



Virtual Medical Care Now Available for AHCC-Enrolled Children and Youth

Teladoc is a new telemedicine service now available for children and youth in the Coordinated Care of WA (CCW) managed care plan under Apple Health Core Connections (AHCC).

Teladoc provides no-cost, remote medical care via mobile devices, the internet, video and phone. Appointments can take place 24 hours a day, 365 days a year. Caregivers can choose appointment times that are convenient for their schedules.

Please note, Teladoc is NOT the child or youth's primary care provider and cannot be used for well-child examinations. However, Teladoc physicians can diagnose conditions and prescribe medications to treat:

- Cold and flu symptoms
- Bronchitis
- Allergies
- Pink eye
- Skin infections
- Acne
- Abrasions
- And more

DCYF caseworkers and caregivers may set up Teladoc accounts for AHCC enrolled children and youth immediately. Go to: member.teladoc.com/coordinatedcare to set up a Teladoc account for a child or youth in your home.

Please use the child/youth's ProviderOne id as the "Login ID" when you set up their Teladoc account.

If you do not have the child/youth's ProviderOne ID:

1. Look on the ProviderOne or Coordinated Care card for the 9-digit number ending in "WA."
2. Email the Foster Care Medical Team (FCMT) at fcmt@hca.wa.gov. Be prepared to provide the child/youth's date of birth, Social Security Number or FamLink person id to the FCMT in the email request.

More information about Teladoc is available on the AHCC site: www.coordinatedcarehealth.com

If you would like copies of this document in an alternative format or language, please contact DCYF Constituent Relations (1-800-723-4831 | 360-902-8060, ConstRelations@dcyf.wa.gov).

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CHILDREN, YOUTH & FAMILIES