



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
- Navigating a website
- Connecting with others
- Being safe online

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.