

General FAQs

What is Texas Children's Anywhere Care?

Texas Children's Anywhere Care brings the health care providers* to you with online visits through live video chat from your smartphone, tablet, or computer. It's easy, secure, fast, and convenient. No travel or parking is needed, and less waiting means time saved for you and your family. Plus, providers are available when you need answers — whether it's the middle of the night, you're away from home, or you just can't get in during regular office hours.

How can I see a health care provider using Texas Children's Anywhere Care?

To sign up for Texas Children's Anywhere Care, follow steps 1-4 below. If you're already signed up, you can skip step 1 and move on to steps 2-4.

Step 1: Create an account. Add any children covered by Texas Children's Health Plan under your account. Sign up online or go mobile with the Texas Children's Anywhere Care app (free download). Enroll now so you're ready when you need care.

Step 2: Choose a provider. The providers you see through Texas Children's Anywhere Care are board-certified and are trained in video health care. Simply browse their profiles and choose a provider you would like to see.

Step 3: Enter your child's health history. Add health insurance information.

Step 4: Start your visit. The provider you see will ask about symptoms, guide you through the examination, and send a prescription to the pharmacy if needed.

What conditions can be treated through Texas Children's Anywhere Care?

The health care providers you can see through Texas Children's Anywhere Care can treat a range of conditions, including:

- Allergic reactions
- Coughs, colds, or congestion
- Ear pain
- Fevers in children older than 8 weeks
- Pink eye
- Rashes
- Skin infections
- Sore throat
- Vomiting and diarrhea

Who cannot be seen using Texas Children's Anywhere Care?

Infants less than 30 days old should be seen by their primary care provider. You can also call the nurse hotline at **1-800-686-3831** with any questions 24/7.

When should I not use Texas Children's Anywhere Care and go to an emergency room?

The health care provider you see through Texas Children's Anywhere Care can address common health conditions that are not an emergency. If you have any of these symptoms go directly to the emergency room:

- Broken bones (with deformity)
- Bleeding that won't stop
- Extensive or complicated cuts or lacerations
- Fainting or head injuries with loss of consciousness or disorientation
- Fevers in children under 8 weeks
- Loss or changes of vision
- Procedures requiring a CT scan or sedation
- Seizures without a previous diagnosis of epilepsy
- Serious burns
- Snake bites
- Spinal injuries
- Sudden changes in mental state
- Sudden shortness of breath or difficulty breathing
- Vomiting or coughing up blood

How do I change my username?

To use Texas Children's Anywhere Care you must have an email address for your username, but you can change your username (email address) any time.

First **log in**, then:

- Select **My Account** (in the top right section of the screen)
- Choose **My Profile**
- Scroll down and select **Identification**
- Choose **Edit** and then edit your email address to another email address of your choice
- Select **Save**

How should I enter my health plan ID number?

Enter all letters and numbers from your health plan member ID card, without spaces.

* Texas Children's Anywhere Care providers may include doctors and advanced practice providers.

What happens if I don't enter my health insurance information when I sign up?

If you don't enter your health insurance information, you will need to pay the full cost of the visit with your personal credit or debit card.

If you don't have your health insurance information handy when you register, don't worry, you can enter this information any time before your visit begins. Just follow these simple steps.

From a computer:

- **Login**
- Select **My Account**
- Choose **My Profile**
- Under Health Insurance Information select **Edit**
- Change your insurance information
- Choose **Save**

Using a mobile device:

- **Login**
- Tap **More** at the bottom of the screen
- Tap **My Insurance**
- Enter your insurance information
- Tap **Save**

Can I add a child or spouse over the age of 18 to my Texas Children's Anywhere Care account?

No. Any individuals over the age of 18 must have their own account with unique email address, due to privacy and security requirements mandated by the Health Insurance Portability and Accountability Act (HIPAA). They will be able to add the health insurance plan they are covered under within the profile they create through Texas Children's Anywhere Care.

How do I add a child or dependents under the age of 18 to my Texas Children's Anywhere Care account?

It's easy to add a child or dependents to your account. Just follow these steps.

