

## Does Your Practice Offer Telehealth Visits?



IEHP appreciates that you are trying to keep yourself and your patients safe and healthy during the pandemic. To that end, many Providers in our network are starting to offer telehealth visits.

We want to share with you that we are communicating to IEHP Members the option to use telehealth for their medical and behavioral health visits.

We understand that not all Member health concerns can be addressed during a phone or video visit, so we advise Members to ask their Doctor directly if the services they need can be provided via telehealth. If you're thinking of offering telehealth visits (even if they are just by phone), we support you with helpful information.

- Be sure to check our correspondence page and Coronavirus (COVID-19) updates for information regarding current telehealth flexibilities on our website at [www.IEHP.org](http://www.IEHP.org).

### What are the benefits of offering telehealth visits to your patients?

- Offers easy access, using a phone or computer
- Helps keep both Providers and IEHP Members safe and limits the spread of COVID-19

### What is needed:

- For telephone visit – landline or mobile phone
- Video visit – computer, tablet or smartphone with camera, speaker and a microphone and web access



### Some considerations about telehealth:

- IEHP understands that not all IEHP Doctors and Providers offer telehealth visits, although many more are starting to do so (e.g., Behavioral Health, PCPs and Specialists for consults and other services appropriate for telehealth).
- Follow your practice's protocol to decide if telehealth is the right choice for each IEHP Member—on a case-by-case basis.
- Remember to take the necessary security steps to ensure that Member's PHI is protected in every telehealth encounter.

**Questions?** Call IEHP Provider Relations at **(909) 890-2054**, Monday-Friday, 8am-5pm.