



NETWORK *Notification*

Notice Date: December 1, 2022
To: Indiana Medicaid Providers
From: CareSource
Subject: Introducing Teladoc, CareSource's New Telehealth Partner
Effective Date: January 1, 2023

Summary

Effective Jan. 1, 2023, CareSource will partner with Teladoc® to offer the convenience of telehealth to our Indiana Medicaid members. Teladoc replaces RelyMD® (formerly known as MYidealDoctor®) as CareSource's telehealth partner.

Effective Jan. 1, 2023:

- General medical services for all Indiana Medicaid 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 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](https://teladoc.com/CareSource).
- Call **1-800-Teladoc** (1-800-835-2362) (TTY:711).

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 CareSource 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 provider will diagnose symptoms and send a prescription for non-DEA controlled medications as needed.

How Providers Access Services

1. Providers will notify their CareSource Market Health Partner that they would like to offer telehealth services via Teladoc's Core Platform.
2. CareSource will use basic provider information to update a roster file with necessary data that will be shared with Teladoc.
3. Once the required provider information is populated on the roster, the roster file will be sent to Teladoc.
4. The roster file will be ingested by Teladoc, who will then set up the requested provider account.
5. Teladoc's training team will send training details to the provider via email with information on how to access and utilize the platform.
6. Once the provider has completed the required trainings, Teladoc will then send the provider their unique log in credentials and enable access to the Core Platform.
7. Provider will log-in using the credentials sent by Teladoc (*user will be required to change the password at first log-in)
8. 8. Provider will then have access to the Teladoc Core Platform to begin completing scheduled telehealth consultations.

Importance

Telehealth 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 (ET)

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

Questions?

If you have questions regarding this partnership, please contact CareSource Provider Services at **1-844-607-2831**.

RR2022-IN-MED-P-1637134; Issued Date: 12/01/2022

OMPP Approved: 11/10/2022