

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.



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 with 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.

15%

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

*Federal Communications
Commission, 2019*





Internet and Phone Service Discounts

You may be eligible to receive a discount on your home internet or phone service through two Federal Communications Commission (FCC) programs: Lifeline and the Affordable Connectivity Program (ACP). **The Digital Divide Consult can help determine your eligibility for both FCC programs.**

Lifeline subsidizes the cost of home broadband and phone services. You can take part in Lifeline if you have a low household income or if you or a member of your household takes part in one of the following programs:

- Federal Public Housing Assistance
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Tribal programs
- Qualifying VA pension
- VA Survivors Pension

The **ACP** provides home internet service discounts and a one-time discount to purchase a computer or tablet.

If you or a member of your household takes part in Lifeline or one of the federal programs listed above, you are also eligible for the ACP and can receive both discounts. You may also be eligible for ACP benefits if you have a low household income or if you or a member of your household takes part in one of the following programs:

- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Federal free and reduced-price school lunch programs or school breakfast programs
- Federal Pell Grant recipients

Veterans who receive qualifying VA pensions are automatically eligible for two FCC programs: Lifeline and the Affordable Connectivity Program. These Veterans do not need to submit paperwork to the FCC. They only need to sign up through the **Lifeline National Verifier**, or by contacting their internet service provider. This makes it even easier for Veterans to get discounts on internet and phone services and the purchase of a computer or tablet.

Learn more about qualifying:

Lifeline

lifelinesupport.org

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

Affordable Connectivity Program

fcc.gov/acp

877-384-2575 (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**, **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**.

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**.

