



Telehealth – Frequently Asked Questions

August 2023 Preferred Provider Change

We have ended 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:

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

To get started, members can download the Teladoc Health app, visit the website at www.teladoc.com/hn, or call 1-800-TELADOC (835-2362) to set up an account using this temporary Access Code to get started:

- o 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.

Members can reach out to the 24-hour Nurse Advice Line (1-800-893-5597) to get help with health issues such as how to care for minor injuries and illnesses and advising on where to seek medical care.

Members can outreach to their medical group or urgent care for needed medical services.



For Behavioral Health, members can call MHN at 888-426-0030 and they will provide a referral.

What Behavioral Health Services will Teladoc provide?

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

Psychiatry and behavioral health counseling for Ages 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?

Make an appointment to speak to a medical health provider 24 hours a day, 7 days a week. Book a virtual Behavioral Health appointment 7 days a week, 7am to 9pm local time. Teladoc can help with every day, non-emergency conditions like the flu, sinus infections, stomach bugs and more. Visits can be by phone or video.

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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.

How much are telehealth doctor visits?

SBCUSD member have a \$0 copay for telehealth visits through Teladoc.

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.



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.

What message are members receiving when calling Babylon?

Babylon has changed their IVR message for all members.

Message:

As a valued member of the Babylon community, we want to inform you of an important change to your Babylon access.

Regrettably, effective immediately Babylon services will no longer be part of your health plan. If you have an upcoming appointment with a Babylon provider, it has automatically been cancelled. We advise you to consider alternative options within your health plan network.

We understand this change may cause questions or concerns. Rest assured your health plan support team is available to assist you. Please contact them directly. Their support number can be found on your insurance card.