



## Member Resources for Telehealth Access

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<u>Health Plans</u>	<u>Telehealth Platforms Access for members</u>	<u>Languages and Interpretation Services for access</u>	<u>Additional resources</u>
<b>Allways Health Partners</b>	<p>Allways Health Partners - Online resources for members detail how they can access care via telehealth for both urgent care and behavioral health needs. AllWays Health Partners has also offered the Microsoft Teams platform to all network providers for free until the end of the year in order to expand the number of providers able to utilize telehealth as a means of seeing their patients during this time.</p> <p>Below is the link to the website for members, with information to questions on accessing urgent care, behavioral health, care management etc.</p> <p><a href="https://go.allwayshealthpartners.org/coronavirus-hub-members?hsCtaTracking=b671cba7-badf-4d71-bdad-86d902a29db3%7C4605aed7-2e4b-433b-a26c-0dbefc57e4f7">https://go.allwayshealthpartners.org/coronavirus-hub-members?hsCtaTracking=b671cba7-badf-4d71-bdad-86d902a29db3%7C4605aed7-2e4b-433b-a26c-0dbefc57e4f7</a></p>	Chinese, German, French, Haitian Creole, Hindi, Italian, Khmer, Korean, Lao, Polish, Portuguese, Russian, Spanish, and Vietnamese	<p>All the web pages offer the ability to translate all content into different languages - the member simply selects the language of their choice and the content on the pages is translated.</p> <p>Additionally, every internet page on their site has a message at the bottom which leads the member to select their language and the translated phrase directs them to call the Customer Service line where customer service reps have access to a translation line to assist them in helping the member. They also have TTY services available for the hearing impaired.</p>

<b>BMC Health Net</b>	<p>Video application or MD Live for behavioral health needs</p> <p><a href="https://www.bmchp.org/I-Am-A/Member/Get-Care/Telehealth">https://www.bmchp.org/I-Am-A/Member/Get-Care/Telehealth</a></p> <p><a href="https://www.wellsense.org/members/whats-covered/telehealth">https://www.wellsense.org/members/whats-covered/telehealth</a></p>	<p>BMC HealthNet Plan translates all materials into Spanish and all materials are available for translation into a member's preferred language upon request. BMC HealthNet Plan can also convert materials into alternate formats such as Braille, larger print, or audio upon request—all at no cost to the member.</p> <p>Additionally, free language assistance services are available to non-English speaking members by calling the BMC HealthNet Plan Member Services Department.</p> <p>The BMC HealthNet Plan website can also be translated in 50+ languages using the website's Google Translate tool.</p>	<p>FAQs and information on Telehealth::</p> <p><a href="https://www.bmchp.org/COVID-19-Guide/Seeking-Healthcare-During-COVID-19">https://www.bmchp.org/COVID-19-Guide/Seeking-Healthcare-During-COVID-19</a></p> <p><a href="https://www.wellsense.org/health-topics/covid-19/seeking-healthcare-during-covid-19">https://www.wellsense.org/health-topics/covid-19/seeking-healthcare-during-covid-19</a></p> <p>The topic of Telehealth included in Social Media awareness campaigns (Facebook, twitter updates) and text messages to members.</p>
<b>Cigna</b>	<p>Cigna shares information on telehealth options to connect with the medical providers and therapists: MDLive - <a href="https://www.cigna.com/individuals-families/member-resources/virtual-care-options">https://www.cigna.com/individuals-families/member-resources/virtual-care-options</a></p>	<p>Cigna uses Language Line for interpreting- they provide interpreters in 240 languages. However, the majority of their interpreter calls are in Spanish. There are several materials available in Spanish and clinicians also have access to Spanish educational materials. There is also an external site – Cigna.com in Spanish.</p>	<p>Additional information on language assistance for members: <a href="https://www.cigna.com/individuals-families/member-resources/language-assistance">https://www.cigna.com/individuals-families/member-resources/language-assistance</a></p>

