

Provider Update

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

Introducing Johns Hopkins OnDemand Virtual Care

Effective Date: January 1, 2021

Line(s) of Business Affected: Johns Hopkins Advantage MD and Johns Hopkins Employer Health Programs (EHP)

Type of Change: Access to Care

Explanation of Change:

Beginning with the 2021 benefit year, Advantage MD and EHP* members will have a new option for accessing care via telemedicine. Johns Hopkins OnDemand Virtual Care (powered by Teladoc) will give members access to an urgent care medical visit 24/7 from the comfort of their home, or anywhere they may travel in the United States. JHHC encourages members to utilize their primary care provider when possible, but Johns Hopkins OnDemand Virtual Care will be an alternative option to quickly access needed care.

The service will be available to Advantage MD and EHP members starting January 1, 2021.

- The Johns Hopkins OnDemand Virtual Care service is an online telemedicine platform for both adult and pediatric patients. It is available to members through mobile app, computer or tablet.
 - The service is intended for minor care concerns that don't require lab work, such as colds, rashes and pinkeye.
 - The service is not for medical emergencies. If a patient is experiencing a medical emergency, they should call 911 or go to the nearest emergency room.

OnDemand Virtual Care Process

- Johns Hopkins providers will staff the platform and attempt to perform the virtual visit with the member first. If a Johns Hopkins provider is not available, 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.

*This service is available to EHP members and dependents of Johns Hopkins Hospital/Johns Hopkins Health System Corporation, Broadway Services and Student Health plan.

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