



CVT AND TELEHEALTH SERVICES

As health concerns continue about COVID-19, many people are connecting with healthcare providers from the safety of their own home or office by using their computer, phone and other digital devices. This is called Telehealth. Copper Valley Telecom's highspeed Internet and telecommunication services makes it easy to connect with your healthcare provider.

WHAT IS TELEHEALTH?

Telehealth is an appointment with a doctor or healthcare provider conducted over the phone or other electronic devices. This virtual or telephonic visit allows you to get healthcare advice without physically having to go into a healthcare providers' office.

Dr. Cullen works at the Valdez Medical Clinic and Providence Valdez Medical Center. We spoke to him telephonically on March 24, 2020, about his use of Telehealth services to connect with his patients, during his selfisolation after traveling in March.

"Obviously, this [COVID-19] is a huge tragedy that's unfolding before us. It's fascinating that it's happening at a time where we have all these digital tools to help us now," Dr. Cullen said. "This is revolutionizing how we do health care. It [Telehealth] was already happening, but this gave it a huge kickstart," Cullen said.

WHO CAN USE IT?

Anyone with access to a smartphone, landline, flip phone, tablet, or computer can use Telehealth services.

HOW MUCH DOES IT COST AND WHO PAYS FOR IT?

The short answer is costs vary depending on the healthcare provider.

According to a 2017 article by Kaiser Health News, the average cost of a Telehealth appointment is \$79 versus \$146 for an in-person visit. For example, Providence Hospitals currently charge \$49 or less per visit. The Valdez Medical Clinic charges the cost of a regular in-person appointment and they will bill Medicare or other health insurance for telehealth visits, if the patient has medical insurance. Most insurances cover the cost of Telehealth services. If someone doesn't have insurance, they will be responsible for the Telehealth appointment out-of-pocket payment. Telehealth can be an excellent option for those without health insurance, since this service can cost less than an in person visit to the office of a healthcare provider.

HOW DO I KNOW WHAT TELEHEALTH ORGANIZATION/ PLATFORM TO USE?

There are many Telehealth organizations and platforms. The easiest way to figure out which one to use is to call your doctor's office or healthcare provider and ask them how to set up a Telehealth appointment. They will let you know how to do that and what platform/service they use to connect your healthcare provider directly to you. Often it's as easy as your healthcare provider sending you a link to your phone or email, with an invite to connect with them using the platform they've chosen. Or they can call you on the phone and talk to you about your healthcare concerns.





Phone

1-800-235-5414

Tech Support

907-834/822 (HELP) 4357

Customer Service

907-822-3551 or

907-835-2231

Smarthub

Google Play Store



Apple App Store



Online

www.cvtc.org/contact



Drop Box

Checks can be deposited in the drop box by the door.

It is our highest priority at CVT to ensure the safety and well-being of our employees while continuing to serve customers well. If you need assistance setting up your account online, please contact customer service and we will be happy to assist with the process.

VOLUNTEERS NEEDED TO COUNT BALLOTS FOR CVT ANNUAL MEETING

Copper Valley Telecom is looking for five to seven CVT members to volunteer to serve on our 2020 Annual Meeting Credentials and Elections Committee. These volunteers will be responsible for gathering re-turned ballots, verifying signatures, and tallying votes for the CVT Annual Meeting.

If you are interested in serving on this committee, or if you want additional details, please contact Rebecca Smith at rsmith@cvtc.org. Thank you for your consideration.



UPCOMING EVENTS



NEED A NEW PHONE?

We can help with that! You can now purchase a new device from Copper Valley Telecom through your SmartHub portal at www.cvtc.smarthub.coop

Once you've logged into your account proceed to the "My Services" tab at the top left of the screen. You will then find a left hand navigation panel, select the "Add Mobile" option underneath the "My Mobile" section. Browse through our entire selection of phones, and compare features until you find the right fit for you. Once you've made your purchase, a CVT Customer Service Representative will mail your new device to you right away! As always, if you have any questions we are here to help. Happy Shopping!

Tentative date for CVT Board Meeting:

May 26th

CVT Adopt-A-Highway :

Clean-up while social distancing May 29th in Glennallen.

Visit www.cvtc.org for more information.

The Copper Wire Quiz

Enter to Win a \$50 Account Credit

May 2020

Answer all three questions below correctly, tear off, then mail or drop off at the Glennallen or Valdez business office. Return by the 10th of the month to ensure your entry is included in the monthly drawing. Congratulations to the last issue's winners, **Judy Thermond** (Glennallen) and **GL Reiss** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. What's the easiest way to figure out what Telehealth platform to use? _____

2. When is the first Adopt-A-Highway clean up session for CVT? _____

3. What is the tentative date for the next CVT Board Meeting? _____

Name: _____ Phone: _____