



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: August 2, 2021

Subject: **MYidealDOCTOR is becoming RelyMD**

MYidealDOCTOR, one of AmeriHealth Caritas District of Columbia's vendors for on-demand, non-emergency telehealth services has been rebranded to RelyMD.

AmeriHealth Caritas DC enrollees do not need to take any action at this time. If an enrollee has an existing account with MYidealDOCTOR, their information will carry over to their RelyMD account.

Enrollees can still call 1-855-879-4332 for phone appointments. To initiate a visit with a provider from a computer, enrollees should visit relymd.com. The MYidealDOCTOR mobile application will update automatically, so there is no need to download a new app.

If enrollees have questions, please direct them to call Enrollee Services at 1-800-408-7511 (TTY 1-800-570-1190). Enrollee Services is available 24 hours a day, seven days a week.

If you have any questions, please contact your Provider Account Executive or Provider Services at 1-202-408-2237. Thank you for helping us make this transition as smooth as possible for your patients and our enrollees.