



Telehealth – Frequently Asked Questions

August 2023 Provider Change

Why is Health Net changing telehealth provider from Babylon to Teladoc?

We are ending our contract with Babylon immediately and **beginning 8/10/2023** the health plan will offer Teladoc Health ensuring that members will continue to have access to virtual urgent and behavioral health care.

Notably Teladoc will provide our members with:

- Overall improvement in member experience
 - *Enhanced member experience*
 - *Ability to schedule Behavioral Health appointments via app*
- 20 years of experience in the Telehealth Industry
- Global Leader in Virtual Healthcare
- Consistent and highly favorable track record among physicians and patients
- Extensive network of clinicians

How does a member continue telehealth services?

Teladoc will begin to provide our members with access to virtual general medical/urgent care and behavioral health counseling and psychiatry services as of **8/10/2023**.

Members can start accessing Teladoc on 8/10/2023 by using the below Access Codes to get started. (CA Marketplace- CNCCAMP, CA Commercial- CNCCACOM)

If members are currently accessing behavioral health services through Babylon and need additional help to find a new provider, they can call MHN at 888-426-0030 to find out more about this benefit.

What should members do if they need services before the Teladoc access code is available?

Members can contact Member Services by calling the phone number listed on their ID card to get help with finding an In-Network Provider.

For Behavioral Health they can call MHN at 888-426-0030 to find out more about this benefit.

Will members receive a new ID Card?

No, members will not receive new ID cards at this time. Members will receive a new Member ID card by January 1, 2024. The updated Member ID card includes



Teladoc's website and information on how to access Teladoc on the Member ID card apron.

New members will receive ID cards with Teladoc information. There will be a tag line and Teladoc's URL. The exact date we will start mailing ID cards with Teladoc is dependent on the two below items:

1. Regulatory approval – expect 20-30 days to receive provisional approval. We are hoping it takes less time due to the situation.
2. OCOE ETA: Currently TBD but the issue has been escalated. I know they are prepared to have Teladoc on the PPO cards going out soon.

All members will receive a Member Provider Termination notice alerting them that Babylon is no longer available and information on how to access services with Teladoc.

Additional member communication is in progress.

What Behavioral Health Services will Teladoc provide?

Teladoc will provide behavioral health counseling and psychiatry services, with a few restrictions:

Medi-Cal Members

Psychiatry and behavioral health counseling for Ages 18yrs and over

Commercial/IFP Marketplace

Psychiatry 18yrs and over

Behavioral health counseling Ages 13 years and over

There is no age requirement for General Medical services.

How does a member access Teladoc services?

To sign up for Teladoc, call 1-800-TELADOC (835-2362), visit the website www.teladoc.com/hn, or download the Teladoc app. Visits can be by phone or video.

What telehealth services will Teladoc provide?

Teladoc will provide virtual general medical/urgent care, *behavioral health counseling and psychiatry services. They can help with every day, non-emergency health problems like colds, allergies, flu symptoms, and much more. Please see details under the members Covered Services.

*some restrictions apply

How much are telehealth doctor visits?



The cost depends on the member's benefit plan and cost share assigned. The cost always takes the member's active medical plan details (such as deductibles and copays) into consideration. The fee for visits can be paid using an HSA account, credit card and even PayPal.

For high deductible plans member will pay a negotiated rate until their deductible is met.

Where can members use Teladoc?

Every state in the U.S allows Teladoc. When a member connects to Teladoc, they will be connected with a doctor licensed to practice in the state they are calling from. Some restrictions may apply.

Teladoc does not operate outside of the United States.

Can Teladoc serve members that speak other languages?

Yes, Teladoc provides interpretation services. They use TTY/711. After downloading the app, the member is asked to choose a preferred language. (need to confirm)

What are Teladoc's hours of operation?

Teladoc is available for virtual general medical/urgent care 24/7/365. Members have the choice of on-demand or scheduled visits with a provider via phone or video.

Behavioral Health Appointments are available 7 days a week between 7:00am – 9:00pm PT.

Will Teladoc process referrals to specialist?

All referrals to specialty care will be coordinated by the member's assigned PCP. Teladoc will provide clinical documentation to the member's PCP following the telehealth visit. (need to confirm)

Is Teladoc delegated to manage for all grievances?

Standard appeal and grievance policies and procedures will be followed. Teladoc will refer members back to the health plan to file an appeal/grievance.