		<p>Note the links at the bottom of the webpage under language assistance:  <a href="https://www.cigna.com/">https://www.cigna.com/</a></p> <p>Example:  <a href="https://www.cigna.com/static/www-cigna-com/docs/language-assistance/multi-language-interpretor-services.pdf#nameddest=french">https://www.cigna.com/static/www-cigna-com/docs/language-assistance/multi-language-interpretor-services.pdf#nameddest=french</a></p>	
<b>Connecti Care</b>	<p>Connecticare has informed members:</p> <ul style="list-style-type: none"> <li>• Members can have a telehealth visit without cost share for covered services.</li> <li>• Members should call their doctor's or clinician's office to ask for a telehealth visit. Those offices will, if they can, arrange for the visit and provide members with instructions.</li> <li>• For Teladoc and MDLIVE, Connecticare provided phone numbers (useful for those who may not have or be comfortable using mobile phones, tablets, laptops, or other computers) and website links to make appointments.  <a href="https://secured.connecticare.com/ProviderDirectory">https://secured.connecticare.com/ProviderDirectory</a></li> </ul>	<p>Connecticare translates materials for DSNP members, and for commercial and Medicare members, but less frequently. They are in the process of, translating their public website into Spanish.</p>	<p>Connecticare released a blog post about <a href="#">how to prepare for a telehealth</a> visit and promoted it through an email to Medicare members as well as social media.</p> <p>Promotion of the availability of telehealth visits through social media channels.</p> <p>Some social media channels let users see everything in their language of choice.</p>
<b>Common wealth Care Alliance</b>	<p>CCA defines telehealth broadly (to include video and audio-only calls) so that they can reach as many members as possible in their preferred form of contact.</p>	<p>CCA employs Care Partners who are able to speak with members in their preferred language other than English.</p>	<p>Prior to each virtual care (i.e. telehealth) visit with CCA, one of the scheduling clinicians assesses the member's comfort level with and access to technology to identify and</p>

	<p>Regarding virtual platforms, CCA prioritizes security, safety, and confidentiality for both CCA members and staff. To that end, they have identified communication platforms that are easily and quickly accessed, encrypted, cost-free, multi-modal and have the capability to engage multiple parties. During early months of the pandemic, CCA outreached to its contracted providers inquiring about their capabilities for engaging members, taking on additional members, and their ability to shift to alternate platforms for telehealth visits so that there was no delay or disruption in services. They anticipate continuing to use these tools long after the pandemic of COVID-19 has subsided, as the utilization has been well received by members.</p>	<p>These languages include: Cape Verdean Creole, Haitian Creole, Portuguese, Russian, Spanish, Vietnamese and more. For members who speak another language outside of the current Care Partner ability, the provider Cyracom, offers interpretation for 80+ languages. They continue to prioritize the hiring of Care Partners who are multilingual and multicultural to best reflect their growing membership.</p> <p>CCA is piloting a HIPAA-compliant platform that can add audio interpreter services to a video call for those who use American Sign Language. In addition, they are interviewing a variety of telehealth vendors to gauge their interpreter integration services.</p>	<p>help address potential member connectivity barriers.</p> <p>CCA Health Outreach Workers reach out to members known to be without smartphone devices to assist with government issued phones and/or subsidized Wi-Fi access.</p> <p>CCA communicated with members via newsletter, regarding virtual care options in English and Spanish. The newsletter and other related resources are available on their website:  <a href="http://www.commonwealthcarealliance.org/members/covid-19">http://www.commonwealthcarealliance.org/members/covid-19</a></p>
<b>Fallon Health</b>	<p>Fallon members have access to telehealth services through Teladoc. They also cover telehealth services from all network providers that offer the service.</p> <ul style="list-style-type: none"> <li>• New members will receive a “Welcome Kit” with education on how to access Teladoc and what Teladoc services are offered. These mailings are distributed year-round depending on when the members enroll.</li> </ul>	<p>How to access interpreter services and/or telehealth services in multiple languages – for Teladoc, the member must first set up an account online or by contacting the Teladoc call center. Then they can select their language preference. To receive a consult, the member will either need to speak some English to give name/DOB or have someone available to do so. Once validated, the Teladoc call center</p>	<p>A language line for the members. Teladoc has several printed materials offered in Spanish and French.</p> <p>Fallon Health is developing translation of member materials and documents in different languages.</p>

