



PROVIDER NOTICE

Provider Relations Department | 1-888-895-4998

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network

Johns Hopkins OnDemand Virtual Care Expands to Priority Partners Members

Effective Date: March 31, 2022

Health Plans Affected: Priority Partners

Type of Change: New Telemedicine Option for Members

Explanation of Change: Beginning March 31, 2022, Priority Partners members will have a new option for accessing care via telemedicine from Johns Hopkins OnDemand Virtual Care (powered by Teladoc). This new option gives adult and pediatric members after hours and weekend access to care for minor, urgent health care needs, using a mobile app, a computer or tablet from the convenience of the member's home, or anywhere they may travel in the United States.

Although this service is available 24/7, Priority Partners encourages members to use their primary care provider (PCP) whenever possible for routine and other care, as that is considered their medical home. Johns Hopkins OnDemand does not replace a PCP—it is an alternate choice when a member needs to access care quickly or outside office hours.

- We will communicate to members that this service is intended for minor care concerns that do not require lab work, such as colds, rashes and pinkeye.
- We will also stress that this service is not for medical emergencies. If a patient is experiencing a medical emergency, they will be directed to call 911 or go to the nearest emergency room.

OnDemand Virtual Care Process

- Johns Hopkins providers will staff OnDemand and attempt to perform the virtual visit with the member first. If a Johns Hopkins provider is not available to provide the virtual service, or if the member is located in a state where the Johns Hopkins provider is not licensed, then a Teladoc-employed provider will see the member virtually.
- The health care provider will join via secure video or phone and assess the member's symptoms, make a diagnosis, recommend next steps

and answer any questions the member may have.

- If medications are necessary, the provider will electronically send prescriptions to the member's network pharmacy.
- Telemedicine providers will refer members back to their PCP for follow-up care.

Please note: Members can use their PCP's telemedicine services, but they cannot request to see their PCP through the Johns Hopkins OnDemand Virtual Care program.

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns.