

I can't do my telemedicine visit because...

I CAN'T AFFORD A PHONE PLAN OR MINUTES



WHAT DOES THIS MEAN?

It means you have a phone but do not have funds to pay for a plan or buy minutes from a cellular provider.



WHO CAN HELP?

- Lifeline is a federal program that provides monthly discounts for individuals and families with limited household income. For example, an individual making less than \$17,226 a year.
- Contact everyoneon.org, a nonprofit organization that helps low-income families afford internet services and computers.
- Your Family-to-Family Health Information Center
- Your local Department of Health



WHAT ARE MY NEXT STEPS?

- Check with your phone carrier. Many have taken the Federal Communication Commissions (FCC) “Keep American’s Connected Pledge” which asks carriers not to terminate service due to inability to pay and to waive late fees.
- Call a community-based or other organization that helps you understand and access the supports that are available to you and your children with special health care needs.



WHERE CAN I LEARN MORE?

- Watch the Lifeline is A Life Changer video
- Watch the Family Voices' Nuts and Bolts of Telemedicine Webinar: Are You Connected
- Call the Family-to-Family Health Information Center in your state, territory, or tribal nation who may have more information about free or discounted programs near where you live.