

What is Telehealth?

Telehealth is a way to deliver health care services using technologies such as computers and mobile phones. It allows you to receive health care from your provider without going into their office. Some people prefer telehealth to in-person services since they don't have to arrange transportation or travel.

How Do I Get Telehealth Services?

Telehealth is available for many AHCCCS covered services. Talk with your provider or health plan Member Services department to see which services you can receive

by telehealth. Your provider will use clinical judgment, considering your diagnosis, symptoms, history, age, physical location, and access to telehealth, to decide whether a service is appropriate for telehealth.



I Want In-Person Services. Do I Have to Use Telehealth Services?

You have the choice to receive in-person services, so discuss with your provider your preference for telehealth or in-person services. All medically necessary services shall be delivered in a timely manner. You should not be put on a waiting list without being offered other appointment options or being referred back to your health plan to explore options.

If you don't have your own transportation to get to an in-person service, AHCCCS will provide Non-Emergency Medical Transportation (NEMT) to medically necessary services. Call your health plan Member Services number on your insurance card to arrange for NEMT.

What If My Telehealth Provider Is Located Outside of Arizona?

That's okay. Some telehealth providers that serve AHCCCS members are located out of state. Please check with your health plan Member Service department if you have any questions about your provider.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.