



# How to Connect to a Video Visit:

## A Guide for Getting Started with CCA Video Visits





# How to Connect to a Video Visit:

## A Guide for Getting Started with CCA Virtual Care

CCA Virtual Care provides a way for our members to receive many of our services from the comfort of their own home. Just like an in-person visit with someone from your CCA care team, a video visit is safe and confidential. This short guide will help you prepare for video visits with your CCA care team.

For more information about Video Visits with CCA, visit: [www.ccavirtualcare.org](http://www.ccavirtualcare.org)

### What do I need for a video visit?

- **A device with a working camera and microphone.** Most smartphones, tablets, and computers work.
- **A strong, reliable internet connection.** If you're having trouble with your internet connection, read the [Common Questions about Video Visits](#) at [www.ccavirtualcare.org](http://www.ccavirtualcare.org).

### How do I prepare for my video visit?

Here are a few tips to help your video visit run smoothly:

- **Test your device.** Visit <https://doxy.me/precall-test> or call our CCA Member Video Visit Support at **617-960-0380 (TTY 711)**, 8 am to 6 pm, Monday to Friday. Our team can walk you through the process, step by step, before your scheduled visit to make sure your video and audio works.
- **Reduce background noise.** If possible, find a quiet, private location or separate room.
- **Choose a spot with plenty of light.** A room with good lighting will help your care team see you better during the video visit.
- **Keep the camera steady.** Try propping a phone or tablet up on a desk or table.

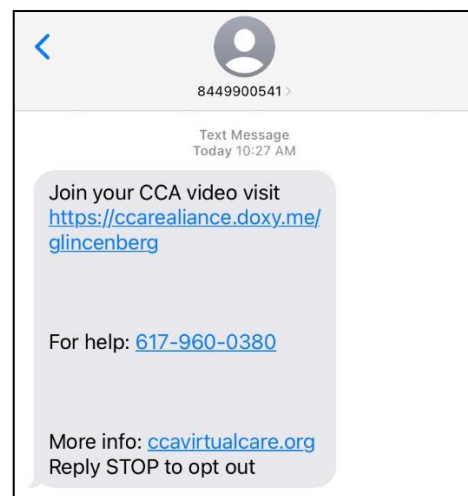
- **Close other applications (apps) on your device.** Some applications will slow down your internet connection. Closing the applications will also cut out distractions.
- **Wear loose clothing.** If you need to show the provider something on your skin or a specific part of your body, wear something that is easy to move so that the provider can see clearly.
- **Get comfortable.** You will have an easier time focusing on the visit if you're comfortable. This is another reason to prop up your phone—your arm will get tired if you're trying to hold the phone out in front of you the whole time!

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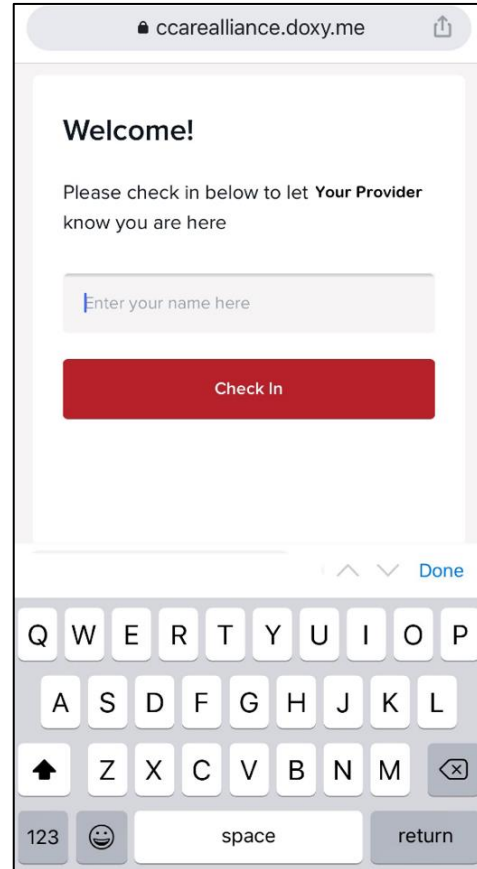
## How do I start my video visit?

