

# TELEHEALTH: Mental and Behavioral Health

*This information is to help you get started. Talk to your health care provider (doctor, nurse, therapist, etc.) about details.*

## Why Telehealth?

- Having fewer in-person visits lowers risk of exposure to COVID-19
- You can talk with your provider from a comfortable setting
- Reduces need for transportation and childcare
- Less disruption to your normal routine



## Ask your provider:

- "Can we discuss tele-therapy options?"
- If you're not comfortable with only telehealth visits: "Can we discuss how to have some visits in-person and some virtually?"



## Privacy & Security:

- Make sure you have enough privacy for your visit.
- If you can't get privacy at home, you can try:
  - Your car
  - Backyard
  - Parking lot of your provider's office
- Ask your provider about the phone or laptop app for telehealth and how can you make sure you have the privacy you need.

Visit [ncdhhs.gov/telehealth](https://ncdhhs.gov/telehealth) for more information on privacy and internet access.

**HOPE  4 NC HELPLINE  
FOR MENTAL HEALTH  
1-855-587-3463**

*You have the right to free language assistance to ensure meaningful access to health care, in person or virtually. Ask your provider about interpreter services or if you have any additional questions.*



NC DEPARTMENT OF  
**HEALTH AND  
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Division of Health Benefits

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