



# Direct Telehealth Specialty Services

Partnership HealthPlan of California (PHC) now offers Direct Telehealth Specialty Services through our provider directory to Primary Care Providers (PCPs). Direct Specialty Telehealth Services are being provided by “TeleMed2U” for a select set of specialties. We will continue to expand these services to providers as the need for additional direct specialty telehealth services arise.

**Eligibility** - Any PHC primary or secondary member 18 years and older are eligible to receive care from TeleMed2U specialists and can be referred to TeleMed2U directly.

**It’s easy to refer, here’s how:**

**Pathway 1: Faxing**

- 1) Access PHC’s Provider Directory located [here](#)
- 2) Conduct a search for “Telehealth”, “TeleMed2U” or the “Specialty” needed
- 3) Locate TeleMed2U’s contact and referral information and send referral
- 4) Once approved, email or fax the patient’s medical records securely to TeleMed2U
- 5) TeleMed2U will coordinate the patient scheduling
- 6) TeleMed2U will send the clinical notes from the telehealth visit back to the clinic within 7 business days

**Pathway 2: Provider Portal**

- 1) Submit an eRAF to PHC through the Online Services portal
- 2) Once approved, email or fax the patient’s medical records securely to TeleMed2U
- 3) TeleMed2U will coordinate the patient scheduling
- 4) TeleMed2U will send the clinical notes from the telehealth visit back to the clinic within 7 business days

**Now accepting new patient specialty telehealth referrals for:**

Dermatology	Infectious Disease	Physical Medicine & Rehabilitation
Diabetes Care Program	Nutrition (ages 3+)	Psychiatry (ages 4+)
Endocrinology	Nephrology	Pulmonology
Gastroenterology	Neurology	Rheumatology

**Who is TeleMed2U?**

TeleMed2U (TM2U) is a multi-specialty telemedicine group of 80+ medical specialists offering virtual care options for patients of primary care providers via secure and real time online video consults.

Visit: [www.telemed2u.com](http://www.telemed2u.com) to learn more.

For questions about the referral process or scheduling, please contact: [info@telemed2u.com](mailto:info@telemed2u.com) or Call (855) 446-8628, Secure Fax: (916) 527-0770.



# Direct Telehealth Specialty Services

## FAQ for Providers

### 1. What are Direct Telehealth Specialty Care services?

Partnership HealthPlan of California (PHC) has partnered with TeleMed2U to provide PHC members with Direct Telehealth Specialty Care services. Direct Telehealth Specialty Care services allows PHC members to be seen by a specialist through live video regardless of the member's location. The interaction includes only the specialist and the member and the visit is completed through an electronic device such as a PC, iPad, laptop, tablet or smart device.

### 2. Who is TeleMed2U?

TeleMed2U is a multi-specialty telemedicine group of 80+ medical specialists offering virtual care options for patients of primary care providers via secure and real time online video consults. Visit: [www.telemed2u.com](http://www.telemed2u.com) to learn more about TeleMed2U and their services.

### 3. Will TeleMed2U provide Direct Telehealth Specialty Care comprehensive services as part of the specialty care visit?

TeleMed2U will manage the patient's care including but not limited to scheduling, physical exam, diagnosis, treatment, prescription management and ordering of labs, when needed.

### 4. Which specialties are available through the Direct Telehealth Specialty Care model?

Direct Telehealth specialties are managed by TeleMed2U and are subject to change depending on specialist availability and capacity. Providers can search by specialty or by telehealth in the provider directory to determine which specialties are offered by TeleMed2U and contact TeleMed2U directly for any questions.

### 5. Why is Direct Telehealth Specialty Care services a good option for my patients?

Direct Telehealth Specialty Care services have many benefits for PHC members. PHC members will be able to connect directly with a specialist and obtain an appointment that works for their schedule. This works well for PHC members who are unable to travel, have busy work or personal schedules or who live in remote areas where access to care is limited.

### 6. How do I refer a PHC member for a Direct Telehealth Specialty Care visit?

Providers can submit specialty care referrals directly to TeleMed2U by fax or secure email. Providers can access services through PHC's provider directory.

### 7. Will I be notified once my patient has a Direct Telehealth Specialty Care visit scheduled?

Providers will not be notified once a patient has a visit scheduled, however, TeleMed2U will generate a clinical note back to the member's PCP upon visit completion as noted below.



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- 8. Will TeleMed2U generate a clinical note back to the PCP office once the visit is complete?**  
TeleMed2U will generate a clinical note back to the primary care office provider within 5-7 business days from the patients completed visit. If the patient no-shows for their appointment, a clinical note ***will not*** be generated. Providers can also contact TeleMed2U directly if a clinical note is not received.
- 9. Are there any age limitations or restrictions when referring a PHC member to TeleMed2U for a Direct Telehealth Specialty Care visit?**  
Any PHC primary or secondary member 18 years and older can be referred to TeleMed2U for a Direct Telehealth Specialty Care visit, however, there are specific services that can be rendered to PHC members 17 years and younger for certain specialties. Referral guidelines do apply and may have specific requirements. Referral guidelines for TeleMed2U specialist can be requested from [telemedicine@partnershiphp.org](mailto:telemedicine@partnershiphp.org).
- 10. What are the requirements for my patient to have a Direct Telehealth Specialty visit with TeleMed2U?**  
PHC members must have a functioning electronic device and high-speed internet access to be able to complete a direct telehealth specialty care visit.
- 11. What if my patient does not have an electronic device available to have a Direct Telehealth Specialty Care visit?**  
Providers should only refer patients for direct telehealth specialty if the PHC member has an electronic device available. An electronic device is required for visit completion. PHC members who do not have electronic devices available will need to be referred to an alternate specialist.
- 12. Can my patient be seen from my provider office for their direct telehealth specialty care visit if they do not have their own equipment?**  
Providers who wish to assist PHC members with their direct telehealth specialty care visit by providing them with an electronic device to be seen, are able to do so, however, originating site fees are not billable for this type of visit.

For additional questions about the direct-to-member specialty care program, contact [telemedicine@partnershiphp.org](mailto:telemedicine@partnershiphp.org)