



NETWORK Notification

Notice Date: January 1, 2024
To: Michigan Medicare-Medicaid Providers
From: HAP CareSource MI Health Link (Medicare-Medicaid Plan)
Subject: TelaDoc Partnership with HAP CareSource

Summary

HAP CareSource MI Health Link continues to partner with Teladoc® and now offers the convenience of telehealth to our Michigan Medicaid members:

- General medical services for all Michigan Medicaid members
- Mental health services for members 18 years and older

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

Impact

HAP CareSource MI Health Link will continue to encourage our members to engage with their primary care provider (PCP) or mental health provider first, but much like using retail 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.
 - Call 1-800-Teladoc (**1-800-835-2362**).

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

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

Importance

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

Teladoc Services

Mental Health Services

Offered 24 hours, 7 days a week for non-emergency health care needs such as:

- Anxiety
- Depression
- Stress

- Substance use
- Trauma
- Relationship issues
- And more

General Medical Services

Members may talk to a therapist seven days a week, 7 a.m. to 9 p.m. Eastern Time (ET).

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

Questions?

If you have questions regarding this partnership, please contact Provider Services at **1-833-230-2102**.

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