

NOTICE REGARDING ASSEMBLY BILL 457 PROTECTION OF PATIENT CHOICE IN TELEHEALTH PROVIDER ACT

Dear Member:

California Law requires Scripps Health Plan to notify you of certain information that pertains to third party corporate telehealth services. You have access to third party corporate telehealth services through our contracted provider, Doctor on Demand.

We are notifying you of the following:

- Services available through third-party corporate telehealth providers are also available to you on an in-person basis or via telehealth, where applicable through your primary care provider, treating specialist or from another contracted individual or facility provider such as urgent care centers.
- You have a right to access your telehealth medical records.
- Your telehealth medical records will be shared with your primary care provider unless you object
- All services received through third-party corporate telehealth providers are available at in-network cost-sharing and will accrue to any applicable deductible or out-of-pocket maximum.

If you have questions, please call Scripps Health Plan Customer Service at 1-844-337-3700 or for the hearing and speech impaired TTY: 1-888-515-4065. Our hours of operation are Monday through Friday from 8 a.m. – 5 p.m. You may also reach us via email at customerservice@scrippshealth.org.

Sincerely,

Scripps Health Plan