your visit.
5. If you have more questions for your Virtual Visits provider, you can send them a message in MyChart

What do you need for a Virtual Visit?

You will need a computer, tablet or smartphone with a webcam, microphone and speakers. If you're using a computer, you will need internet access and one of the following web browsers: Chrome, Firefox, Microsoft Internet Explorer or Safari.

If you're using an Apple iOS or Android smartphone, you will need to install the MyChart Mobile app, which you can get from Apple's App Store or the Google Play store.

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 benefits!

Questions?

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