From a computer:

- **Login**
- Select **My Account** (in the top right of the screen)
- Choose **My Profile**
- Under **My Children** select **Add**
- Select **Create New Profile** and complete the information and choose **Add Profile**

Using a mobile device:

- **Login**
- Tap **More** at the bottom of the screen
- Tap **My Children**
- Tap **Add Child**
- Enter the requested information and tap **Done** to save

How long is an online health care visit?

A typical online health care visit using Texas Children's Anywhere Care is about 10 minutes.

Can I get a doctor's note to provide to my work or school after an online visit?

Yes. To get a doctor's note through an online visit with Texas Children's Anywhere Care, tell the health care provider you are seeing that you need a doctor's note before your online visit ends. The doctor's note will include the date of the visit, recommended date to return to work or school and any restrictions.

To get a copy of the doctor's note after your online visit ends, follow these steps.

From a computer:

- **Login**
- Select your **Inbox** (envelope icon)
- Choose the **Notification** email that pertains to the visit you had where you requested a doctor's note
- You will see the doctor's note listed under **Attachments** as a PDF or Word file

Please note, doctor's notes cannot be retrieved using the Texas Children's Anywhere Care app.

If you forgot to request a doctor's note during the visit, please contact Texas Children's Anywhere Care at **1-800-860-5353**.

Can the health care provider I see through Texas Children's Anywhere Care complete Family and Medical Leave Act (FMLA) disability/insurance requests, service dog requests, DMV forms, or school/camp forms?

No. Completion of these forms often requires an in-person physical exam and lab tests, which cannot be done through an online health care visit.

Do the health care providers I see using Texas Children's Anywhere Care have access to my health information?

The amount of information you share with the providers you see is totally up to you. Through your account you can allow providers to access and review your health information from past online visits. You can also self-report and track personal data as well as share it with the providers you see using Texas Children's Anywhere Care. To track your personal data using Texas Children's Anywhere Care, follow these simple steps:

From a computer:

- **Login**
- Select **My Records** at the top of the page
- Select **Add Measurement** to add any new health data you would like to track
- Select **Done** when you are finished to save the data

Using a mobile device:

- **Login**
- Tap **My Health** at the bottom of the screen
- Tap **Sync** to allow data stored within the MyHealth app to sync with Texas Children's Anywhere Care. Once this data is synced it can be shared with the providers you see when you use Texas Children's Anywhere Care

How can I get urgent assistance with a prescription provided immediately after my online visit?

Please call our Texas Children's Health Plan Member Services team **at the phone number provided on your member ID card.**

Can the health care providers I see using Texas Children's Anywhere Care provide medication management for an ongoing medical condition?

The providers you see using Texas Children's Anywhere Care are focused on providing care for urgent care and common health conditions, and cannot manage long-term or chronic conditions. Chronic health conditions should be managed by an in-person provider. The providers you see through Texas Children's Anywhere Care can provide short-term prescription refills if you haven't had time to get in to see your regular primary care doctor. Prescription refills are provided at the discretion of the provider with the understanding that the patient will get further refills from his/her doctor.

How do I know which health care providers are in-network for my health plan?

Online provider visits using Texas Children's Anywhere Care are a covered benefit under Texas Children's Health Plan. If you have Texas Children's Health Plan, then the providers you see using Texas Children's Anywhere Care are in-network providers.

Does Texas Children's Anywhere Care have an app I can download?

Yes, download the free Texas Children's Anywhere Care app to your iPhone by visiting the Apple iTunes app store or on Android by visiting the Google Play store.

What if my condition requires an in-person visit?

When you see a health care provider online through Texas Children's Anywhere Care, they will assess your or your child's condition and determine if an in-person visit is needed. If an in-person visit is needed, the provider will let you know before your visit is finished.

What health care providers will I see?

The providers you see through Texas Children's Anywhere Care are board certified, licensed to practice medicine in the state of Texas and are specially trained to assess your or your child's condition online. The providers you see through Texas Children's Anywhere Care are in-network Texas Children's Health Plan providers.

What if I have trouble connecting to the health care provider during our visit?

Please contact Texas Children's Anywhere Care at **1-800-860-5353.**

What do I do if I get disconnected during my visit?

If you get disconnected, simply sign back into Texas Children's Anywhere Care and select the provider you would like to see to connect again. You will not be charged if you get disconnected.