



StayWell
INSURANCE

Telehealth Services

StayWell understands we are living in unprecedented times with the COVID19 pandemic, and we must be flexible and adapt to changing needs. In response, we have enhanced our benefit offering with our StayWell Temporary Telehealth Program (STEP). This program allows you to continue your healthcare without the need for face-to-face provider-patient consultation as deemed appropriate by your provider. We encourage you to use STEP as the first option in order to limit potential exposure in clinics.

Is STEP covered by StayWell?

During the emergency period, StayWell may waive or modify certain telehealth policy exclusions and requirements by providing coverage for telephone evaluation, and/or online digital management services. This will temporarily be in effect until StayWell modifies or terminates coverage based on regular review of performance and prevailing circumstances.

Who can provide Telehealth?

Qualified Clinicians are StayWell-credentialed physicians, nurse practitioners, physician assistants and mental health providers in Guam and CNMI.

How do I schedule a Telehealth appointment?

Contact your provider to find out if your physician is participating in Telehealth appointments. And as always, if you have questions or need assistance, contact our Customer Care Department at 671-477-5091 ext 1120.