

To: AmeriHealth Caritas Florida Providers

Date: April 25, 2022

Subject: Beginning June 1, 2022, AmeriHealth Caritas Florida expands telehealth options for members by including supplemental telehealth services through MDLIVE.

Summary: In addition to telehealth services that may be offered at your practice, AmeriHealth Caritas Florida is expanding member access to care with an additional option for telehealth services through MDLIVE®. This service is intended to complement your services when they are not accessible, enhancing patient access to care. Please review this notification for more information on telehealth and MDLIVE.

Why telehealth?

When your patients get sick, your office is likely the first place they call. At times, certain circumstances such as patients who are unable to take time off from work or who have transportation or mobility barriers may not allow for the most timely in-person care. A telehealth visit enables quick access for low-acuity to receiving in-person care. Telehealth through MDLIVE is one more option to help our members receive timely access to care. Patients with urgent medical concerns are encouraged to visit urgent care or the ER, but telehealth may help patients get appropriate care and avoid unnecessary visits to urgent care or the ER.

What about continuity of care?

MDLIVE is committed to helping ensure that patients follow up with their existing PCP for continuity of care. With patient consent, the PCP will receive access to patient visit information.

Is MDLIVE looking for providers to deliver telehealth services?

Yes. If you are interested in becoming a telehealth provider through MDLIVE, please visit www.mdlive.com/provider.

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Why MDLIVE?

Telehealth visits through MDLIVE offer:

- Privacy and protection via MDLIVE's secure platform.
- Flexibility to use secure video or telephone options.
- E-prescription capabilities.

How can my patients access MDLIVE?

AmeriHealth Caritas Florida members, may go to www.mdlive.com to get started. Registration takes only a few minutes. MDLIVE also offers patients a no-cost app via the Apple App Store and Google Play for Android. Note, the app is no-cost but standard data and messaging fees may apply. For members with technology barriers, AmeriHealth Caritas Florida offers a smartphone at no cost. Members may contact our partner SafeLink® at **1-877-631-2550** and mention promo code AMERIHEALTH or have the member contact us at **1-855-355-9800**.

Our goal is to keep you informed of the most important provider news and alerts.

Sign up today for Network News, our new environmentally friendly, no-cost email service for AmeriHealth Caritas Florida providers and administrative support teams. Network News will replace fax communications, which will be phased out by July 1, 2022.

Signing up is easy, go to the provider homepage of our website, www.amerihealthcaritasfl.com.

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at **1-800-617-5727**.