

The Health Plan is pleased to announce the addition of free Zoom for Healthcare as a secure virtual care coordination option with our Medicare and Medicaid/CHIP members for all Clinical Service Programs.



Zoom provides high-definition video and audio with clarity and quality for private televideo visits with a THP program manager on demand for a variety of programs, from Tobacco Cessation, to Chronic Disease Management to Pregnancy Programs or Personalized Case Management. The Zoom televideo resource is not meant to replace a doctor visit or deliver care, but it provides an option for face-to-face education or care coordination with a THP care team member where televideo may provide more insight to care planning aimed at improving health.

Why use Zoom?

- **Rapport:** Build rapport with your care staff during face-to-face interactions
- **Ask questions and show examples:** Share a private view of your home environment or daily activities to work on care plan interventions (Is this a correct portion? What is this food label telling me?)
- **Medication Clarity:** Show pill bottles to complete medication reviews with our pharmacists and gain an understanding of your medicine instructions
- **Share Screens:** Work on complicated forms together when you need assistance or view online resources together to find and access community services or use decision making aids
- **Follow Signs and Symptoms:** Display visible symptoms such as rashes, wounds and swelling to your RN case manager to help guide when and how to seek care or monitor conditions
- **Clarity of communication:** Zoom provides live transcription and large print options for accessibility. THP can also include a language interpreter for any language required during Zoom or audio calls at your request.
- **Addition of care team members:** You can choose who to include in your Zoom conference. You may include a family member from a remote location to help understand instructions or your provider can be linked into the Zoom with mutual consent and planning. Zoom for Healthcare is HIPAA compliant and secure.

What do I need to use Zoom?

- A computer (laptop, desktop or tablet) with an internet connection, speakers or a headphone/microphone and a webcam or a mobile device with active service
- Zoom App download for your device is recommended but you do not need to download anything to join Zoom. You will have limited functionality without downloading the app

To review available programs and request enrollment in a program: healthplan.org/zoom

To use Zoom for Healthcare, simply let your program manager know that this is your preferred method of contact and they will schedule your interactions via Zoom.

