Step 1:
Call KC CARE @ 816-753-5144 to speak with a scheduler.

Step 2:
A scheduler will give you a medical or behavioral health appointment (date & time) and confirm which device you will use for the appointment.

Step 3:
Before your appointment, a Patient Services Representative will call you to collect the necessary information for your appointment.

If you are insured, take a picture (front & back) of your ID & Insurance card.

If you are uninsured, take a picture (front & back) of your ID & provide proof of residency & income.

Upload this information through the patient portal or email to registrationinfo@kccare.org

A telehealth call will be billed just like a regular visit. All telehealth visits are eligible for our sliding fee scale.

Step 4:
On the same day as your appointment, we will call you to prepare you for your telehealth visit, help you understand what to expect and send you a link to connect to the provider.

Step 5:
During your telehealth appointment:
- Have your prescriptions available.
- Be prepared to describe your symptoms.
- Your provider will discuss your concerns and recommend a treatment plan.

For more Telehealth information visit: kccare.org/telehealth