

New Era Telehealth Talk to a doctor 24/7 for \$0.



Skip the drive, the waiting room and the bill!

With New Era's Telehealth services, you can talk to a doctor, get a diagnosis, and even a prescription if needed, all within minutes! No appointment necessary.

Virtual Urgent Care Conditions Treated for \$0

- Cold and flu symptoms
- Sinus problems
- Ear infection
- Bronchitis
- Nausea
- Urinary Tract Infection
- Pink eye
- Infections
- Stomach viruses
- Rashes
- Sore throat
- Recommendation
- Second opinions
- And more!

How It Works

Feeling under the weather? In just a few taps, you can get care fast whenever you need it and wherever you are!



Step One: Request a consultation.

- Login to your [New Era Policyholder Portal](#) online or through the [Benefit PAL](#) mobile app, then select New Era Telehealth from the dashboard.
- Or, call New Era Telehealth Support - day or night - toll-free at [877-643-1849](#).



Step Two: Talk to a doctor.

During your consultation, a board certified doctor will provide you with a diagnosis and treatment plan for getting better. If a prescription is necessary, one will be sent to the pharmacy of your choice.

Note: Any dependents over the age of 18 will need to create their own Policyholder Portal account or call the support line for service.

Additional New Era Telehealth Services

Virtual Dermatology Care

24/7 Access to virtual dermatology care at a low rate

Virtual Counseling Services and Psychiatric Medical Care

Access to virtual mental health services with psychologists or psychiatrists at a low rate

New Era Telehealth Services

Virtual Urgent Care

Doctor: Licensed physician

Cost: \$0, unlimited visits

Availability: 24/7

Use: When you have a minor illness or condition and want to see a doctor quickly from the comfort of your home or while traveling

Conditions Treated:

- Fever
- Cough / sore throat
- Cold and flu symptoms
- Sinus problems
- Ear infections
- Bronchitis
- Nausea
- Urinary Tract Infections
- Pink eye
- Infections
- Stomach viruses
- Rashes
- And more

Dermatology

Doctor: Licensed dermatologist

Cost: \$60 per visit

Availability: 24/7

Use: When you have a chronic dermatology condition and want help managing the condition

Conditions Treated:

- Acne
- Eczema
- Psoriasis
- Rosacea
- And more

If you are experiencing a medical or mental health emergency and need immediate assistance, call 911 or go to the nearest emergency room.

Counseling Services

Counselor: Licensed psychologist

Cost: \$100 per 45-minute session

Availability: Monday - Friday from 8 AM - 5 PM by appointment

Use: When you need one-on-one counseling services

Conditions Treated:

- Stress management
- Life changes
- Grief and loss
- Relationship issues
- Depression
- And more

Psychiatric Medical Care

Doctor: Licensed psychiatrist

Cost: \$205 for initial 50-minute evaluation; \$100 per 15-minute follow up medication review

Availability: Monday - Friday from 8 AM - 5 PM by appointment

Use: When you need mental health diagnosis, treatment and prescription medication

Conditions Treated:

- Anxiety
- Depression
- Trauma
- PTSD
- Bipolar disorder
- Panic disorder
- Addictive behavior
- And more

Message a Doctor

Cost: \$0, unlimited messages

Availability: Ask anytime; responses can take up to 24-hours

Use: When you would like general medical advice or a second opinion

Know Where to Go

Telehealth services can save you time and money!

Virtual Urgent Care - \$0

For non-emergency conditions like the cold and flu, allergies or rashes.

Typical wait time: 0 - 15 minutes

Urgent Care Facility - \$\$

For non-emergency conditions that may require an in person visit like sprains or minor cuts

Typical wait time: 0 - 30 minutes

Emergency Room - \$\$\$

For severe emergency conditions that need immediate medical care like chest pain, head injury, burns or broken bones

Typical wait time: 0 - 3+ hours