



NETWORK *Notification*

Notice Date: May 31, 2022
To: Medicare Advantage and D-SNP Providers
From: CareSource
Subject: Introducing Teladoc, CareSource's New Telehealth Partner
Effective Date: July 1, 2022

Summary

Effective July 1, 2022, CareSource will partner with Teladoc® to offer the convenience of telehealth services to our Medicare Advantage members and D-SNP members. Teladoc replaces RelyMD® (formerly known as MYidealDOCTOR®) as CareSource's telehealth services partner.

Effective July 1, 2022:

- General medical services for Medicare Advantage, and Ohio and Georgia D-SNP members.
- Mental health services for members 18 years and older.

Note: Mental health services for members ages 13-17 will become available at a later date.

Impact

CareSource will continue to encourage our members to engage with their primary care provider (PCP) or behavioral health provider first, but much like using convenience care clinics or urgent care as a way to meet medical needs, we are providing another access point through Teladoc.

How Members Access Services

1. Members will need to create an account and complete their medical history.
 - Download the Teladoc app to their smart phone.
 - Visit [Teladoc.com/CareSource](https://www.teladoc.com/caresource).
 - Call 1-800-Teladoc (1-800-835-2362).

At this step, members may request that their visit information be shared with their PCP or behavioral health provider. Members should be prepared to provide their name, date of birth and CareSource member ID card number when they call.

2. Members can request on-demand appointments for general medical or request a time for general medical or mental health, and the Teladoc provider will contact them.
3. The doctor will diagnose and prescribe treatment as needed.

Importance

Telemedicine technology makes health care more accessible and cost-effective, and it can increase patient engagement.

Teladoc Services

General Medical Services

Offered 24/7 for non-emergency health care needs such as:

- Cold and flu
- Sore throat
- Sinuses
- Allergies
- Pink eye
- Ear infections
- Urinary tract infections
- Rash
- Skin conditions
- And more

Mental Health Services

Members may talk to a therapist seven days a week, 7 a.m. to 9 p.m. Eastern time

- Anxiety
- Depression
- Stress
- Substance use
- Trauma
- Relationship issues
- And more

Questions?

If you have questions regarding this partnership, please contact Provider Services.

- **Ohio Medicare Advantage: 1-844-679-7865**
- **D-SNP: 1-833-230-2176**

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