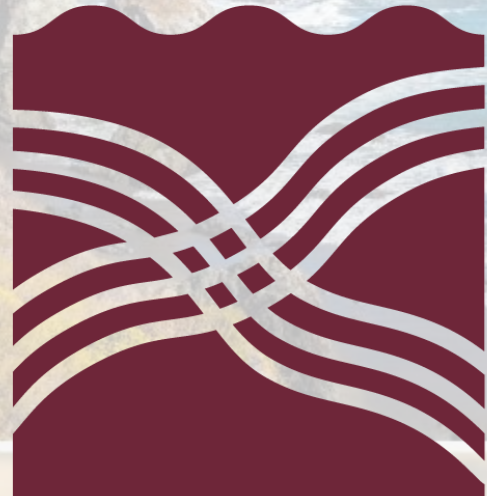


PARTNERSHIP



HEALTHPLAN

of CALIFORNIA

A Public Agency



Telehealth Essentials: Foundational Guidelines for Quality Telehealth Services

January 2026

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- Additional Offerings
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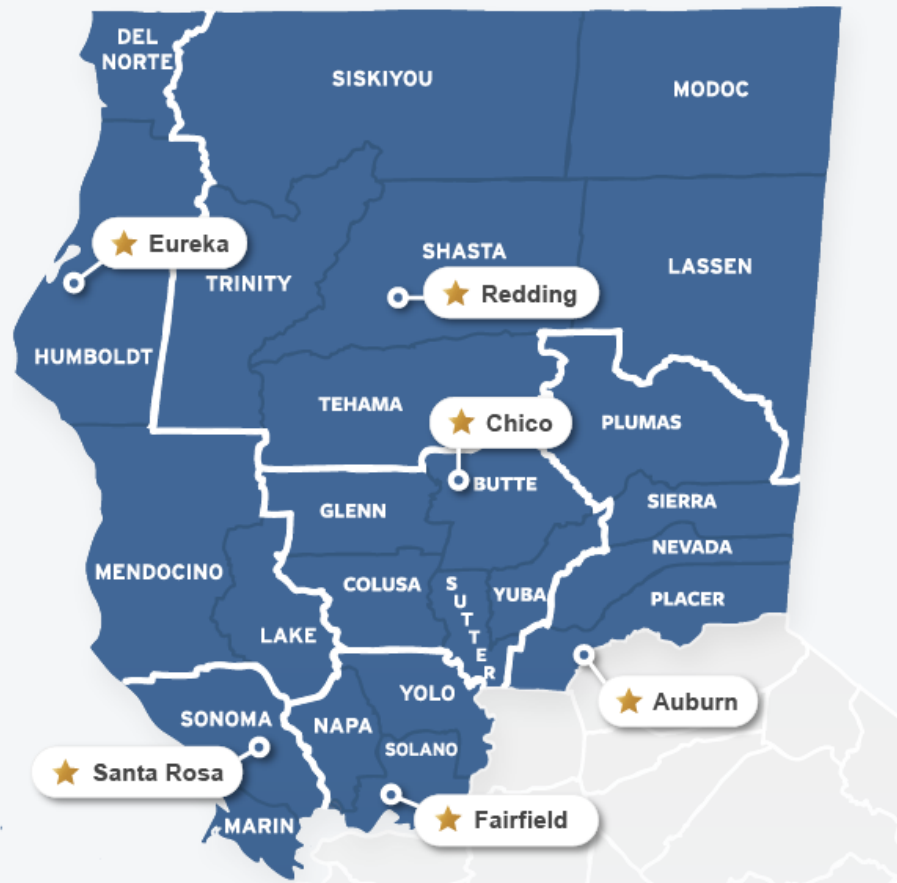
About Us

- Partnership HealthPlan of California is a non-profit community-based health care organization
- Partnership contracts with the state to administer Medi-Cal benefits through local providers to ensure our members have access to high-quality health care



About Us

Regional Offices



Mission:

To help our members, and the communities we serve, be healthy.

Vision:

To be the most highly regarded managed care plan in California.

