

COVID-19 Virtual Care Program



Presented in partnership with the State of Illinois

What is the COVID-19 Virtual Care Program?

The program helps people with COVID-19 symptoms recover safely at home. It offers medical education, symptom checking, and 24/7 support virtually via a mobile app or website for a period of 14 days. Eligible participants may also receive a free home medical kit that may include a thermometer, blood pressure machine, pulse oximeter and masks.

Who qualifies for the program?

This program is open to all Illinois residents over the age of 12 months who have known exposure to COVID-19 or who have COVID-like symptoms. You do not need to be an Advocate patient to enroll.

Is there a cost for the program? Is insurance required?

There is no cost associated with the program and no insurance requirements.

How do people enroll in the program?

Illinois residents may learn more and enroll by calling 866-4HEALTH (866-443-2584). Those who've had a positive COVID-19 test at an Advocate facility will be contacted directly about enrollment.

Who can refer people to the program?

Anyone can refer to this program and people can also self-refer. We encourage health care providers, community organizations, churches, public health agencies, schools and businesses to refer by sharing this information and encouraging people to call 866-4HEALTH (866-443-2584).

What happens after enrollment?

Participants will receive instructions to download the LiveWell with Advocate Aurora app or access the website to activate their account and start the 14-day program. Participants will self-monitor their symptoms and complete daily check-ins via the app or website and review educational information. If symptoms worsen or support is needed, a clinician will contact the participant to discuss next steps.

What if people don't have a mobile device or computer?

Participants who do not have access to a mobile device or computer will be provided a tablet to use for the course of the program.

How will primary care providers (PCPs) be notified that their patients are being cared for through this program?

For participants enrolled in the program, their PCPs will be informed. Participants who do not currently have a PCP can still enroll in the program.

To learn more, call 866-4HEALTH (866-443-2584).