

We Can Help You.

Computers and smartphones have made it easier for everyone to communicate. Knowing how to use one will help you in your daily life. You can access your medical records, talk to your doctors and loved ones, and make your grocery store list. See below for help. Classes are FREE and are available in MANY languages.

Northstar Digital Literacy



VISIT dol.ny.gov/digital-literacy-training-northstar

- Take classes online or in person
- Easy to follow lessons
- Learn: Basic Computer Skills, Email, Microsoft Word, Career Search Skills
- Classes are picture and video based to fit everyone's learning style

New York Public Library - Tech Connect Program



VISIT nypl.org/techconnect

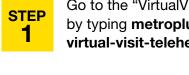
- Classes available in the Bronx, Manhattan and Staten Island
- Enjoy learning at all levels
- Classes are available in multiple languages
- Classes are offered for ages 50+ and for users with Special Needs

For assistance, contact: phone 917.ASK.NYPL or 917.275.6975 (TTY:212.930.0020)



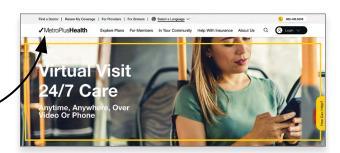
Visit A Doctor Through A Video Call!

Talk to a doctor using your computer, smartphone, or tablet using **MetroPlusHealth Virtual Visit.**



Go to the "VirtualVisit 24/7 Care" page by typing **metroplus.org/members/ virtual-visit-telehealth/** into your browser.





STEP 2

Scroll down the page and find the yellow button that says:
"Lot's Got Started"

"Let's Get Started" Click the button.

your language. You can comment with a board-certified or licensed provider, including Emergency medicine trained medical colorar and provinshins, social workers, and addiction courseless. Meter@hasheath Virtual Valia provides interpretation in over 200 languages. No apportments needed. Our providers can access your health belong, or the best lesting, white prescriptions, and coordinate your follow-up with primary and apociatly care and other services that you may need. And care doesn't end with your viol. Meter@hasheath Virtual Rule power do Expressaciae, will work with your doctor for any follow-up care you may need. If you do not have a doctor, we will help you find one who is night for you.

24/7 care for urgent, non-emergency, and emergent needs — anytime, anywhere in NYI

* Fast, casy access to care for physical, mental, emotional and behavioral health

* Covers both urgent and non-emergency issues

* Zero copayments for members

* Connect with doctors, psychiatrists, and more

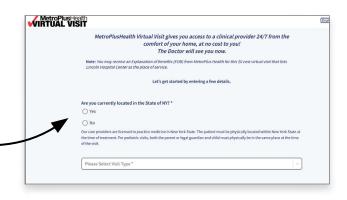
* Get prescriptions, connections to lab tests and follow-up care

Note: You may receive an Explanation of Benefits (COB) from Meter@lusHealth for this \$0 cost virtual visit that lists Lincoth Hospital Center as the place of service.



Answer all the questions, including the ones 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.





You will then be connected to a doctor.



For More Information:



Call Customer Services and ask for the Care Management Department: 866.986.0356 (TTY:711) | Mon. - Fri.: 8 am - 8 pm (ET) | Sat.: 9 am - 5 pm (ET)

Keep In Mind:

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

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

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

Do not use VirtualVisit/TeleHealth for serious or life threatening issues, as 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:



VISIT link.nyc

Xfinity Wi-Fi Hotspot finder:



∇ISIT finder.wifi.xfinity.com

NYC Wi-Fi in the parks:



∇ISIT nycgovparks.org/facilities/wifi

