Could virtual care be right for you?

Telehealth may be useful for common, non-emergency health concerns that can be evaluated by video, phone or an online visit. The telehealth provider will decide whether virtual care is appropriate or whether you need in-person care.

Important: You must be in Kentucky at the time of the visit.

Choose a Kentucky virtual care option

Availability, age limits, registration requirements and appointment types may vary. Select an option to review current details and schedule care.

Baptist Health Virtual Care

On-demand urgent care video visits 24 hours a day, seven days a week, without an appointment. eVisits and scheduled video visits are also available.

Good to know: MyChart is used for video visits.

Visit Baptist Health Virtual Care

Norton Healthcare Telehealth

Norton eCare offers virtual urgent care for minor illnesses. Patients age 2 and older may choose a video visit or eVisit.

Good to know: Scheduling and access may use MyNortonChart.

Visit Norton Telehealth

St. Elizabeth Video Visits On Demand

Same-day video visits for common minor illnesses, including some evening and weekend appointments. Available to new and existing patients.

Good to know: MyChart is optional for an on-demand visit. Members may schedule online as a guest.

Visit St. Elizabeth Video Visits On Demand

UK HealthCare TeleCare

Virtual primary and specialty care appointments through TeleCare. Contact the UK HealthCare clinic or use MyChart to schedule.

Good to know: UK TeleCare generally requires a scheduled appointment and MyChart access.

Visit UK HealthCare TeleCare

ARH ConnectedCare

Virtual primary and specialty care. Contact the local ARH clinic to schedule an appointment.

Good to know: Members can create a MyARHChart account to access ConnectedCare.

Visit ARH ConnectedCare

Before your virtual visit

- ☐ Your Aetna Better Health of Kentucky member ID card and photo ID
- ☐ Your medication list and pharmacy information
- ☐ A smartphone, tablet or computer with a camera, microphone and internet connection if video is required
- ☐ A private, well-lit place
- ☐ A few extra minutes to join early

→ **Follow the provider's instructions**

If the provider directs you to in-person urgent care or the emergency room, follow those instructions.

Need another care option?

You may also contact your primary care provider or use the Aetna Better Health of Kentucky provider directory to locate participating providers and urgent care locations.

Find a participating provider or urgent care location

Important information

This list is provided as a convenience and may change. A provider's website may describe services that are not available in every area or covered under every health plan. Confirm provider participation and coverage before receiving care.

Telehealth does not replace emergency services. If you think you are having a medical emergency, call 911 or go to the nearest emergency room.