Glossary

- **Asynchronous:** Non-real time interaction where information is exchanged at different times (i.e., ConferMED eConsults)
- **American Mobile Nurses (AMN):** Translation services for patients
- **ConferMED:** A telehealth service that connects primary care providers with medical specialists through secure electronic consultations to improve patient care without requiring in-person referrals; available for pediatric and adult Partnership members
- **Direct-to-Member (DTM):** A virtual health care service that allows a patient to be seen by a specialist in real-time (i.e., tablet or phone)

Glossary

- **Health Insurance Portability and Accountability Act (HIPAA):** U.S. law that protects the privacy and security of individuals' health information, setting standards for handling, sharing, and safeguarding personal health data
- **eConsult:** A secure electronic consultation, typically through a telehealth platform, that allows primary care providers to seek advice from a specialist on patient care without requiring an in-person visit
- **Primary Care Provider (PCP):** Health care professional who offers general medical care and coordinates a patient's overall health needs

Glossary

- **Synchronous:** Real-time interaction between patient and health care provider (i.e., DTM video visit)
- **TeleMed2U (TM2U):** A technology-enabled health care services company dedicated to breaking down traditional barriers to specialty care; used for Partnership's adult telehealth services
- **University of California, Davis (UCD):** A public research university in Davis, California, known for its programs in agriculture, veterinary medicine, engineering, and the sciences; used for Partnership's pediatric telehealth services

About Telehealth & Available Modalities

- **What is Telehealth?**

- Delivers health care and public health services by utilizing information and communication technologies to enable the diagnosis, consultation, treatment, education, care management, and self-management of a patient at a distance from health care providers.

- **What is eConsult?**

- A peer-to-peer electronic communication between a PCP and specialist in which the specialist reviews clinical information and provides advice and guidance to the submitting provider. Partnership has partnered with ConferMED to provide eConsult services. eConsults are typically replied to within two business days and result in no need for a face-to-face visit approximately 70% of the time.

About Telehealth & Available Modalities

- **What is DTM?**

- A service for Partnership members to be seen by a specialist through live video regardless of the member's location. The interaction includes only the specialist and the member, and the visit is completed through an electronic device such as a desktop personal computer, iPad, laptop, tablet, or smart device. Partnership has partnered with TeleMed2U for adults and UC Davis for pediatric for Direct Telehealth Specialty Care services via Direct to Member (DTM) services.

Program Feedback

- *“It’s easy to connect, I don’t have to go out and wait for a provider in clinic, and that is very much appreciated.”* – **Gastroenterology**
- *“She was open and honest about my condition and educated me about what it was and how we were going to fix it.”* – **Dermatology**
- *“I like that I didn’t have to drive out to a facility for the appointment. It would have been difficult for me to keep the appointment since my condition could prevent me from driving safely.”* – **Psychiatry**
- *“I like the convenience of being at home, still being able to speak to your doctor, and the amount of time the doctor is able to spend with you.”* – **Rheumatology**

Program Feedback

- *“My Endocrinologist is amazing. I had concerns about how in depth I would be able to go with her, as a new patient, and she not only exceeded my expectations, but she completely blew them out of the stratosphere. She went over so much with me and is doing everything she can to resume the same treatment plan I was on with my previous Endocrinologist in Florida.” – Endocrinology*
- *“Erika is very knowledgeable in how to assist me and my needs. I feel seen, understood, and cared about. She has always encouraged and motivated me to make healthier choices. I appreciate her tremendously.” – Nutrition*

Program Feedback

- *“My appointment went wonderful. I felt much more confident about correcting my diabetes. I have a new plan to help with what I’m already doing.” – **Diabetes Care Program***
- *“The doctor was very knowledgeable and was so very patient with me even though I have a very complicated medical history.” – **Neurology***
- *“Caleb was able to answer specific questions and give me follow-up advice. I feel much more comfortable with my PT routine since our appointment.” – **Physical Therapy***

Specialties Offered

Specialties Offered	Adult Direct Specialty Telehealth Services	Pediatric Direct Specialty Telehealth Services	eConsult
Adolescents		X	
Allergy and Immunology (all ages)	X	X	X
Behavior and Development		X	
Cancer Center		X	
Cardiology	X	X	X
Dermatology (all ages)	X	X	X
Diabetes Care Program	X		
Endocrinology	X	X	X
ENT / Otolaryngology	X	X	X
Gastroenterology	X	X	X
Genomic Medicine		X	
General Surgery			X
Geriatric Medicine			X
Gynecology			X
Hematology / Oncology		X	X

