



# CHPW Virtual Care

Care when you need it —  
without leaving your home



At Community Health Plan of Washington (CHPW), we make it easier for you to get the care you need, when and where it works best for you. If your regular provider isn't available, you have the option to connect with a doctor or behavioral health specialist by phone or video—often available 24 hours a day, 7 days a week.

## Why use CHPW Virtual Care?

- **See a provider fast** — No travel or long wait times
- **Specialist visits available** — Dermatology, talk therapy, psychiatry
- **\$0 cost** — Fully covered for CHPW Apple Health members

## Services available

- **Medical care:** Available 24/7 for 80-plus common conditions including cold/flu, allergies, rash, sinus infections, UTIs
- **Behavioral/mental health:** Appointments available in one to five days for a range of mild to moderate concerns including anxiety, depression, addiction, parenting support, and more
- **Dermatology:** Rashes, acne, eczema, and other skin conditions

## How to get started

1. Go to [chpw.org/virtualcare](http://chpw.org/virtualcare)
2. Review all your telehealth care options
3. Choose a provider and schedule your phone or video visit

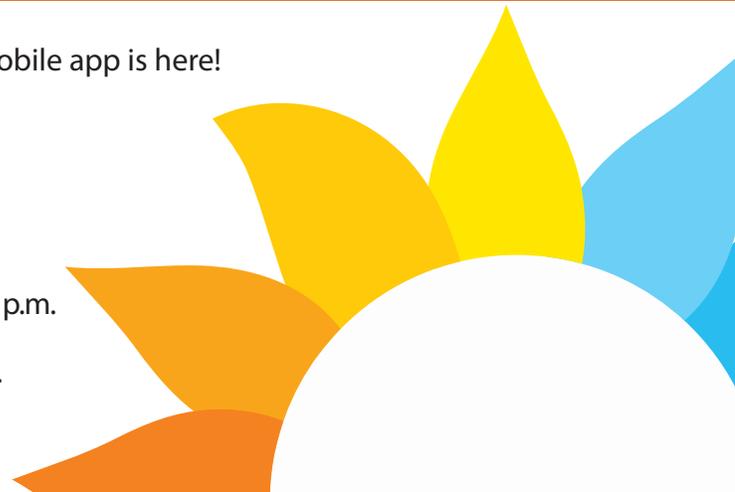


The new and improved CHPW Virtual Care mobile app is here!  
Learn more at [chpw.org/virtualcare](http://chpw.org/virtualcare)

## Questions?

Call CHPW Customer Service:  
1-800-440-1561 (TTY: 711), Monday – Friday, 8 a.m. to 5 p.m.

*If you have a life-threatening medical emergency, call 911.*





# CHPW Virtual Care

## 足不出户即可随时 获取护理



在 Community Health Plan of Washington (CHPW), 我们让您在最适合您的时间和地点更轻松获取所需的护理。如果您的常规医疗服务提供者无法提供服务, 您可以选择通过电话或视频与医生或行为健康专科医生联系, 通常每周 7 天、每天 24 小时提供服务。

### 为什么使用 CHPW Virtual Care?

- **快速找到医疗服务提供者看诊** — 无需外出或长时间等待
- **提供专科医生问诊** — 皮肤科、谈话治疗、精神科
- **\$0 费用** — CHPW Apple Health 会员全额承保

### 提供的服务

- **医疗护理:** 全天候服务, 涵盖 80 多种常见疾病, 包括感冒/流感、过敏、皮疹、鼻窦炎、尿路感染 (UTI)
- **行为/精神健康:** 可在一到五天的时间范围内预约, 涵盖一系列轻度至中度问题, 包括焦虑症、抑郁症、成瘾、育儿支持等
- **皮肤科:** 皮疹、痤疮、湿疹和其他皮肤病

### 如何开始

1. 访问 [chpw.org/virtualcare-chn](http://chpw.org/virtualcare-chn)
2. 查看所有远程医疗护理选项
3. 选择医疗服务提供者并安排电话或视频看诊



全新升级的 CHPW Virtual Care  
移动应用程序上线啦! 请访问  
[chpw.org/virtualcare-chn](http://chpw.org/virtualcare-chn) 了解更多信息

### 您有任何疑问?

请致电 CHPW 客户服务部:  
1-800-440-1561 (TTY: 711),  
服务时间为周一至周五, 上午 8 点至下午 5 点。

如果您遇到危及生命的医疗紧急情况, 请拨打 911。

Community Health Plan of Washington complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you need an accommodation, or require documents in another format or language, please call toll-free 1-800-440-1561 (TTY: 711) 8:00 a.m. to 5:00 p.m., Monday to Friday. Under Washington law, people have a right to be free from discrimination because of race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-1561 (TTY: 711). ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-440-1561 (телетайп: 711).