

# Important Announcement Regarding Service Issues with Galileo

## What You Should Know

Due to high demand, Galileo has been experiencing a delay in patient response times. At VNA, we understand this impacts you, and we are working very closely with Galileo to find a solution and ensure that this does not continue to affect your access to services.

A few steps that Galileo has taken to remediate these issues include:

- Increased provider capacity
- Prioritization of urgent cases
- The addition of an escalation phone line

If you experience a long wait time while seeking care through Galileo and have an urgent need, there is an escalation phone line that you can call to be seen sooner. **THIS LINE SHOULD BE USED ESPECIALLY IN CASES OF NEEDING URGENT CARE FOR A CHILD. PLEASE CALL 1-844-841-7339.**

At VNA, we care about our employees and their families. We apologize for any difficulty this may have caused, and appreciate your patience and understanding.

