

DispatchHealth Frequently Asked Questions November 2024

1. What services does DispatchHealth provide?

DispatchHealth® provides comprehensive, on-demand, high acuity care in the home which may enable members with serious health concerns to avoid an emergency room visit for acute care. In addition, DispatchHealth provides proactive post-acute visits for eligible Blue Shield of California members who are transitioning from hospital to home, also known as “bridge care.” Bridge care visits are conducted within 24 to 72 hours following discharge. DispatchHealth services also include same-day, urgent medical care, hospital alternative care, and recovery care.

2. Where are DispatchHealth’s service areas?

DispatchHealth achieves industry-leading patient satisfaction scores, and currently operates within 21 states, including select ZIP code areas in California. Eligible Blue Shield commercial plan members may access DispatchHealth services within the available ZIP code service areas in Orange, Los Angeles, San Diego, and Riverside Counties. Providers should call DispatchHealth at (855) 226-3525 to check eligibility prior to referring members for DispatchHealth services.

3. Why is Blue Shield contracting with DispatchHealth?

The DispatchHealth relationship provides the benefits listed below for Blue Shield contracted providers, and eligible members.

- Increased access to care with availability seven days a week, 365 days a year, including holidays
- Improved health outcomes and reduced costs, including lower out-of-pocket healthcare costs compared to other urgent or emergent services
- Shared insights into social determinants of health (SDOH)
- Reduced non-emergent emergency room usage and hospital admissions.
- Decreased hospital readmission rates
- Coordinated follow-up care with a member’s preferred care team, including their primary care physician (PCP)

4. Which members would benefit from using DispatchHealth’s services?

DispatchHealth services are appropriate for eligible members who will benefit from the services listed below.

- After-hours care on weekends, holidays, or when their healthcare provider is experiencing service capacity constraints
- Care for patients aged two and under who are not eligible to visit some urgent care centers, because DispatchHealth can see members aged three months and older

- Care for patients who lack transportation options, have mobility issues, are too ill to travel, or prefer to avoid visiting the hospital
- Care for non-emergent issues to help avoid unnecessary frequent visits to a hospital emergency room
- Bridge care only, e.g., care for members who were recently discharged from the hospital, or those who have multiple admissions, and have no primary care physician (PCP) or specialist follow-up scheduled. Bridge care also applies to patients who have experienced a lengthy hospital stay, multiple comorbidities, poly-pharmacy prescriptions, and/or poor health literacy or social support.

5. What are the common conditions and available procedures offered during a DispatchHealth visit?

Conditions treated include abscess, asthma exacerbation, cellulitis, congestive heart failure (CHF) exacerbation, chronic obstructive pulmonary disease (COPD) exacerbation, cough, COVID-19, diarrhea, nausea, vomiting, fatigue, weakness, fever, headaches/migraines, pneumonia, urinary tract infections (UTI), urinary retention, and more.

Procedures available include advanced on-site blood tests, catheter insertion (foley, coude, and suprapubic), incision and drainage of skin lesions, intravenous (IV) fluids, IV medications (antibiotic, antiemetics, diuretics, and steroids), nasal packing and cautery, rapid infectious disease testing (COVID-19, flu, streptococcus, and mononucleosis), simple and complex laceration repair (sutures or staples), splinting of injured extremities, and 12-lead electrocardiogram (EKG).

Bridge care services include general assessment and medication reconciliation, symptom management, assessment of home and environment, education to promote self-management, and coordination of care among clinical care teams.

6. How is DispatchHealth engaged to provide services to members?

Providers, care managers, or members may request care online at www.dispatchhealth.com/bsca or by telephone. DispatchHealth services are available seven days a week, 8 a.m. to 10 p.m. PT.

Providers may conduct a “warm handoff” call to DispatchHealth triage at (855) 226-3525. Members may also call DispatchHealth directly at (855) 226-3469.

7. What can providers and members expect for a DispatchHealth visit?

A DispatchHealth physician assistant or nurse practitioner, accompanied by a medical technician will conduct the in-home visit. Generally, for acute care, DispatchHealth will arrive at the member’s home or workplace within 30 minutes to two and half hours, depending on the member’s medical condition(s) and DispatchHealth’s availability. In rare instances, if the schedule is full and cannot accommodate a same-day appointment, the appointment may be scheduled for the following day.

For bridge care, DispatchHealth will arrive within 24-72 hours following the patient’s discharge from inpatient care.

Upon arrival to the location where care has been requested, the DispatchHealth care team can provide 60-70% of care that would typically be available in an emergency room, including procedures, labs, tests, and IV medications. A board-certified emergency room physician is on call if needed. During and after a visit, DispatchHealth will work closely with the member's provider and health plan to coordinate care from PCP follow-up to SDOH interventions.

8. How does DispatchHealth provide the member's PCP with information about services received by their patient?

If the member gives DispatchHealth permission to do so, DispatchHealth provides the member's PCP with detailed documentation within 48 hours of each in-home treatment. Documentation can be faxed or securely messaged through the electronic medical record (EMR) system to the member's preferred provider(s). Providers may also call (855) 226-3525 for additional information.

9. Is DispatchHealth in-network for an eligible Blue Shield member?

DispatchHealth is available to all eligible Blue Shield plan members within the DispatchHealth service areas. Members can contact Blue Shield Member Services to confirm eligibility. The phone number is on the back of their member ID card.

10. What is the member's out-of-pocket costs for DispatchHealth services?

The member cost share for DispatchHealth acute care and bridge care services are as follows:

| Line of Business | Copay |
|----------------------|---|
| Commercial PPO plans | Physician office visit share of cost depending on plan* |
| Commercial HMO plans | Primary physician office visit copay |

*Deductibles, copayments, and co-insurances are applied in accordance with the member's benefit plan

11. What are DispatchHealth's operating hours?

DispatchHealth services are available seven days a week, including holidays, from 8 a.m. to 10 p.m. PT.

Dispatch Health is a registered trademark of Dispatch Health Management, LLC. Dispatch Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Visit www.DispatchHealth.com/non-discrimination-statement to learn more.