

Membership



Telescope Health Benefits

Telescope Health is your go-to resource for any healthcare concern you may have. Our concierge care navigators are available 24/7 to match you with our team of board-certified physicians and care providers, to treat illnesses, refill prescriptions, answer any questions you may have and more!

EASE OF USE



1.

Log in to collaborativehp.accresa.com



2.

Click “See a Telescope Provider Now”

If the button isn't active, complete your DPC Provider enrollment from the search page.



3.

Receive Care

Some common conditions we treat:

Allergies	Sore Throat	Sinus
Asthma	Colds & Flu	Infections
Bronchitis	Sprains & Strains	Headaches
		UTI

We can help you:

- Treat common conditions.
- ePrescribe
- Provide guidance for serious conditions and specialty referrals.
- Provide care navigation to local providers and facilities.
- Connect with testing or diagnostic services.

Telescope Health Difference



High-quality physicians always available



Reliable, short patient wait times



24/7 dedicated concierge care navigation

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Collaborative Health
PARTNERS

FAQ



HOW DO I GET STARTED?

To get started, log in to collaborativehp.accresa.com
Click “See a Telescope Provider Now”.

If the button is not active, you need to complete your DPC Provider enrollment from the search page.

Questions about your DPC enrollment? Feel free to email: collaborativehp@accresa.com

WILL YOU PRESCRIBE MEDICATION?

Yes, we will if your provider determines that you need a prescription. However, in accordance with state law, we do not prescribe controlled substances or narcotics.

WHO ARE THE TELESCOPE HEALTH PROVIDERS?

Our providers are a diverse group of experts, including board-certified physicians, highly trained Nurse Practitioners, and experienced Physicians Assistants. We’re committed to providing the best possible care, with a team of professionals who are well-equipped to meet your medical needs.

WHAT IS THE WAIT TIME TO TALK TO A CARE PROVIDER?

Average wait time is less than 10 minutes. Our concierge care navigators will be available while you wait and let you know the status of the doctor.

HOW CAN I PROVIDE INFORMATION FROM MY CONSULT TO MY DOCTOR?

You have access to your electronic medical record through the platform for download. If you are having trouble, please reach out to our concierge care navigation team to help you with that request.

DO I HAVE TO SCHEDULE AN APPOINTMENT TO SEE A CARE PROVIDER?

Telescope Health is for on-demand care.

WHAT ARE YOUR HOURS OF OPERATION?

We have physicians, care providers, and concierge care navigators ready to see you 24/7.

IS THERE A HEALTH ISSUE I SHOULDN'T UTILIZE TELEMEDICINE FOR?

We treat and educate on a large variety of medical issues. However, some conditions and complaints may not be appropriate for a virtual encounter and we will recommend you seek immediate evaluation in person. If you have any of the following complaints, go to an emergency department or call 911 instead:

- Chest pain
- Stroke like symptoms
- Pregnancy related complaints
- Altered mental status or confusion
- Urogenital or breast related issues
- Suicidal or homicidal thoughts or hallucinations
(National Suicide Prevention Lifeline: #988)

MY PHARMACY DIDN'T RECEIVE MY PRESCRIPTION, WHAT SHOULD I DO?

Our concierge care navigation team is available to help 24/7 to answer your questions and make sure your prescription is sent to your preferred pharmacy. Call **866-373-5304**

CAN I SEE A CARE PROVIDER IF I AM TRAVELING OUTSIDE OF THE UNITED STATES?

Currently our providers are licensed to treat when you are in the United States. If you have any questions please reach out to our concierge care navigators for guidance.

DO YOU PROVIDE WORK/SCHOOL NOTES?

Yes. Our providers can put a work/school in your account pertaining to your visit.