

# Telehealth Virtual Care Package

With the Telehealth Virtual Care Package, members get access to DialCare providers for the care they need when they need it.

**\$12.95 a month**

\*Plus a one-time, nonrefundable processing fee of \$5.00.

## Key Features of Urgent Care

- » The program can be used in the comfort of your own home for non-emergency medical issues, questions and concerns, including any COVID-19 questions.
- » DialCare doctors are available during or after normal business hours, nights, weekends and holidays.
- » You can also use the program when your primary care physician is not available or when you are traveling within the U.S. and in need of medical care or guidance.

## Key Features of Therapy

- » Mental health professionals are available while you're on the go with the DialCare mobile app.
- » Upon availability, members may request the same mental health professional they previously consulted with.
- » Joint sessions with multiple parties are available if recommended by the mental health professional or requested by the member.
- » Consultations are available in both English and Spanish.

**THIS PLAN IS NOT INSURANCE and is not intended to replace health insurance.** This plan does not meet the minimum creditable coverage requirements under M.G.L. c.111M and 956 CMR 5.00. This plan is not a Qualified Health Plan under the Affordable Care Act. The range of discounts will vary depending on the type of provider and service. The plan does not pay providers directly. Plan members must pay for all services but will receive a discount from participating providers. The list of participating providers is at [www.careington.com](http://www.careington.com). A written list of participating providers is available upon request. You may cancel within the first 30 days after effective date or receipt of membership materials (whichever is later) and receive a full refund. Discount Plan Organization and administrator: Careington International Corporation, 7400 Gaylord Parkway, Frisco, TX 75034; phone 800-441-0380.

This plan is not available in Vermont or Washington.

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With the Telehealth Virtual Care Package

## Therapy A DialCare Mental Wellness Product

DialCare Therapy is a part of the DialCare Mental Wellness program designed to provide safe, secure and private means of seeking mental health assistance from licensed mental health professionals via virtual or telephonic counseling sessions. This unique program offers an app-based interface, connecting members with our mental health professionals not only over the phone, but via video chat as well.

DialCare Therapy mental health professionals can assist members with conditions such as depression, anxiety, grief, relationship problems and more.

### DialCare Therapy is easy to use:

- Members can schedule an appointment with a mental health professional from 7 a.m. to 10 p.m. CST seven days a week.
- DialCare Therapy mental health professionals will reach out via phone or video chat upon request.
- Mental health professional appointments last for 30 minutes.
- Follow-up sessions may be scheduled for the member's convenience.
- Consultations are available in both English and Spanish.

### What conditions can DialCare Therapy mental health professionals treat?

- Depression
- Stress
- Eating disorders
- Addiction
- Relationship problems
- Anxiety
- Grief
- And more

*A consult fee of \$70.00 applies to all consults.*

## Urgent Care A DialCare Physician Access Product

DialCare Urgent Care is a part of the DialCare Physician Access program. It is a modern, easy-to-use telemedicine solution for non-emergency illnesses and general care. Members and their families have direct access to state-licensed and fully credentialed doctors, via phone or video consultations, to receive treatment and advice for common ailments, including colds, the flu, rashes and more. When medically appropriate, a DialCare doctor may prescribe a short term, non-DEA controlled medication for the member to pick up at the pharmacy of their choice.

Doctors are available 24 hours a day, 365 days a year, allowing members and their families convenient access to quality care from home, work or on the go.

### When to use DialCare Urgent Care:

- For non-emergency medical issues and questions
- During or after normal business hours, nights, weekends and holidays
- If the member lives a significant distance from a primary care doctor
- When a primary care doctor is not available
- When traveling and in need of non-urgent medical care or advice

### What conditions can be treated?

- Allergies
- Fever
- Respiratory Infections
- Asthma
- Gout
- Sinus infections
- Bronchitis
- Insect bites
- Skin inflammations
- Cold & flu
- Sore throat
- Digestive issues
- Joint aches & pains
- Sports injuries
- Ear infections
- Rashes
- Urinary tract infections
- And more!

*A consult fee of \$40.00 applies to all consults.*