



# 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.

Teladoc will provide our members with:

- 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
- Web, app and telephonic options

### 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 Access Code - CNCCACOM to get started.

If members are currently accessing behavioral health services through Babylon and need additional help to find a new provider, they can call MHN at 888-935-5966 to find out more about this benefit.

For all other questions, members can contact Health Net Customer Service at the number on the back of their ID card.

### Will members receive a new ID Card?

No, members will not receive new ID cards at this time. Members will receive a new ID card prior to January 1, 2024. The updated Member ID card will include Teladoc's website. The ID card apron will include information on how to access Teladoc.

ID cards generated prior to Open Enrollment (new members, replacement cards etc.) will include Teladoc information. The start date is pending regulatory approval.



## How will this be communicated to members?

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. Mailing date is TBD.

The Health Net website will be updated with Teladoc information by 8/10/23.

In addition, Health Net will work with UC Postdocs on additional communications (emails, open enrollment communications etc.)

## What Behavioral Health Services will Teladoc provide?

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

- Psychiatry only available for members 18yrs and over
- Behavioral health counseling available for members 13yrs and over

## How does a member access Teladoc services?

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

Members can start accessing Teladoc on 8/10/2023 by using the Access Code - CNCCACOM to get started.

## 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.

\*some restrictions apply

## How much are telehealth doctor visits?

For the UC Postdocs plans the copay is \$0.

## 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.



### 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.

### Is Teladoc delegated to manage for all grievances?

Standard appeals and grievance policies and procedures will be followed. Teladoc will refer members back to Health Net to file an appeal/grievance.