



**Gold Coast
Health Plan**SM
A Public Entity

Tips for Telehealth Services

Gold Coast Health Plan (GCHP) created this tip sheet to help you when you talk with your health care provider by phone or video. Many health care professionals are using telehealth services to connect with patients.



What is telehealth?

Talking with a health care provider by phone or video is called telehealth. Many providers offer telehealth services.

What are the benefits of telehealth?

Telehealth makes it easy to talk to your health care provider about non-urgent conditions. There is no need to leave your home.

Telehealth:

- Can take place in the comfort of your home.
- Does not require travel or childcare.
- Is flexible – you can use a phone or a video device.
- Has short wait times.
- Is available in your preferred language.



Do I need special electronic devices to connect to telehealth services?

Almost anyone with a home phone or cell phone can use telehealth services. If you prefer to connect to telehealth services by video, you will need a phone, computer, laptop or iPad with video capabilities.

What do I need to set-up a telehealth appointment?

If possible, you may want to be in a room that is private and quiet. Talking on the phone or having a video chat with a doctor or nurse can be hard at first.



How do I find out if my doctor offers telehealth services?

Telehealth services vary between health care providers. Call your primary care provider (PCP) and ask if they offer telehealth services.

Will I be charged for using telehealth services?

There is no cost for calling telehealth services through your provider. If you are using a pre-paid phone, it is important to have minutes available to make a call. Your cell phone carrier may charge data and usage fees.

Does Medi-Cal cover teledentistry care or services?

Yes. For more information about teledentistry, call the Medi-Cal Dental Program at **1-800-322-6384**. If you use a TTY, call **1-800-855-7100** or **711**.

Does my mental health provider, Carelon Behavioral Health, offer teletherapy?

Yes. If you are getting outpatient mental health services through Carelon Behavioral Health, call them Monday through Friday, 8:30 a.m. to 5 p.m. at **1-855-765-9702** to make an appointment. If you use a TTY, call **1-800-735-2929**.



How do I get help after hours?

GCHP has a free advice nurse line. Nurses are available 24 hours a day, seven days a week. The nurse can speak to you over the phone in your preferred language when you or a family member have any medical questions. The nurse can also answer questions or address concerns about the coronavirus.

**To reach the Advice Nurse Line, call 1-805-437-5001.
The toll-free number is 1-877-431-1700. If you use a TTY, call 711.**

When you call the GCHP Advice Nurse Line, you can expect:

- The nurse to ask for your name, age, and the city you live in. It is your choice to give this information.
- To give your phone number.
- To ask the care team questions about your health condition and take notes, if possible.
- Your health information to be protected.



How can I get a free cell phone or a low-cost monthly plan?

The California LifeLine Program subsidizes phone service for those who are low-income. Contact the program at **1-866-272-0349** (English) and **1-866-272-0350** (Spanish), Monday through Friday, 7 a.m. to 7 p.m. (except holidays), or visit www.californialifeline.com to apply.

If you need assistance on how to apply, visit the California Lifeline at www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline/california-lifeline-eligibility#How_to_Apply_or_Renew.

Where can I find a free internet / Wi-Fi connection?

Ventura County libraries offer free internet access even when they are closed. You don't need a library card or a pin number.

- Visit www.vencolibrary.org/services/wi-fi.
- Set-up your login once and accept their internet policy to gain access.

For other questions, call the Department of Health Education, Cultural and Linguistic Services at **1-805-437-5718**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**. Members may also visit the GCHP website at www.goldcoasthealthplan.org.



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