



PARTNERS
HEALTH PLAN

TELEMEDICINE

PHP Care Complete FIDA-IDD (Medicare-Medicaid) Plan Members have access to an Emergency Room (ER) Doctor, 24 hours a day, 7 Days a week by smart phone, tablet, computer or land-line phone



Service does NOT replace the role of the Primary Care Doctor, it provides extra support at no cost to the member, around the clock, day or night.



If a member utilizes the service, **notification is made to their PHP Care Manager** for appropriate follow up with member's circle of support, Primary Care Doctor and other Specialists as needed.



Telemedicine Doctor has **access to PHP Member's information** (medical history, medications, diagnoses, etc) so that they can make an informed decision on immediate treatment.



During visit, the **Doctor will assess the member, provide guidance on treatment, and prescribe medications** to the local pharmacy as needed. If the situation requires visit to the ER, Doctor will call ahead to inform the hospital of their concerns, allowing for more focused and expeditious care on arrival.



Through a virtual visit, PHP member is treated by a **Board Certified ER Doctor** with experience supporting patients with Intellectual or Developmental Disabilities.



Remote connection to ER Doctor provides **effective medical services without having to leave the safety of the home environment**, minimizing the risk of added exposure.

As part of an ongoing commitment to provide the best supports and services to our members, PHP has launched this program in collaboration with StationMD

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide participants free, confidential assistance on any services offered by Partners Health Plan. ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at icannys.org.

Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.