

February 7, 2023

Terminating Teladoc Service for Members

Dear provider,

The Health Plan of San Mateo (HPSM) will be terminating its contract with Teladoc, a telehealth communications provider used by our members, effective February 28, 2023. Teladoc was an additional care resource we offered when provider practices had to reduce their in-person availability due to the global health crisis. We've already notified all members who have used Teladoc at any point of this change.

You are receiving this message because you have members who have used Teladoc and may come to you with questions. We've attached a list of all members in your panel who have used Teladoc in case you want to reach out to them yourself.

In lieu of Teladoc, we encourage providers to offer virtual visit options. Visit HPSM's website for resources on getting started with telemedicine services:

<https://www.hpsm.org/provider-covid-resources/telemedecine>

Please contact HPSM Provider Services at PSInquiries@hpsm.org with any questions.

Thank you for your continued commitment to our community,
HPSM Provider Services