

Pediatric Direct Telehealth Specialty Services

1. What are Direct Telehealth Specialty Care services?

Partnership HealthPlan of California (PHC) has partnered with TM2U and UCDH to provide PHC members with Direct Telehealth Specialty Care services. Direct Telehealth Specialty Care services allows PHC members to see 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. Will TM2U and UCDH provide Direct Telehealth Specialty Care comprehensive services as part of the specialty care visit?

TM2U and UCDH will manage the patient's care including but not limited to scheduling, physical exam, diagnosis, treatment, prescription management and ordering of labs, when needed.

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

Direct Telehealth specialties are managed by TM2U and UCDH are subject to change depending on specialist availability and capacity.

4. Why is Direct Telehealth Specialty Care 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.

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

Providers can submit specialty care referrals directly to TM2U or UCDH as directed above. Providers can access services through PHC's provider directory for their adult patients (TM2U) or through main UCDH referral pathway for their pediatric patients (see below)

- Via Physicians Referral Center
- Phone: 1-800-4-UCDAVIS (800-482-3284)
- Website: <https://health.ucdavis.edu/referrals/services/outpatient-referrals.html>
- Can be completed over computer or on a mobile device via the MyUCDavisHealth app

6. 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 scheduled visit.

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7. Will the specialist generate a clinical note back to the PCP office once the visit is complete?

TM2U or UCDH will generate a clinical note back to the primary care office provider within 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 TM2U or UCDH directly if a clinical note is not received.

8. Are there any age limitations or restrictions when referring a PHC member for a Direct Telehealth Specialty Care visit?

Any PHC primary or secondary member can be referred for a Direct Telehealth Specialty Care visit. Referral guidelines do apply and may have specific requirements. Referral guidelines can be requested by contacting telemedicine@partnershiphp.org

9. What are the requirements for my patient to have a Direct Telehealth Specialty Care visit?

PHC members must have a functioning electronic device and high-speed internet access to be able to complete a direct telehealth specialty care visit.

10. 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 provider.

11. 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 visits 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 Direct Telehealth Services, contact:

telemedicine@partnershiphp.org