

MVP FASTFAX

News for West Region – Rochester/Buffalo Providers

NEW FOR 2017—TELEMEDICINE BENEFIT

MVP will cover “direct-to-consumer” telemedicine—we’re calling it *24/7 online doctor visits*—beginning January 1, pending regulatory approval. We will cover two main types of visits, urgent care and behavioral health, as well as ancillary services such as nutrition and lactation consultations. We are including the telemedicine benefit in all of our fully insured, Medicare, Medicaid, and Essential plans upon renewal starting January 1. Our ASO groups will have the option of adding the telemedicine benefit to their coverage, also. The only exceptions will be members in Vermont Small Group and Individual plans, who will receive this benefit in 2018 upon renewal.

We see this as an opportunity to evolve patient care for our members. With the telemedicine benefit, our members will be able to see a health care provider for urgent care anytime, day or night, via a mobile device or a computer with a web cam. (Other types of online consultations will be available with extended hours, but not overnight.) It could be an MD, it could be a behavioral health practitioner, a dietician, a lactation consultant...this is about giving our members a convenient new way to access health care.

Telemedicine is not meant to replace the very valuable PCP relationship, or other in-person provider visits. From a cost perspective, while online visits will be less expensive than urgent care or low-acuity ER visits, the cost-share for members who use this benefit will *not* be lower than a PCP visit. Again, this is about giving our members more options and greater access to care.

We think it’s a great benefit for busy families, for those with limited mobility, who live in remote or rural areas, and for patients who may be incapacitated for any number of reasons. Telemedicine will enable them all to access health care from the comfort of their home.

The telemedicine benefit will be especially valuable for behavioral health care. Talking to a behavioral health practitioner from home can make a huge difference for our members, not just in their comfort level, but also by removing a possible reason to skip treatment.

MVP has selected American Well as our vendor partner for our telemedicine program, in part because they are excited about including MVP providers in their Online Care Group provider network, and we want our providers to be part of this. In fact, they are building the online experience so that MVP providers who join the network will show up first on the list of providers that our members can select when they go online to connect for a consultation. And at the end of every online consultation, members can give their authorization for the information to be sent to their regular provider. This will make it not only possible, but easy for your patients to keep you in the loop.

We want you to be involved in our telemedicine program. We’ll soon be sharing information about how the program works and how to join the network, so that you’ll be prepared to participate in 2017.

Questions? Please contact the Customer Care Center for Provider Services. Representatives are available weekdays from 8:30 a.m. – 5:00 p.m. Eastern Time at 1-800-684-9286.