Follow these eight steps to connect:

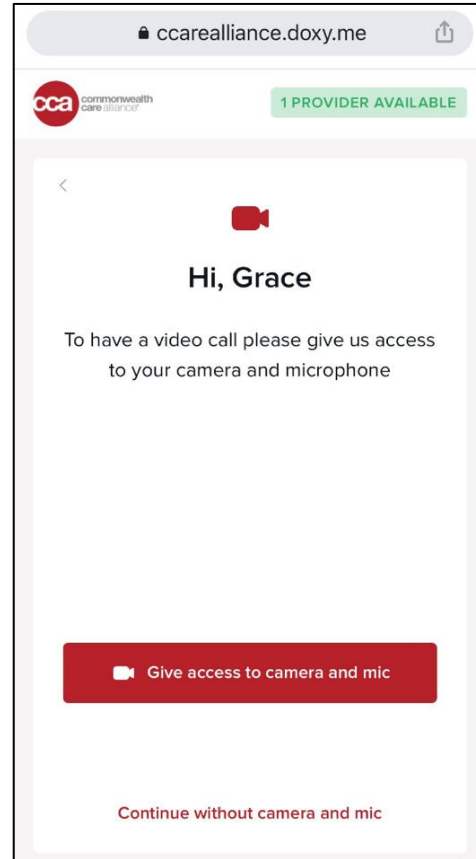
1. **Look out for the link to start your video visit before your scheduled appointment.** The message could come as a text message or an email from **Doxy.me Telemedicine** <no-reply@doxy.me>
2. **Click on the blue link provided in the message and a new webpage will open.**



3. Type your first name and click the red **Check In** button.

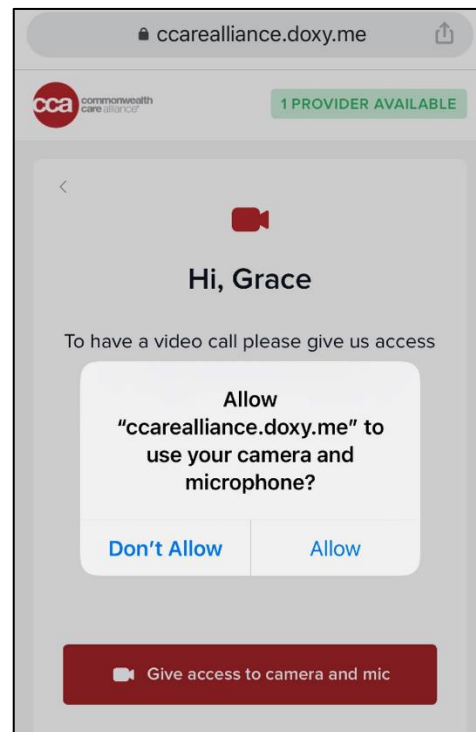


4. Click the red Give access to camera and mic button.

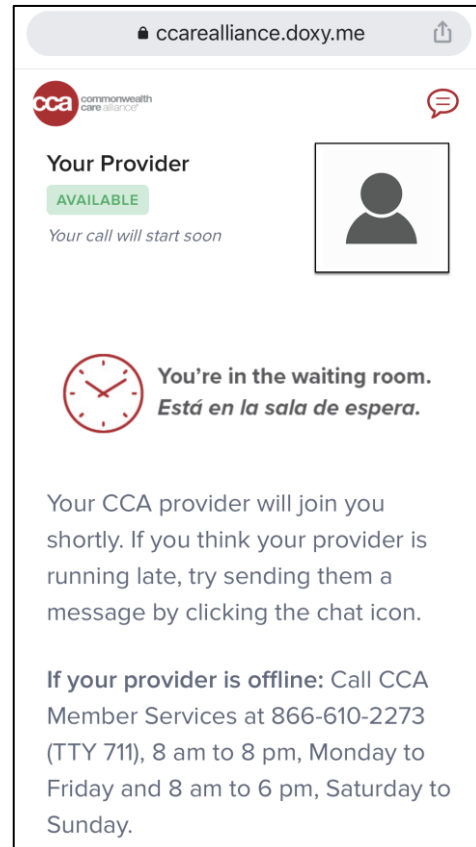


5. Click Allow in the pop-up window.

\*NOTE: CCA cannot record the visit or access any information on your device. When you enable your camera and microphone, CCA keeps your data secure and your video visit is private and confidential.



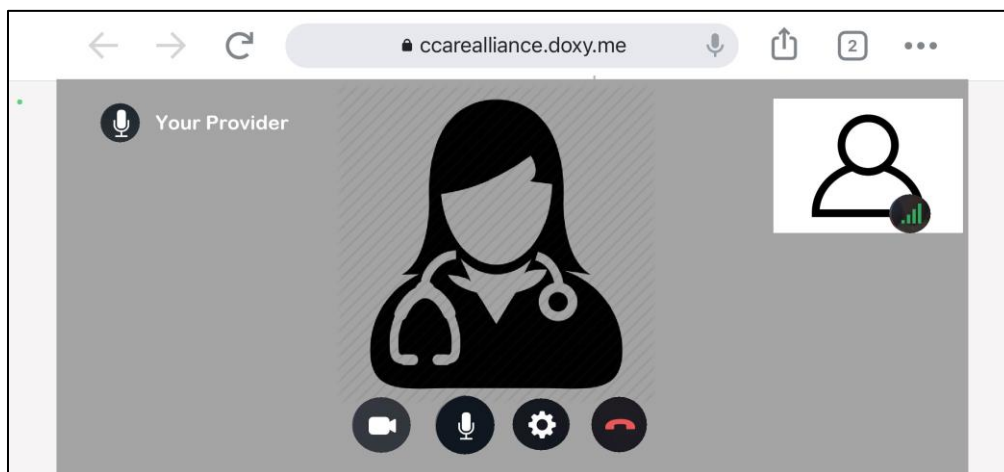
**6. Wait for your CCA provider to start the video visit.**



