

# Connecting Veterans to Telehealth Care

Many Veterans are turning to telehealth to access care from the U.S. Department of Veterans Affairs. But for Veterans living in rural areas or for those that may have limited broadband connectivity, VA telehealth services can be difficult to access. That's why VA is working to **bridge this digital divide** and ensure that all Veterans can access VA telehealth care.



# 15%

of Veteran households  
**do not have an  
internet connection.**

*Federal Communications  
Commission, 2019*



## Digital Divide Consult

If you would benefit from video telehealth services but don't have internet access or a video-capable device, the VA's Digital Divide Consult can help. Through the Digital Divide Consult, your VA provider can refer you to a VA social worker who can determine your eligibility for programs to help you get the internet service or technology needed for VA telehealth. For more information about the Digital Divide Consult, talk to your VA provider.



## VA Internet-Connected Devices

If you don't have a device with internet access, VA can lend you an internet-connected tablet at no cost so you can reach your VA care team through telehealth. The Digital Divide Consult can help determine if you are eligible.



## Free Mobile Connectivity for Telehealth

AT&T, SafeLink by TracFone, T-Mobile, and Verizon help Veteran subscribers avoid data charges when using VA Video Connect on their networks. This lets you access your VA care team through telehealth with fewer worries about data fees.

For more information  
and limitations, visit

**[mobile.va.gov/cellular-data-program](https://mobile.va.gov/cellular-data-program)**.





### Internet and Phone Service Discounts

The Federal Communications Commission's Lifeline program subsidizes the cost of home broadband and phone service. Many Veterans are eligible for Lifeline benefits, including Veterans with lower incomes and Veterans who participate in the following federal programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income
- Federal Public Housing Assistance
- VA pension
- VA Survivors Pension
- Tribal programs and residents of federally recognized tribal lands

The Emergency Broadband Benefit (EBB) program expands broadband discounts and eligibility as part of the government's response to the COVID-19 pandemic.

The Lifeline and EBB programs are included in the Digital Divide Consult.

Learn more:

#### Lifeline

[lifelinesupport.org](https://lifelinesupport.org)

800-234-9473 (9 a.m. - 9 p.m. Eastern time)

#### EBB

[fcc.gov/broadbandbenefit](https://fcc.gov/broadbandbenefit)

833-511-0311 (9 a.m. - 9 p.m. Eastern time)



### Telehealth Sites in Your Community

Through ATLAS (Accessing Telehealth through Local Area Stations), VA is bringing telehealth care into Veterans' communities. ATLAS sites are comfortable, private spaces for Veterans to have video appointments with their VA providers. VA has teamed up with public and private organizations, including **The American Legion, Philips North America, Veterans of Foreign Wars, and Walmart** to create ATLAS sites in select communities. To see if there is an ATLAS site near you, visit [connectedcare.va.gov/partners/atlas](https://connectedcare.va.gov/partners/atlas).

Speak with your VA provider to see if VA telehealth is a good fit for your care needs. Learn more at [telehealth.va.gov/digital-divide](https://telehealth.va.gov/digital-divide).



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Connected Care

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