

Published on *VeteransNavigator* (<https://veteransnavigator.org>)

Bridging the Digital Divide

VA is helping Veterans who don't have internet service or an internet-connected device get the access they need for telehealth care. Here are some of the ways that VA can help you get connected.

If you or a Veteran you know could benefit from VA telehealth, here are some of the ways that VA can help you get connected.

Digital Divide Consult

If you don't have internet access or an internet-connected device, your VA care team can help.

Through the Digital Divide Consult process, your VA provider can refer you to a VA social worker. The social worker can determine whether you are eligible for programs that can help you get the internet service or technology needed for VA telehealth.

For more information about the Digital Divide Consult, talk with your VA provider.



VA Internet-Connected Devices

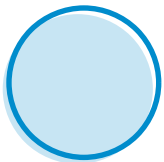
If you don't have a device with internet access, VA can lend you an internet-connected tablet so you can reach your VA care team through telehealth. The Digital Divide Consult can help determine if you are eligible.

For more information, talk with your VA provider about the Digital Divide Consult. [Click here to read how VA provided a new tablet for a Veteran's telehealth care.](#)

Use VA Video Connect Without Data Charges

VA has partnered with AT&T, SafeLink by TracFone, T-Mobile, and Verizon to help Veteran subscribers avoid data charges when using VA Video Connect on a mobile device. This enables Veterans to access their VA care teams through telehealth with fewer worries about data fees.

Visit the VA Mobile website to learn more about the [mobile carrier programs](#) and [VA Video Connect](#).



Telehealth Sites in Your Community

Through ATLAS (Accessing Telehealth through Local Area Stations), VA is bringing telehealth care into Veterans' communities. ATLAS sites are comfortable, private spaces for Veterans to have video appointments with their VA providers. VA has teamed up with public and private organizations, including The American Legion, Veterans of Foreign Wars, and Walmart to create ATLAS sites in select areas of the country.

To see if there is an ATLAS site near you, visit the [ATLAS webpage](#).

Internet and Phone Service Discounts

You may be eligible to receive a discount on your home internet or phone service through two Federal Communications Commission (FCC) programs: the Affordable Connectivity Program and Lifeline.

Not sure if you qualify? **The Digital Divide Consult can help determine your eligibility for these programs.**

Affordable Connectivity Program

The Affordable Connectivity Program can help you pay for broadband service and internet-connected devices. If your household is eligible, you could receive:

- A discount of up to \$30 per month on your broadband internet service.

- A discount of up to \$75 per month if you live on qualifying tribal lands.
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer.
- A low-cost service plan that may be fully covered through the Affordable Connectivity Program.

You can take part in the Affordable Connectivity Program if you have a [low household income](#) or if you or a member of your household takes part in certain [federal assistance programs](#).

To learn about applying, [visit the White House's Get Internet webpage](#). You can also [visit the Affordable Connectivity Program website](#) or call 877-384-2575 from 9 a.m. – 9 p.m. Eastern time.

Lifeline

Lifeline provides discounts on your phone or internet bill. If your household is eligible, you can receive up to \$9.25 per month off phone, internet, or bundled services. Residents of qualifying tribal lands can receive a discount of up to \$34.25 per month.

You can take part in Lifeline if you have a [low household income](#) or if you or a member of your household takes part in certain [federal assistance programs](#). If you are eligible for Lifeline, you are also eligible for the Affordable Connectivity Program and can apply for both discounts.

To learn more, [visit the Lifeline website](#) or call 800-234-9473 from 9 a.m. – 9 p.m. Eastern time.

How VA Telehealth Works

VA Telehealth Services gives you access to the care you need, when and where you need it.

► [See how it works](#)

Article Source

U.S. Department of Veterans Affairs

Source URL

<https://telehealth.va.gov>

Last Reviewed

Wednesday, June 7, 2023