



URGENT CHANGE TO HEAL SERVICES IN THE TIME OF COVID-19

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Dear Heal Family:

During this national crisis, Heal is here to provide care for you and your family, in the safest and fastest way possible. To ensure we minimize COVID-19 exposure risks to your family, beginning March 24th, **all Heal appointments will be by telemedicine first**. If you have an upcoming house call, it will be rescheduled as a telemedicine call.

What is telemedicine?

Telemedicine is an unhurried video or phone call with a Heal Doctor who will be able to resolve most routine health issues, refill prescriptions, and screen you for COVID-19 related symptoms and issues.

What can a Heal Doctor do during a Heal telemedicine appointment?

Heal Doctors can take care of a vast majority of routine healthcare needs by telemedicine. From treating sick kids to helping manage chronic conditions to refilling medications, a Heal Doctor can provide the care you need in a timely, safe and effective way by video or phone.

I don't have COVID-19 symptoms, can I still book a house call?

After the telemedicine Heal appointment, if your issues aren't resolved and you are not symptomatic or exposed to COVID-19, your Heal Doctor will schedule and deliver the house call you need.

I have COVID-19 symptoms, can Heal help?

If you are experiencing severe symptoms such as high fever or shortness of breath, call 911 immediately. If you currently have COVID-19 symptoms (such

as fever or chills, body aches, shortness of breath, cough, or sore throat) or have been exposed to COVID-19, your Heal Doctor will facilitate the necessary testing and care based on your specific risk factors and severity of illness. As always, the most important ways to avoid exposure are rigorous social distancing and washing your hands thoroughly and frequently. We have more information available on our [coronavirus resource page](#).

How much do telemedicine calls cost?

Your telemedicine call with a Heal Doctor is a \$0 co-pay or out-of-pocket cost with most insurance plans, including regular Medicare – so telemedicine for most Heal users is at no cost to you.

Where is telemedicine available?

We are very pleased to announce that beginning March 24th, 2020 Heal telemedicine is now available throughout the entire state of California, New York, Georgia, Washington state, Virginia, New Jersey, and Washington DC. So, for your friends and family who live in those states, we're here and ready to deliver care.

If you have more questions, please see our [dedicated FAQ about telemedicine](#).

We understand this is a big change from the house calls you (and we) know and love, but the severity and prevalence of coronavirus requires these steps to ensure the best, safest care for you and your loved ones.

The Heal Family

Talk to a Heal Doctor now



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Heal Doctors visits are in network with Humana, Aetna, WellCare, UnitedHealthcare, Anthem Blue Cross Blue Shield, and Medicare health plans, or \$159 without insurance.

Heal is an administrative and technology service provider that connects its users with independent healthcare providers who

provide mobile, non-emergency medical services in your area (collectively, "Heal Doctors"). Heal never provides healthcare services and does not employ any healthcare professionals. Heal is not liable for the actions or inactions of any healthcare professional who provides medical services to any user of Heal. Heal shares the information you provide to Heal with Heal Doctors.
