What is CareNow?

- Tele-mental health and tele-physical health support, on demand.
- Members on Medicaid have access to a doctor or therapist from their computer or mobile device at no cost – this is free for members on Medicaid in Region 1.
- Members can message, share images, or video chat to get answers to their health questions, consistent with your smartphone.
- Doctors are available from 9-9 MDT seven days a week
- Therapists are available from 9-5 MDT Monday through Friday
When Is CareNow Used

When a member:
• Feel sick or in pain, but it’s not a life-threatening issue
• Have a minor injury
• Have general medical questions or want peace of mind
• Are not sure where to go to get care
• Struggle with depression or anxiety
• Suffer a traumatic event
• Need help with drug and alcohol use
• Have relationship problems, including marital or parent-child
CareNow Registration

To register, date of birth and member ID is needed. An email address is also needed to complete the process.
CareNow Network

Who are the CareNow doctors?
• CareNow doctors are physicians within the dedicated CirrusMD Provider Network. These doctors specialize in emergency care, family medicine, pediatrics, osteopathy and are licensed to practice in the state of Colorado.

Who are the CareNow therapists?
• Therapists who work with CareNow are licensed therapists from Heart-Centered Counseling, a group of more than 150 therapists throughout Colorado. Heart-Centered Counseling therapists are committed to providing Members with a new way to talk to a therapist through virtual visits, especially those who live in rural areas or are unable to travel due to medical reasons or child care.
Lessons Learned So Far

• For use cases, an on-site champion
• Training and education around billing
• Ongoing training for front line staff to help members with registration
• Text messaging
• Having the right technology and support in place
• Communication in early stages of implementation and ongoing
Thank you & Questions

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