

### **Important Information for Our Health Care Provider Partners**

**To: Physicians and other Health Care Practitioners**  
**Date: November 16, 2018**  
**Subject: Behavioral Health Telemedicine Services Coming Soon**

We are pleased to announce that, beginning January 1, 2019, our Medicare Advantage members, Medicaid Managed Care and select Commercial members will have access to behavioral health services via telemedicine.

We will begin offering telemedicine services through MDLIVE as part of our effort to improve access and availability to behavioral health services.

MDLIVE, an independent company, is a nationwide network of providers who are board-certified in the state in which the patient is located at the time of service. MDLIVE providers will provide care via video or telephone-based (VIDEO ONLY consultations for Medicaid Managed Care members, as directed by NYS Public Health Law) scheduled appointments. Available services will include individual psychotherapy for mental health and substance use and the ability to schedule future appointments. MDLIVE will not provide crisis intervention services to our members. MDLIVE psychiatrists also will be able to transmit e-prescriptions, except for controlled substances, to the member's pharmacy of choice. All clinical documentation from the MDLIVE provider can be sent to the patient's primary care physician by secure, HIPAA-compliant fax or email.

Credentialed therapists also have an opportunity to provide telemedicine services in their practices through their own HIPAA-compliant technology or through various vendors who provide those services. Medicaid Managed Care members are not allowed to use Licensed Mental Health Counselors or Licensed Marriage and Family Therapists as directed by NYS Public Health Law. Please refer to our Telemedicine and Telehealth Corporate Medical Policy at [ExcellusBCBS.com](http://ExcellusBCBS.com) for further information and guidance.

The behavioral health telemedicine program will increase our members' access to prescribers. Additionally, we believe our members will find the scheduled sessions available to them at their convenience – and in the comfort of their own home – to be an attractive option. Once a member has a scheduled visit with an MDLIVE provider, the member can schedule future appointments with the same provider.

We are excited to offer this option as we seek ways to reduce barriers to health care in our community, particularly barriers related to behavioral health services. We hope that you will keep the program in mind as a valuable resource when addressing the needs of our members. If you have questions, please contact your Provider Relations representative.

