



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS

1145 Westmoreland Drive
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elpasohealth.com



**El Paso Health
Member Letter – Telemedicine/Telehealth/Telephonic Services**

April 8, 2020

Dear Member,

El Paso Health is here to help you. We want you to continue to be connected with your Providers during this time of COVID-19 precautions and the El Paso Stay at Home Order.

Providers in the El Paso Health Network can provide Telemedicine and Telehealth services for certain medical and behavioral health services. Telephonic services are also approved through April 30, 2020. This means you can access your Provider via the telephone. These services will keep you and your family safe and healthy.

Telemedicine, Telehealth, and Telephonic services do not require a prior authorization with an in-network PCP. Copays for these services do not apply to CHIP Members.

El Paso Health STAR and CHIP Members may also call our 24-hour **FIRSTCALL** Medical Advice Infoline at **1-844-549-2826**. You will be able to speak to a nurse regarding any health questions.

If you need any help, please call us at 915-532-3378 or toll-free at 1-877-532-3778. You can also find additional information on our website, www.elpasohealth.com, and on our Facebook and Instagram pages.

At El Paso Health, we want to protect your health. We hope you and your family stay safe and well. Together, we'll get through this.

Sincerely,

Frank Dominguez
President and CEO

