



# Memorandum

**To:** Gold Coast Health Plan Providers

**From:** Steve Peiser, Senior Director of Network Management

**Re:** **Beacon Health Options Telehealth Update**

**Date:** March 26, 2020

In response to the COVID-19 pandemic, Beacon Health Options has expanded telehealth and telephonic services to Gold Coast Health Plan (GCHP) members for mild-to-moderate services.

This change ensures that Plan members have access to Beacon services during this crisis, as many members and providers have been encouraged or mandated to stay home to prevent community spread of COVID-19. To aid in the start or continuity of care, Beacon will now cover all telehealth services, including phone therapy, for most services.

When clinically appropriate, telehealth can be an effective way for members to begin or continue care with a mental health provider from their homes via a phone, tablet or computer-enabled web cam. Beacon is encouraging providers to use these technologies to communicate with patients in a confidential and secure manner.

If you have any questions, please contact the Provider Relations Department at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org). Thank you.