



# Geisinger

## Get to know our telemedicine services

### What is telemedicine?

Telemedicine (or telehealth) appointments let your employees speak to a doctor in real time using video chat technology, like FaceTime. Via a secure network, our doctors advise, treat and diagnose you the same way they would at a traditional office appointment.

These live virtual visits are completely safe, and everything is right at our doctors' fingertips for review and interpretation before and during the visit. All your employees need is a smartphone (iPhone or Android), tablet or computer with a webcam and speaker, along with a high-speed internet connection.

Best of all, your employees have lots of telemedicine options.

### Telemedicine and primary care providers

Many doctors offer telemedicine services, even outside Geisinger. Your employees can contact their primary care provider (PCP) to learn about what they offer.

If your employees see Geisinger doctors, they can call [800-275-6401](tel:800-275-6401) for information on telemedicine services available and to schedule their visit.

Telemedicine appointments with Geisinger providers can tackle primary care for your employees and their families. Get treatment for common issues like:

- Cold and flu
- Allergy
- Rash
- Sinus infection
- Urinary tract infection (UTI)

We also offer telemedicine visits for specialty care, including:

- Behavioral health
- Dermatology
- Pediatric specialties
- Cardiology
- Neurology
- Neurosurgery
- Orthopaedics
- Diabetes care
- Psychiatry

See all the services: [geisingerhealthplan.com/teladoc](https://www.geisingerhealthplan.com/teladoc)

## Can't wait for an appointment? Try Teladoc.

Have a health concern and need care now? We're partnering with Teladoc to offer virtual doctor visits. Virtual doctor visit services and cost-sharing details are outlined in benefit materials.

Teladoc\* is a telehealth service that connects your employees to doctors who can diagnose and treat non-emergency issues right over the phone, no in-person visit needed. And if they need a prescription, that can be provided, too.

For routine medical or behavioral healthcare when their PCP isn't available, your employees can visit [teladoc.com](https://teladoc.com) or call 800-835-2362 to get started.

## MyStrength: Teletherapy for your unique needs

Your employees' tool for mental health and wellness, MyStrength is a digital tool in the Teladoc mobile app that supports mental health. It offers access to resources customized to each person's needs. The MyStrength app includes brief screening and assessment tools and a range of topical content.

Your employees can also get support through text messages and up to seven one-on-one video coaching sessions — at no cost. If needed, they can use the Teladoc app to schedule virtual appointments with a licensed psychiatrist or psychotherapist. (Copays may apply based on plan benefits.) MyStrength is available to Geisinger Health Plan Commercial and Gold members, their spouses and any dependents who are 13 and older. Access it by downloading the Teladoc app or signing into [teladoc.com](https://teladoc.com) and entering the requested information.

## Virtual urgent care

When you need care quickly for a minor medical concern and you aren't in immediate danger, virtual urgent care is a convenient option. It's intended to step in when your doctor's office is closed or you're not able to get an appointment for an urgent need.

Virtual urgent care can be used for things like bronchitis, cold, flu, cough, diarrhea, vomiting, insect/tick bites and UTIs.

Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000 (TTY: 711)

Get started by visiting [geisinger.org/ghpvirtualcare](https://geisinger.org/ghpvirtualcare). You'll need a device with a webcam and a high-speed internet connection. Virtual urgent care is available weekdays from 9 a.m. to 7 p.m. and weekends from 8 a.m. to 5 p.m.

## Tel-A-Nurse hotline

The Tel-A-Nurse hotline triages your employees to the proper care channel: scheduling an appointment with their PCP, walking into a convenient care location or heading to the ER. It's a first stop for medical questions and advice.

Talk with a registered nurse 24/7 at [877-543-5061](tel:877-543-5061). This service is not for medical emergencies or urgent needs and should not replace your employees' primary care provider.

There is no copay or cost for using the service. Your employees can chat with a nurse about coughs, newborn health advice, colds, insect bites, arthritis pain, sunburn, medication information and more. Other topics include:

- Stomach pain
- Ulcers
- Hay fever
- Asthma
- Diabetes
- Arthritis
- Heat exhaustion
- Burns
- Colds
- Acid reflux
- Medications
- Medical tests
- Losing weight
- Croup
- Measles
- Children's bedwetting
- Infant vomiting
- Children's fever
- Mumps
- Sore throat
- Back pain
- Managing cholesterol
- Managing high blood pressure
- Developing an exercise plan
- Quitting smoking
- Questions to ask your doctor

*\*Some members may not be eligible for behavioral health services through Geisinger Health Plan based on their benefits.*