**7. Meet with your provider!**  
You will be able to see and talk to each other.

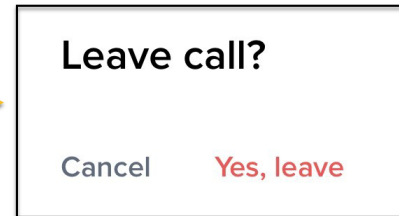
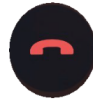


TIP: Try turning your phone or tablet sideways to see them better.



8. Click the button with the red phone to end the call.

Then click Yes, leave to confirm.



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## What if I get disconnected from my video visit?

- Click on the blue link provided in the text message or email to re-connect (see Step 1).
- If the re-connection does not work, someone from your care team will call you.



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Commonwealth Care Alliance (CCA) is a health plan that contracts with both Medicare and MassHealth (Medicaid) to provide benefits of both programs to enrollees. Enrollment in the plan depends on contract renewal.

You can get this document for free in other formats, such as large print, braille, or audio. Call 866-610-2273 (TTY 711), 8 am to 8 pm, 7 days a week, from October 1 to March 31. (April 1 to September 30: 8 am to 8 pm, Monday to Friday, and 8 am to 6 pm, Saturday and Sunday.) The call is free.

## Notice of Nondiscrimination

Commonwealth Care Alliance® complies with applicable Federal civil rights laws and does not discriminate on the basis of medical condition, health status, receipt of health services, claims experience, medical history, disability (including mental impairment), marital status, age, sex (including sex stereotypes and gender identity) sexual orientation, national origin, race, color, religion, creed, or public assistance. Commonwealth Care Alliance does not exclude people or treat them differently because of medical condition, health status, receipt of health services, claims experience, medical history, disability (including mental impairment), marital status, age, sex (including sex stereotypes and gender identity) sexual orientation, national origin, race, color, religion, creed, or public assistance.

Commonwealth Care Alliance:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that Commonwealth Care Alliance has failed to provide these services or discriminated in another way on the basis of medical condition, health status, receipt of health services, claims experience, medical history, disability (including mental impairment), marital status, age, sex (including sex stereotypes and gender identity) sexual orientation, national origin, race, color, religion, creed, or public assistance, you can file a grievance with:

Civil Rights Coordinator  
30 Winter Street  
Boston, MA 02108  
Phone: 617-960-0474, ext. 3932 (TTY 711) Fax: 857-453-4517  
E-mail: [civilrightscordinator@commonwealthcare.org](mailto:civilrightscordinator@commonwealthcare.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Phone: 800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

## Multi-language Interpreter Services

**English:** ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-866-610-2273 (TTY 711).

**Spanish (Español):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-610-2273 (TTY 711).

**Chinese (繁體中文):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-610-2273 (TTY 711)。

**Tagalog (Tagalog – Filipino):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-610-2273 (TTY 711).

**French (Français):** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-610-2273 (ATS 711).

**Vietnamese (Tiếng Việt):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-610-2273 (TTY 711).

**German (Deutsch):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-610-2273 (TTY 711).

**Korean (한국어):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-610-2273 (TTY 711)번으로 전화해 주십시오.

**Russian (Русский):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-610-2273 (телетайп 711).

**Arabic:** (ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 3722-016-668-1 (رقم هاتف الصم والبكم 117)).

**Hindi (हिंदी):** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मूफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-610-2273 (TTY 711) पर काल करें।

**Italian (Italiano):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-610-2273 (TTY 711).

**Portuguese (Português):** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-610-2273 (TTY 711).

**French Creole (Kreyòl Ayisyen):** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-610-2273 (TTY 711).

**Polish (Polski):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-610-2273 (TTY 711).

**Greek (Ελληνικά):** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-866-610-2273 (TTY 711).

**Japanese (日本語):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-610-2273 (TTY 711) まで、お電話にてご連絡ください。

**Cambodian (ខ្មែរ):** ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-866-610-2273 (TTY 711)។

**Lao/Laotian (ພາສາລາວ):** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-610-2273 (TTY 711).

**Gujarati (ગુજરાતી):** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-610-2273 (TTY 711).