



Provider Telemedicine Visits Instructions

Aetna Better Health of Louisiana is now offering secure telemedicine visits between our in-network providers and our members using smartphones, computer or tablet with video capabilities.

To request a visit:

- Log onto **www.advancetelehealth.com**.
- Click on the **GET SETUP TODAY** button in lower left-hand corner.
- Fill out the **Patient Visit Request Form** and submit online. We will do all the work for you to set up the visit.
- You will receive a confirmation email from Advance Telehealth care team with instructions.

On the day of the appointment:

- Log onto **www.onetelemed.securevideo.com**.
- Enter your email address and password.
- Download **Zoom** app if you don't already have it loaded to your device.
- Click **Enter Meeting** from the Dashboard.
- Conduct your visit and click **End Meeting** when you are done.

Does your member need help in another language? Call Member Services at **1-855-242-0802** to set up an interpreter for your provider visit or if you have any questions.

This benefit is available to our providers and members at no cost to them. It is just another benefit we offer to our members.

For technical support call **337-565-0843**, option 6.