



Scan this QR code

Scan this QR code with your mobile device to find a provider near you.

Have questions?

If you need help or have questions, call Customer Care at the number listed on the back of your Humana member ID card.

Remember, when you have a life-threatening injury or major trauma, call 911.

Humana®

North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

Virtual care where you're most comfortable

Telehealth visits

(also known as virtual visits)

With a Humana Medicare Advantage plan, your doctor visits can happen from the comfort of home—no waiting room required. Virtual visits allow you to get nonemergency medical care anywhere through your phone, tablet or computer.*

This plan covers virtual visits 100% for both in- and out-of-network providers. Use virtual visits for chronic condition management, follow-up care after an in-office visit, medication reviews and refills, and much more—just like an in-office visit.

You can also use virtual visits to connect with a licensed **behavioral health** specialist. These providers are available to help coach you through many of life's challenges. They can:

- Discuss healthy ways to deal with stress, anxiety or sadness
- Listen without judgment as you talk about your life, relationships and feelings
- Help you set and meet behavioral and emotional goals
- Assist you in developing strategies for living a fuller, healthier life

Ask your trusted provider about virtual behavioral health options

If you don't have a primary care provider, or they don't offer virtual visits, you can search by using the "Find a doctor" tool at your.humana.com/ncshp/tools-and-resources or by logging in to your MyHumana account and selecting the "Get Care" menu.

*Depending on the initial consultation, video may be required for telehealth visits. Standard data rates may apply.

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Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services are for informational purposes only and should not be construed as medical advice. Please refer to your Evidence of Coverage for additional details on what your plan may cover or other rules that may apply.