

## PACIFICSOURCE TELEDOK INFORMATION:

As a reminder, through your PacificSource plan, Teladoc is available to all covered members. **Cost share for Teladoc visits, for any diagnosis, are waived through June 30<sup>th</sup>.**

Access to mental health care is limited and I know from firsthand experience many providers have wait lists that are months out, just to schedule. Remember, Teladoc is great for one-off acute needs, but also **provides Mental/Behavioral health visits**. I'm hearing the need for both adult and pediatric mental health care are growing.

According to Teladoc data, **47% of people are reporting COVID-19 is negatively impacting their mental health.**

1. Teladoc has some Mental Health information available for sharing.
  - a. [Mental Health Video - English](#)
  - b. [Mental Health Video - Spanish](#)
2. Behavioral health visits are available and Teladoc has recently made some updates to their homepage and scheduling features to improve member experience. **Most importantly they added slot scheduling for BH visits.** This will eventually be rolled out for General Med visits as well.
3. Behavioral health visits are available **7am-9pm, 7 days a week.**
  - a. Pediatric appointments are available with limited availability. Contact [Teladoc.com/therapy](https://www.teladoc.com/therapy) for more information.
  - b. As a reminder, acute care visits are available 24/7
  - c. **Average response time for BH visits is 6.6 hours.** (Time from member's initial request for a session until provider's initial response. Initial response is accepting member's session request or may be proposing an alternate session time.)
4. For CY 2020- 2.1% of eligible PacificSource members are using Teladoc for their Behavioral Health visits. Average visits per user are 4.9.

I'd encourage you continue to **remind employees** that Teladoc is available and likely a lower cost option than accessing care other places.

Share the video and discussion guide provided to help people familiarize themselves with telemed in general.