

April 3, 2020

Dear Provider,

Thank you for the ongoing care that you provide to Home State Health, Ambetter *from Home State Health* and Allwell *from Home State Health* members. You are a critical component of our provider network. In this time of national crisis related to the COVID-19 pandemic, we would like to expand our partnership with you to ensure access to care for our members as they seek care while complying with CDC guidelines to socially distance and shelter in place.

Home State Health, Ambetter *from Home State Health* and Allwell *from Home State Health* has partnered with two telehealth vendors, Babylon and Teladoc, to deliver virtual care to our members so that they may avoid public spaces without foregoing needed care. Through the increased use of virtual care, we can also help limit traffic to clinical inpatient and outpatient settings, preserving the capacity of our healthcare system for those in greatest need. Of course, if you have access to virtual health visits in your practice already, please simply continue to utilize that service.

While CMS has approved the use of any telephonic or video channel to deliver virtual care, we are encouraging our providers to contract with one of our vendor partners. Participation in a formal telehealth platform serves both to protect patient privacy through secure connections, as well as give providers training on best practices related to delivering care remotely.

Please contact Babylon and Teladoc directly to begin the contracting process:

**Babylon**

512-866-9150

[babylonhealth.com/us](http://babylonhealth.com/us)

[us-clinicaltalent@babylonhealth.com](mailto:us-clinicaltalent@babylonhealth.com)

**Teladoc**

800-835-2362 (Option 5)

[teladoc.com/providers](http://teladoc.com/providers)

If you have any questions about our partnership with these vendors, please don't hesitate to contact Provider Services at 855-694-4663. We hope that you will strongly consider this opportunity to expand the good that you do by helping us continue to improve the health of the community, one person at a time.

Sincerely,

*Stephanie Grasti*

Stephanie Grasti

VP of Network Development & Contracting

**Contact Provider Partnership:** .....

**HomeStateHealth.com**

**Allwell.HomeStateHealth.com**

**Ambetter.HomeStateHealth.com**

**Home State: 1-855-694-4663**

**MAPD: 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711**

**Ambetter: 1-855-650-3789 TTY/TDD: 1-877-250-6113**