



# Telehealth: A Safe and Convenient Choice for Medical Care

***Virtual care, also known as telehealth, is a safe and convenient option when leaving home may feel difficult, unsafe, or stressful.***



As an AmeriHealth Caritas District of Columbia (DC) enrollee, you can get the medical care you need from the comfort of your own home. Like all our covered benefits, these services have no cost to enrollees. Interpreter services are available for all telehealth options.



## Telehealth Options

### AmeriHealth Caritas DC Providers

Telehealth visits are offered by many Federally Qualified Health Centers (FQHCs), large DC health systems, and other in-network AmeriHealth Caritas DC providers. Contact your Primary Care Provider to see whether they offer telehealth appointments. You can also call the AmeriHealth Caritas DC Community Outreach Solutions team at **(202) 216-2318**, and we will help you schedule a virtual appointment with the right provider.

## Facilities Offering Telehealth Services

### Community of Hope

<https://www.communityofhopedc.org/telehealth/>  
(202) 540-9857

### Elaine Ellis Center of Health

<https://eechealth.com/now-offering-telemedicine-services/>  
(202) 803-2340

### Mary's Center

<https://www.maryscenter.org/medical/adults-and-seniors/facilitated-telemedicine/>  
(202) 851-3894

### Unity Health Care

<https://www.unityhealthcare.org/for-patients/telehealth>  
(202) 469-4699

### Children's National

<https://www.childrensnational.org/get-care/departments/telehealth>  
1 (888) 884-2327

### George Washington University Hospital

<https://gwhospital.com/services/virtual-health/>  
1 (888) 4GW-DOCS  
(1 (888) 449-3627)

### George Washington Medical Faculty Associates

<https://gwdocs.com/mychart/video-visits>  
(202) 741-3110  
(MyChart Support)

### MedStar Health

<https://www.medstarhealth.org/services/medstar-evisit-telehealth>  
1 (877) 772-6505

### Whitman Walker

<https://www.whitman-walker.org/epic-and-mychart-information/#epic-resources>  
(202) 745-7000



## 24/7 Emotional Support Services via Text with Headspace

Enrollees age 13 and older can use the Headspace emotional support app to access hundreds of guided meditation and mindfulness exercises, or chat with an emotional support coach via live text. You can receive emotional support for life challenges, such as anxiety or trouble sleeping, 24 hours a day, seven days a week.

Visit Headspace enrollment (<http://work.headspace.com/amerihealth/member-enroll>) to get started. Standard messaging and data fees may apply.



***We're here  
when you  
need us.***

## **24/7 Urgent Care with RelyMD by Phone or Video Chat**

RelyMD offers urgent care for AmeriHealth Caritas DC enrollees by phone or video chat. This service is available 24 hours a day, seven days a week. A provider will review your medical history and contact you within minutes. The average callback time is 60 minutes or less. Standard messaging and data fees may apply.

### **To access RelyMD:**

- **Use the RelyMD app** on your mobile device
- **Call RelyMD** at 1 (855) 879-4332
- **Or visit** RelyMD.com

### **ATTENTION:**

**Telehealth is not  
for emergencies.  
If your symptoms  
are severe or life-  
threatening, call 911  
or go to the nearest  
emergency room.**

You are not alone in making decisions about your care. Call us at **(202) 216-2318** if you have questions or need help accessing any of the services listed above.

**Telehealth offers  
flexibility, safety, and  
peace of mind.**

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AmeriHealth Caritas District of Columbia complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). AmeriHealth Caritas District of Columbia does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

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**English:** If you do not speak and/or read English, please call **1-800-408-7511 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

**Español:** Si no habla y/o lee inglés, llame al **1-800-408-7511 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

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**Tiếng Việt:** Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-800-408-7511 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

**繁體中文:** 如果您不會講或讀英文，請致電 **1-800-408-7511 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

**한국어:** 영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-800-408-7511 (TTY 1-800-570-1190)**번으로 전화하십시오. 직원이 도와드릴 것입니다.

**Français:** Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-800-408-7511 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.

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[www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com)