

Telephone Resources

West Virginia 211: 1-833-848-9905

WV 211 is a free and confidential service available 24 hours a day, 7 days a week that connects West Virginians with information and support such as basic needs to finding available internet and technology assistance.

Cyber Seniors: 1-844-217-3057

Cyber-Seniors provides free technology support and training for seniors Monday – Friday 8am - 4pm. This includes helping you use a smart phone, tablet, or computer support and training on setting up e-mail and other online accounts, using search engines, video conferencing, downloading, and using web and mobile applications, and much more. The support provided from these tech-training courses can help users with the skills necessary to access online health resources and support such as benefit information, provider directories, and telehealth services.

Peak Advantage Member Service: 1-855-962-7325

The Peak Advantage Member Service team is available Monday through Friday 8am – 8pm and can assist you with finding a telemedicine provider or technical questions related to MyPeak website or application.

Peak Health Medicare Advantage Nurse Navigators: 1-844-484-0307

The Peak Health Medicare Advantage Nurse Navigators (nurses on call) are available 24 hours a day, 7 days a week with no cost to you, and can help you decide where to go for medical care and schedule appointments including telemedicine, e-visits, and urgent care virtual visits (also known as video visits).

Computer Resources

Cyber Seniors - https://cyberseniors.org

This website provides one-on-one tech-support that can be provided over any digital platform, daily technology webinars, opportunities to participate in other online social programs, and access to hundreds of on-demand tech-training resources and self-lead tutorials.

Use a computer to do almost anything! Digital Learn - https://www.digitallearn.org

If you are new to computers, have not used them for a while, are a little unsure and uncomfortable, or just need a bit of a refresher, this website has the tools to help you learn at your own pace and gain the confidence you need to succeed. This website provides free learning modules such as:

- Getting started on a computer
- Basic search

- Connecting with others
- Being safe online

- Navigating a website
- Getting Started with Telehealth Digital Learn https://www.digitallearn.org

This series of free learning modules will help you learn about the benefits of telehealth, how to communicate with a provider using secure messaging, the technology needed to attend a telehealth appointment, and tips for attending a telehealth appointment.

Peak Health is offering the above Computer Resources to assist our MA members. The above listed websites are not affiliated with Peak Health. Peak Advantage is a Medicare Advantage PPO plan with a Medicare contract and is offered by Peak Health Insurance Corporation. Enrollment in Peak Advantage depends on contract renewal. Peak Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Peak Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Peak Health disabilities to communicate effectively with us and free language services to people whose primary language is not English. If you need these services, contact Peak Advantage Member Service at 1-855-962-7325.Peak Health Insurance Corporation is licensed as an accident and sickness insurer in the State of West Virginia. Peak Health, LLC is licensed as a Third-Party Administrator in the states of West Virginia, Pennsylvania, and Kentucky H8947.EG.04.0046 C