

# Telehealth

## GET THE CARE YOU NEED, WHEREVER YOU ARE

*With telehealth, you can “see” a doctor or therapist from the comfort and safety of home. You can get medical advice, a diagnosis or a prescription by video.*

### It's just like a normal visit

And, it's available at no cost to you. You can use telehealth at home, at work, or when you travel. It's great for issues like:

- Colds, flu and fevers
- Rashes or skin problems
- Allergies and sinus issues
- Coughs and lung infections
- COVID-19 symptoms
- Ear infections
- Pink eye

### Babylon Health online video visits

Health Net is working with Babylon Health to offer you access to telehealth services at no cost through the Babylon app. With the Babylon app, you can get telehealth services via mobile device 24 hours a day, 7 days a week.



**Need help?**  
Call Health Net Member Services (toll-free)  
1-800-675-6110 (TTY: 711)  
24 hours a day, 7 days a week  
[www.healthnet.com](http://www.healthnet.com)

**1** Download the Babylon Health app on the Google Play or Apple App store.

**2** Set up and activate your account, using the code: HNMC.

Contact Babylon Health if you need help downloading or using the app:

By phone (toll-free)  
1-800-475-6168 (TTY: 711)  
5 a.m.–7 p.m., 7 days a week

By email  
[us-support@babylonhealth.com](mailto:us-support@babylonhealth.com)

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FLY044562E000 (1/21)

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every stage of life™