



Community Care Plan

Telehealth Benefits

See a health care provider from your computer, tablet or smartphone – anytime, anywhere.



Communitycare
the health plan with a heart PLAN

Community Care Plan is a Managed Care Plan with a Florida Medicaid contract in Broward County. The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the Managed Care Plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or copayments/co-insurance may change.



What Is Telehealth?

The Department of Health and Human Services describes telehealth (also known as telemedicine) as the use of electronic information and telecommunication technologies to offer care when you and your doctor aren't in the same place at the same time.

Telehealth helps you and your family get the care you need when you can't make it to the doctor.

Visit with your doctor from home or the place that works best for you.

What Types of Care Can I Get With Telehealth?

During the state of emergency related to the COVID-19 pandemic, Medicaid has expanded the services offering telehealth care.

Covered services include routine, primary care visits as well as the following services:

- Well-child visits
- Behavioral analysis services
- Early intervention services
- Specified behavioral health and therapy services
 - ▶ Individual and family therapy
 - ▶ Individual therapy for mental health and substance abuse
 - ▶ Medication management
 - ▶ Medication-assisted treatment services



[For a list of covered benefits and services, click here to view our Medicaid Member Handbook.](#)

Find Out If Your Doctor Offers Telehealth

More and more doctors are offering telehealth to help care for their patients.

To find a doctor who offers telehealth, try these options:

- **Reach out to your doctor.**

Many of Community Care Plan providers offer telehealth services. Contact your doctor for more information.

- **Use Teladoc.**

This is a service offered by Community Care Plan to treat non-emergency issues (allergies, flu, eye issues, sinus infections, rashes, sore throat, and more).

Teladoc provides virtual visits or care with a licensed doctor from a computer, tablet or smartphone 24 hours a day, 7 days a week.



For more information or to sign up, visit [Teladoc.com](https://www.teladoc.com).

What Do I Need for a Virtual Visit?

For many, virtual appointments are new, and it may be your first time seeing a doctor through a screen.

Here is what you will need and some tips to keep in mind before your visit:

- A computer, tablet or smartphone, based on your type of visit
- A strong internet connection, so the video or call does not drop
- A way to chat with your doctor, before or after your appointment, if needed (text or email are most common)
- Important health records or medications, so you can reach them quickly and provide the information or review them with your doctor





Easier Access to Doctors Through Telehealth

Learn about this option
for virtual visits with your doctor!

Your Medicaid plan includes telehealth services.
You can get virtual care from home
using your computer, tablet or smartphone.

Need Help?

Call Community Care Plan's Member Services at

1-866-899-4828 or TTY at **1-855-655-5303**

Monday to Friday, 8 a.m. to 7 p.m.



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