



AmeriHealth Caritas™
District of Columbia

To:	All AmeriHealth Caritas DC Providers
Date:	March 18, 2020
Subject:	Access and Availability to Care – Use of Telehealth During the COVID-19 Response Period

AmeriHealth Caritas District of Columbia continues to monitor the latest information regarding COVID-19, and wants to help ensure that our enrollees have access to care for their health care needs. To help accomplish that, we ask that any provider who will be closing their office for an extended period of time notify AmeriHealth Caritas District of Columbia at 1-202-408-2237 or 1-888-656-2383, and their patients/enrollees, and indicate whether virtual visits, telephonic consultation, and/or secure web-portal consultation will be available during this period. AmeriHealth Caritas District of Columbia covers telehealth visits for our enrollees in accordance with District and Federal policy. Similar to Medicare, many states are adopting expanded or interim policies related to the originating site, payment for telephonic visits, and expanded licensure.

If your office plans to limit on-site visits and/or provide virtual, telephonic, or web-based support, please see updated guidance provided by the District at <https://dhcf.dc.gov/page/telemedicine>. AmeriHealth Caritas District of Columbia will be providing updates as we receive them.

If you do not have telemedicine capability or do not plan to implement it, we would ask that you refer AmeriHealth Caritas DC patients to MYidealDOCTOR, AmeriHealth Caritas DC's solution for 24/7/365 access to medical professionals over the phone or interactive video. MYidealDOCTOR offers AmeriHealth Caritas DC enrollees a convenient way to talk with and receive treatment from a provider who can consult, diagnose, and prescribe medication (if needed) for common and acute illnesses.

AmeriHealth Caritas DC enrollees can reach MYidealDOCTOR at 1-855-879-4332 or at myidealdactor.com.

Enrollees can also receive additional support by calling our 24/7 Nurse Call Line at 1-877-759-6279.