



NETWORK *Notification*

Notice Date: March 30, 2022
To: CareSource Marketplace Providers
From: CareSource
Subject: Introducing Teladoc, CareSource's New Telehealth Partner
Effective Date: May 2, 2022

Summary

Effective May 2, 2022, CareSource will partner with Teladoc® to offer the convenience of telemedicine to our Marketplace members. Teladoc replaces RelyMD® (formerly known as MYidealDOCTOR®) as CareSource's telemedicine partner.

Effective May 2, 2022:

- General medical services for all Marketplace members
- Behavioral health services for members 18 years and older

Note: Behavioral 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 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](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 primary care or behavioral 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 Behavioral health, and the Teladoc doctor 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:

- Bronchitis
- Sinus infections
- Flu
- Sore throats
- Rashes
- And more

Behavioral Health Services

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

- Anxiety
- Marital issues
- Depression
- Stress
- Not feeling like yourself
- And more

Questions?

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

- Ohio Marketplace: **1-800-488-0134**
- Indiana Marketplace: **1-866-286-9948**
- Georgia Marketplace: **1-833-230-2155**
- Kentucky Marketplace: **1-855-852-5558**
- West Virginia Marketplace: **1-855-202-1091**

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