Specialties Offered

Specialties Offered	Adult Direct Specialty Telehealth Services	Pediatric Direct Specialty Telehealth Services	eConsult
Hepatology	X		
HIV / HEP C	X		
Infectious Disease	X	X	X
Medical Oncology			X
Neonatology		X	
Nephrology	X	X	X
Neurology	X	X	X
Neuromuscular Disease Medicine		X	
Neuropsychology			X
Nutrition (ages 3+)	X		
Obesity Medicine			X
Orthopedics			X
Orthopedic Surgery and Trauma		X	
Ophthalmology		X	

Specialties Offered

Specialties Offered	Adult Direct Specialty Telehealth Services	Pediatric Direct Specialty Telehealth Services	eConsult
Pain Management		X	X
Palliative Care		X	
Perinatal Nutrition Services*	X		
Physical Medicine and Rehabilitation			X
Physical Therapy (ages 5+)*	X	X	
Psychiatry (ages 4+)*	X	X	X
Pulmonology	X	X	X
Retinal Reading			X
Rheumatology	X		
Urology	X	X	X
Vascular Surgery			X

- Specialties with an asterisk (*) do not require an eRAF
- To view the most up to date list of specialties, visit our webpage [here](#)

- **How will telehealth help my patients receive specialty care?**
 - Tele-video minimizes patient travel time to specialty care offices by allowing patients to be seen from their primary care offices. Patients who would otherwise travel great distances to specialty clinics, hospitals and doctor's offices will be able to speak with a specialist in live-video face-to-face environment directly from their primary care office. Tele-video is a great option for patients with unique health care needs who need support with preventative care treatment or follow-up services.

- **What are Telehealth Specialty Care services?**

- Partnership has partnered with TeleMed2U and UC Davis to provide Partnership members with Direct Telehealth Specialty Care services. Direct Telehealth Specialty Care services allow Partnership members to be seen by a specialist through live video regardless of the member's location. The interaction includes only the specialist and the member, and the visit is completed through an electronic device such as a desktop personal computer, iPad, laptop, tablet, or smart device.

- **Who can be referred to Telehealth Specialty Care services?**

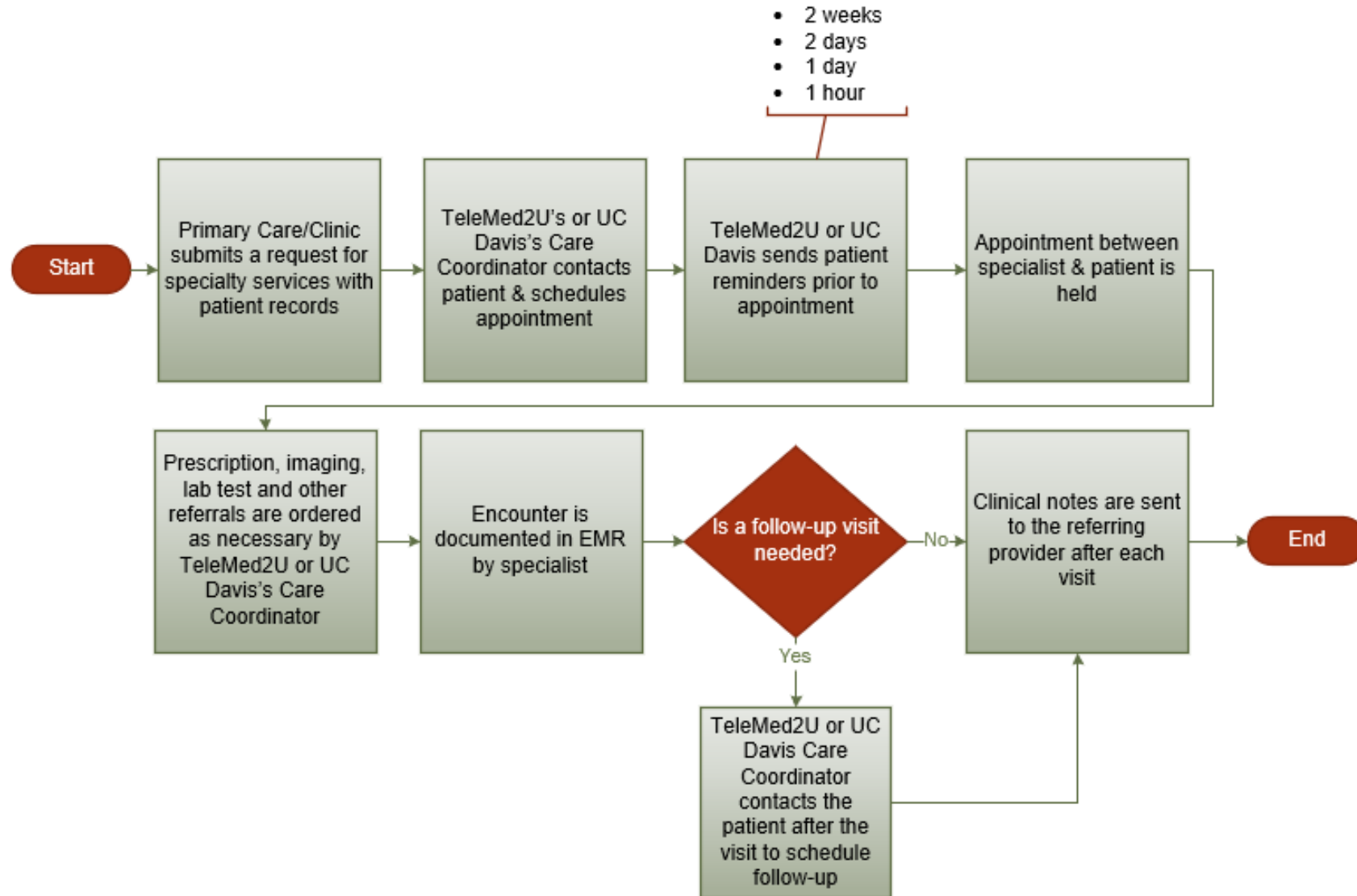
- All Partnership Medi-Cal and Medi-Medi members can be referred to video services offered through TeleMed2U and UC Davis.