	<ul style="list-style-type: none"> <li>• Teladoc offers a variety of materials that Fallon has access to and, they work with their Care Services Department to make determinations on whether to send to members.</li> <li>• Fallon's as well as Teladoc's Customer Service Teams are available for members that need assistance.</li> <li>• Teladoc is also mentioned in the EOCs and the members are directed to the website for more information       <ol style="list-style-type: none"> <li>a. Members can use their Welcome Letters for instruction, call Teladoc's Call Center, call Fallon Health's Customer Service and/or visit the website <a href="https://www.teladoc.com/fallon">https://www.teladoc.com/fallon</a>; they can also access it from Fallon's website at this link: <a href="http://www.fchp.org/members/doctors-facilities/teladoc.aspx">http://www.fchp.org/members/doctors-facilities/teladoc.aspx</a>.</li> <li>b. How to find doctors providing telehealth – Fallon is not currently collecting/storing this information for non-Teladoc telehealth services available from network providers; most likely, the member will need to contact the doctor.</li> </ol> </li> </ul>	<p>rep will see the preferred language and connect the member to translation services.</p> <p>English, Chinese, French, German, Haitian Creole, Japanese, Korean, Russian, Spanish, Tagalog, Vietnamese</p>	
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<p><b>Harvard Pilgrim Health Care</b></p>	<p>Harvard Pilgrim has been focused on using telehealth as an alternative to urgent care. Members have access to Doctors on Demand. Through the Doctors on Demand app or website, members can receive treatment for common medical and behavioral health conditions.</p> <p>Additional information and a link to Doctors on Demand is included in the links below. Coverage of telehealth is also included in the member's handbook and SOB.</p> <p><a href="https://www.harvardpilgrim.org/employer/wp-content/uploads/sites/4/2019/06/2019-MA-CT-ME-NH-Virtual-Visits-Flyer-1.pdf">https://www.harvardpilgrim.org/employer/wp-content/uploads/sites/4/2019/06/2019-MA-CT-ME-NH-Virtual-Visits-Flyer-1.pdf</a></p> <p><a href="https://www.harvardpilgrim.org/public/plan-details/urgent-care-options#section2">https://www.harvardpilgrim.org/public/plan-details/urgent-care-options#section2</a></p> <p>Some providers may offer telehealth services to patients. Members are encouraged to consult with their PCP office and/or the offices of their other providers to learn about any offerings they may have.</p>	<p>Doctors on Demand offers providers who speak other languages. Please see the link below for additional information.</p> <p><a href="https://doctorondemand.force.com/FAQs/s/article/Language-Interpretation">https://doctorondemand.force.com/FAQs/s/article/Language-Interpretation</a></p>	<p>Members also receive regular mailings from HPHC reminding them of their telehealth benefits.</p>
<p><b>Health New England</b></p>	<p>Health New England shares information with members about their telehealth platform, Teladoc, as well as calling their PCPs first and asking if they offer telehealth on a variety of webpages, and in various emails/newsletters, on their ID cards, and in the member portal:</p>	<p>Health New England provides members - Section 1557 Notice of Non-discrimination and Language Services in every plan and benefit document mailed and it's also available on the website at</p>	<p>Health New England also provides the short notice on marketing pieces in English, Spanish and Portuguese.</p> <p>Health New England complies with applicable Federal civil rights laws and does not discriminate on the</p>

	<p><a href="https://healthnewengland.org/Coronavirus-FAQ">https://healthnewengland.org/Coronavirus-FAQ</a>  <a href="https://healthnewengland.org/COVID-19-Coverage">https://healthnewengland.org/COVID-19-Coverage</a>  <a href="https://healthnewengland.org/teladoc">https://healthnewengland.org/teladoc</a></p>	<p><a href="http://www.healthnewengland.org/notice">www.healthnewengland.org/notice</a></p>	<p>basis of race, color, national origin, age, disability or sex.</p> <p>ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call (413) 787-4000 or TTY 711. Health New</p> <p>England cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 787-4000 o TTY 711. Health New England cumple as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 787-4000 ou TTY 711.</p>
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<b>Tufts Health Plan</b>	Teladoc <a href="https://tuftshealthplan.com/member/employer-individual-or-family-plans/tools-resources/digital-tools/telehealth">https://tuftshealthplan.com/member/employer-individual-or-family-plans/tools-resources/digital-tools/telehealth</a>	<a href="https://tuftshealthplan.com/covid-19/member/translations/espanol">https://tuftshealthplan.com/covid-19/member/translations/espanol</a>  Spanish, Portuguese and Chinese.	Tufts Health Public Plans utilizes a text-based multicultural communication to members to guide members to the COVID-19 information page.  They are anticipating an awareness campaign to help diverse members take advantage of telehealth.
<b>UnitedHealthcare Commercial</b>	To find the national providers who make up their network for the Virtual Visit benefit, members can go to <a href="http://www.UHC.com">www.UHC.com</a> and click on “learn about the options for telehealth visits.”  Also, on <a href="http://myuhc.com">myuhc.com</a> , at the bottom of the page, click on FAQs and scroll down to “Find Care.” Members can click on that to learn how to find a network virtual visit provider and how to set up a virtual visit. Work is underway to add this in Q1 2021 for all lines of business, for UHC’s medical providers who provide care using the telehealth modality.  Members can learn how to set up a virtual visit, and they may view a video that walks the member through the process. A member can also sign in to <a href="http://myuhc.com">myuhc.com</a> > Virtual Visits. Then select a provider and get care. Virtual visit Providers: Teladoc, American Well and Doctor on Demand.	Spanish, Chinese, Albanian, Arabic, Armenian, Kirundi, Cebuano, Bengali, Burmese, Khmer, Cherokee, Chinese, Choctaw, Oromo, Dutch, English, French, Haitian Creole, German, Greek, Gujarati, Hawaiiin, Hindi, Hmong, Igbo, Ilocano, Indonesian, Italian, Japanese, Korean, Bassa, Kurdish Surani, Laotian, Marathi, Marshallese, Pohnpeian, Navajo, Nepali, Dinka, Norwegian, Pennsylvania Dutch, Farsi, Punjab, Polish, Portuguese, Romanian, Russian, Samoan, Croatian, Somali, Spanish, Sudanic-Fulfulde, Swahili, Syriac, Tagalog, Telugu, Thai, Tongan, Chuukese, Turkish, Ukranian, Urdu, Vietnamese, Yiddish, Yoruba.	UHC provides letters in other languages.
<b>UnitedHealthcare</b>	For their Senior Care Options product, members can get more information at <a href="https://www.uhccommunityplan.com/covid-19/talk-to-doctor">https://www.uhccommunityplan.com/covid-19/talk-to-doctor</a> which explains how to	All languages that represent their prevalent languages are available through member services and care	UHC SCO is working on additional member education materials including how to speak with providers about telehealth.

