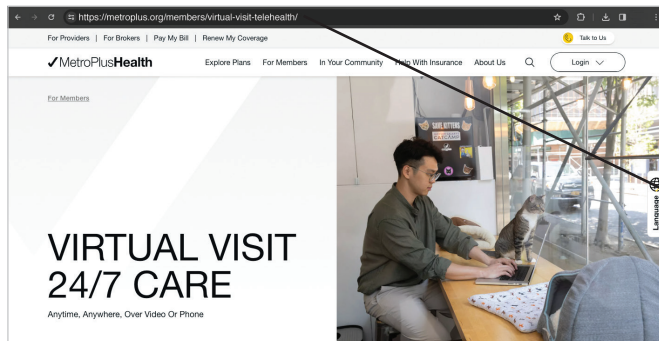


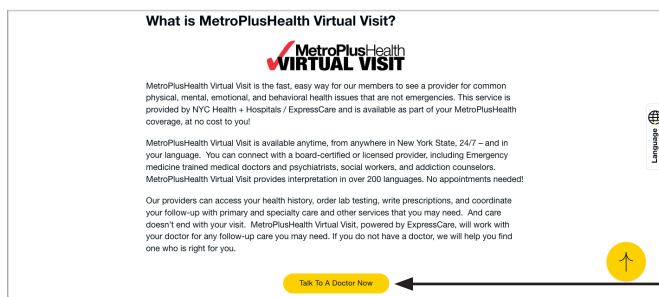
VISIT A DOCTOR THROUGH A VIDEO CALL

Talk to a doctor using your computer, smartphone, or tablet when you use MetroPlusHealth Virtual Visit.

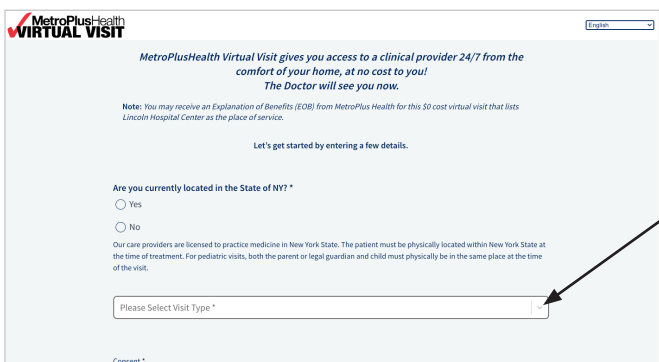


- 1 Go to the “VirtualVisit 24/7 Care” page. Type <https://metroplus.org/members/virtual-visit-telehealth/> into your browser.

<https://metroplus.org/members/virtual-visit-telehealth/>



- 2 Scroll down the page and find a yellow button that reads, “Talk To A Doctor Now.” Click the button.



- 3 Answer all the questions found in the drop-down menus. Make sure that:
 - You or other people on your insurance are in New York state when using this service at the time of treatment.
 - Have your insurance information or your MetroPlusHealth ID or Social Security Number.



- 4 You will then be connected to a doctor.

- 5 Save <https://metroplus.org/members/virtual-visit-telehealth/> on your device so you have it readily available for the future.

For iPhones, open Safari and go to the telehealth site then tap on the More icon (at the bottom), tap Add Bookmark, enter info and then tap Save (upper-right). For Androids, open Chrome and go to the telehealth site then to the right of the address bar, tap the More and the Bookmark Star icons.

FOR MORE INFORMATION

Medicaid, Child Health Plus, Partnership in Care (SNP), MetroPlusHealth Enhanced members, please call 1.800.303.9626 (TTY: 711)

MetroPlusHealth Gold and GoldCare I and GoldCare II members, please call 1.877.475.3795 (TTY: 711)

Marketplace & Essential Plans members, please call 1.855.809.4073 (TTY: 711)

Medicare Plans members, please call 1.866.986.0356 (TTY: 711)

Managed Long-Term Care (MLTC) members, please call 1.855.355.6582 (TTY: 711)

KEEP IN MIND

Services are available in over **200 languages**.

Use VirtualVisit/TeleHealth for non-emergency situations such as:

- Lab tests or X-ray results
- Behavioral Health
- Prescription management
- Colds, coughs, or stomach aches

Do not use VirtualVisit/TeleHealth for serious or life threatening issue such as:

- Bleeding that will not stop
- Broken or fractured bones
- Certain Behavioral Health situations where the member may pose a danger to themselves or others

If you have an emergency call 911 or go to the ER.

NEED WI-FI?

Connect for free

Xfinity Wi-Fi Hotspot finder

NYC Wi-Fi in the parks

 VISIT link.nyc

 VISIT finder.wifi.xfinity.com

 VISIT nycgovparks.org/facilities/wifi