



# Telehealth Services

## CONNECT TO HEALTH CARE SERVICES — VIRTUALLY

Western Health Advantage covers services provided through telehealth at the same cost sharing that would apply to those services if they had been provided in person. This means that when a WHA network provider offers telehealth services, such as virtual visits, WHA members will have the same cost-sharing that they would have for an office visit. Please refer to your [copayment summary](#) for cost-sharing amounts.

### Magellan Healthcare

#### Convenient Counseling Services

Could you use some help getting through an issue, but don't have time or just aren't comfortable going to a counselor's office? Now you can meet with a counselor by video conference. Benefits include:

- Faster access to mental health services
- Flexible appointment times
- Completely confidential
- Savings on time and money by not commuting to a counselor's office

Use [Magellan's provider search tool](#) to find a provider who offers telehealth services.

> [magellanfindaprovider.com/wha](http://magellanfindaprovider.com/wha)

### Mercy Medical Group & Woodland Clinic

#### Dignity Health's my care. app

- See a doctor instantly. Video chat with a doctor any time. Most visits happen within 20 minutes.
- Chat from anywhere. On vacation or work travel? As long as you are a resident of CA and 18 years or older, you can use this service.
- Get prescriptions. If needed, your doctor can set up your prescription at a local drug store

Learn more about video visits through [Dignity Health](#).

> [dignityhealth.org/mobile-apps/video-visits](http://dignityhealth.org/mobile-apps/video-visits)

### NorthBay Healthcare

#### Instant Visit

- Get care without leaving the comfort of home—or your office. Get treatment for straight forward conditions from our providers within 2 hours.
- Typical response time is 30 minutes between 9:30 a.m. to 5:30 p.m.; for Instant Visits started after 5:30 p.m. we will respond by the following morning.

Note: Sometimes conditions are more complex than the symptoms suggest, and your instant visit provider may ask to see you at NorthBay Urgent Care.

Learn more about instant visits with [NorthBay Healthcare](#).

> [northbay.org/urgent-care/instant-visit.cfm](http://northbay.org/urgent-care/instant-visit.cfm)

### St. Joseph Health Medical Network

#### Providence Health Connect

It's convenient, face-to face care, wherever you are. See a health care provider from your tablet, smartphone or computer. Sit down with one of Providence's board-certified providers through secure video chat on your smartphone, tablet or computer. Talk with them about your symptoms, and they can diagnose and treat minor medical concerns you're dealing with. They can also prescribe medication or lab work as needed.

Learn more about [Providence Express Care Virtual](#).

> [virtual.providence.org](http://virtual.providence.org)

**LEARN MORE ABOUT TELEVISITS** | Contact your PCP or WHA Member Services at **888.563.2250**