- **For which patients can eConsult be utilized?**
 - All Partnership Medi-Cal members can be utilized for eConsult services. Medi-Medi members are currently not covered through Partnership's eConsult program. For Medi-Medi Partnership members, providers can utilize their own internal eConsult services, if available.
- **What are the billing guidelines for telehealth services?**
 - [Telehealth Billing Flyer and FAQs](#)

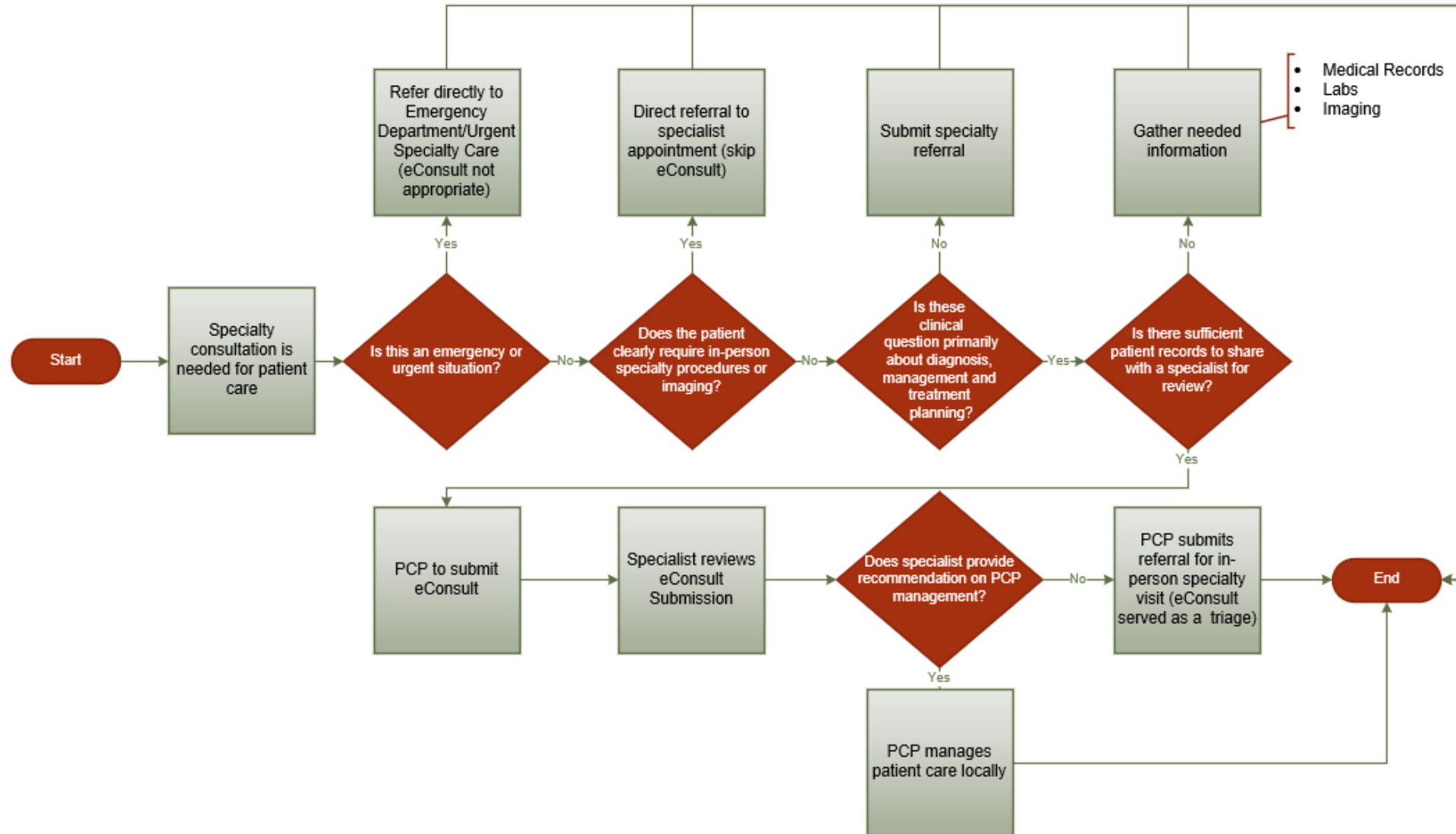
Specialty Guidelines

- [TeleMed2U Specialty Referral Guidelines](#)
- [UC Davis Specialty Referral Guidelines](#)
- [ConferMED Specialty Consult Examples](#)

DTM Workflow



eConsult Workflow



Additional Offerings

- **PMEDs**

- Partnership's Medical Equipment Distribution Services program allows Partnership to provide much needed medical equipment and services directly to members in a fast, easy, and secure way. This can be done without the need for a treatment authorization request (TAR), pharmacy fulfillment, or any cost to the member
- For more information, review our [PMEDs Program webpage](#) and [PMEDs form](#)
- For questions, email to request@partnershiphp.org

- **DTM Support Grant**

- Provides funding to encourage and support the use of DTM telehealth at selected sites
- For questions, please reach out to telemedicine@partnershiphp.org

Additional Offerings

- **Transportation Services Department**

- Coordinates non-emergency medical transportation, non-medical transportation, gas mileage reimbursement, and other travel-related services for Partnership members
- For more information, visit the [Transportation Services webpage](#)
