

FAQs For Providers

● What is Galileo?

Galileo offers 24/7 virtual care that brings the doctor to you, regardless of where you are. With the Galileo app, members can receive care by chat, phone, or video. Galileo's dedicated team of providers can take care of almost any health need, whether acute or chronic, and build a strong relationship with you along the way. Galileo providers can also order labs and diagnostic tests, and coordinate referrals to any in-person care if needed.

● How does Galileo work?

Through the Galileo app, members can receive care for a wide variety of health needs by video, phone or chat, including sudden health issues like the flu or stomach pain, to ongoing concerns, like back pain or diabetes. In addition to medical care, Galileo also has a patient support team available 24/7 to help with referrals for in-person care, labs, and medical record requests when needed.

● Who is eligible to access Galileo?

Galileo is available as an in-network provider within the SoNE health system. SoNE members and their dependents are eligible to access Galileo. Every family member needs their own account with a unique email address.

● How much does Galileo cost to use?

Galileo operates as an in-network provider within the SoNE health system. Cost to receive care from Galileo depends on the type of services received and the member's specific insurance plan.

● What makes Galileo different from other virtual care options?

Galileo's medical team can take care of almost any health needs, whether acute or chronic, and build a strong relationship with patients along the way. Galileo providers practice in teams and collaborate on cases, which increases the breadth of treatment and quality of diagnosis. Galileo's providers also have access to in-house specialists for consults on specialty cases. Galileo providers can also order labs and diagnostic tests and coordinate any in-person care if needed.

● How do I get started with Galileo?

It's easy. Download the app from the App Store or Google Play and create your account. Remember to enter your insurance information exactly as it appears on your insurance card.