



I can't do my telemedicine visit because ... I can't afford a phone plan or minutes.



What does this mean?

It means you have a phone but do not have the funds to pay for a plan or buy minutes from a cellular provider.



Who can help me?

- [Lifeline](#), a federal program that provides monthly discounts for individuals and families with limited household income. For example, an individual making less than \$17,226 a year.
- [Everyoneon.org](#), a nonprofit organization that helps low-income families afford internet services and computers.
- Your [Family-to-Family Health Information Center](#)
- The [Alabama Department of Public Health](#)



What are my next steps?

- Check with your phone carrier. Many have taken the Federal Communication Commission's (FCC) "Keep American's Connected Pledge" which asks carriers not to terminate service due to inability to pay and to waive late fees.
- Call a community-based or other organization that helps you understand and access the supports that are available to you and your children with special health care needs.



Where can I learn more?

Go view:

- [Lifeline is a Life Changer](#) - video
- [Family Voices' Nuts and Bolts of Telemedicine Webinar: Are You Connected?](#)

Contact:

- The Alabama [Family-to-Family Health Information Center](#), which may have more information about free or discounted programs near where you live.