- For questions, call **(866) 828-2303** and select Option 3 or email transportationhelpdesk@partnershiphp.org

- **AMN HealthCare**

- Provides phone and video remote interpretive language services for both Partnership members and providers
- For more information, review our [AMN flyer](#)
- For questions, call **(844) 333-3095**



Partnership Contacts

- **Telehealth Services**

- Telemedicine: telemedicine@partnershiphp.org
- eConsult: econsult@partnershiphp.org

- **Provider Relations**

- Phone: **(800) 863-4155**
- Email: PRHelpDesk@partnershiphp.org

- **Claims**

- Phone: **(855) 798-8761**
- Email: ClaimsHelpDesk@partnershiphp.org





Partnership Contacts

- **Auburn Regional Office**

- Medical Director: Matthew Morris – mmorris@partnershiphp.org
- Regional Director: Jill Blake – jblake@partnershiphp.org

- **Chico Regional Office**

- Medical Director: Richard Matthews – rmatthews@partnershiphp.org
- Regional Director: Rebecca Stark – rstark@partnershiphp.org

- **Eureka Regional Office**

- Medical Director: Jeff Ribordy – jribordy@partnershiphp.org
- Regional Director: Vicky Klakken – vklakken@partnershiphp.org





Partnership Contacts

- **Fairfield Regional Office**

- Medical Director: Colleen Townsend – ctownsend@partnershiphp.org
- Regional Director: Kathryn Power – kpowers@partnershiphp.org

- **Redding Regional Office**

- Medical Director: Brad Cox – bcox@partnershiphp.org
- Regional Director: Tim Sharp – tsharp@partnershiphp.org

- **Santa Rosa Regional Office**

- Medical Director: Lisa Ward – lward@partnershiphp.org
- Regional Director: Leigha Andrews – landrews@partnershiphp.org