<b>Senior Care Option</b>	<p>obtain the telehealth benefit through a network provider or through the UnitedHealthcare virtual visit tool.</p> <p>This information is available through the member portal, myuhc.com. Enhanced data work is underway.</p>	<p>managers (on occasion with the help of language line).</p> <p>Members are advised to call the toll-free phone number listed on their ID card for assistance and connection to interpreters.</p>	
<b>UniCare</b>	<p>The link below is for the LiveHealth online page of Uni Care’s website that provides an overview of the benefits. <a href="https://www.unicarestateline.com/LiveHealth.html">https://www.unicarestateline.com/LiveHealth.html</a></p> <ul style="list-style-type: none"> <li>• How to access telehealth platforms – this link is to an educational PDF on LiveHealth online, <a href="https://www.unicarestateline.com/pdf/LiveHealthOnline.pdf">https://www.unicarestateline.com/pdf/LiveHealthOnline.pdf</a></li> <li>• How to find doctors providing telehealth - During the COVID pandemic members can access telehealth services with any medical or behavioral health provider. Members also have access to LiveHealth online to access a board-certified physician 24/7, board certified psychiatrist or therapist from 7:00am – 7:00pm from a smartphone, tablet or PC.</li> </ul>	<p>The LiveHealth online service is available in both English and Spanish.</p> <ul style="list-style-type: none"> <li>• English link: <a href="https://livehealthonline.com/">https://livehealthonline.com/</a></li> <li>• Spanish link: <a href="https://es.livehealthonline.com/">https://es.livehealthonline.com/</a></li> </ul> <p>How to access interpreter services and/or telehealth services in multiple languages – Members can call the member services line 1-833-663-4176 Monday through Friday 8:00am – 8:00pm. Uni Care will work with the member and interpreter to explain the service and benefit to the member.</p>	<p>Included in the providers profiles are the languages they speak. A patient can search a specific language, the site will let you know if there is a provider available that speaks the selected language.</p>
<b>Senior Whole Health</b>	<p>They have a video entitled “How to use Telehealth” available here: <a href="https://www.magellanhealthcare.com/covid-19-2/covid-19/">https://www.magellanhealthcare.com/covid-19-2/covid-19/</a></p>	<p>The website has a feature that allows it to translate into Spanish</p>	<p>Blogpost: <a href="https://magellanhealthinsights.com/2020/08/17/telehealth-care-and-treatment-whenever-you-are/">https://magellanhealthinsights.com/2020/08/17/telehealth-care-and-treatment-whenever-you-are/</a>  Numerous social posts, postcards, memo to members and providers.</p>

			Member flyer: <a href="https://www.magellanhealthcare.com/documents/2020/04/covid-19-behavioral-health-telehealth-for-members.pdf/">https://www.magellanhealthcare.com/documents/2020/04/covid-19-behavioral-health-telehealth-for-members.pdf/</a>
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