

Telehealth Information for You and Your Family

See your doctor or health
care provider from home

What types of services are allowed?

Services allowed through telehealth include:



General health services, like doctor
office visits or getting prescriptions



Behavioral health services, like mental
health screenings and psychologist
and psychiatry appointments



Dental consultations, like diagnosing
an infected tooth and prescribing
antibiotics until you can be seen in
person



[www.dhs.wisconsin.gov/
telehealth/index.htm](http://www.dhs.wisconsin.gov/telehealth/index.htm)

The Wisconsin Department of
Health Services (DHS) is dedicated
to making sure you and your family
have access to health care services.
If you are enrolled in Wisconsin
Medicaid or BadgerCare Plus, you
can get care without having to see
your doctor in person. This is also
known as **telehealth**.

For a complete list and examples of
telehealth services, visit [www.dhs.wisconsin.
gov/covid-19/forwardhealth.htm](http://www.dhs.wisconsin.gov/covid-19/forwardhealth.htm).



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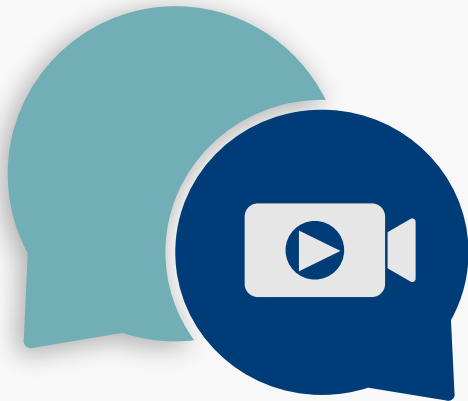




What is telehealth?

Telehealth is **audio and video contact** with your doctor or health care provider using your phone, computer, or tablet. It includes:

- Health care services
- Getting a diagnosis
- Consultations to discuss your treatment
- Treatment for your medical condition



How does telehealth work?

Normally, you need to meet with your doctor or other health care provider in person for many health care services.

Now you can get many services through telehealth using your phone, computer, or tablet as long as your doctor or health care provider can deliver the service like an in-person visit.

Your doctor or health care provider will decide if you can receive a service through telehealth. If you don't want to receive a service through telehealth or don't have the right technology—such as a phone, computer, or tablet—for it to be effective, **you may still be able to see your doctor in person.**



How do I use telehealth?

When you contact your provider to set up an appointment, or talk to your care manager or health plan, they may ask if you want a telehealth appointment, virtual visit, or e-visit.

You can choose whether you want to use telehealth or see your provider in person. If you want to use telehealth, the provider will let you know how to use your phone, computer, or tablet to join the appointment.

Your provider will let you know which type of technology is right for your appointment.

