



Telehealth: Empowering providers and enhancing patient care

Molina Healthcare of New Mexico is proud to offer **telehealth services** that empower our health care providers and enhance the quality of care for our members.



Brave Health

- **What it is:** Brave Health is a virtual behavioral health service specializing in mental health and substance use disorder treatment.
- **How it works:** Brave Health offers therapy, psychiatry, counseling, medication management and peer support through secure telehealth. Their providers deliver care for diagnoses such as depression, anxiety, PTSD and substance use disorder.
- **Why it's important for health care providers:** By partnering with Brave Health, health care providers can refer patients and offer convenient, consistent mental health support. Brave Health can schedule patients within a few hours with informed consent.
- **Population served:** Molina members aged 13 and above
- **How to get members connected:** Either Member Self-Referral and or direct referral. <https://bebravehealth.com/referral/>
Brave Health's main line: 305-902-6347 (Call or text)

BeMe

- **What it is:** BeMe is a digital behavioral health platform tailored for adolescents, providing tools, resources and support that resonate with teens.
- **How it works:** BeMe offers a variety of mental health resources, including self-help tools, peer support and coaching. Designed to be engaging and relatable, it is a safe space for teens to manage stress and mental well-being. It also links patients to crisis support and a higher level of care, as needed.
- **Why it's important for health care providers:** BeMe allows health care providers to offer preventive mental health resources to teens who might not need behavioral health treatment but could benefit from early intervention and wellness tools.
- **Population served:** Molina members aged 13-19
- **How to get members connected:** Download app <http://beme.com/mhnm>

Teladoc

- **What it is:** Teladoc Health is a 24/7 virtual health care service that treats various non-emergency conditions by phone and/or video. Teladoc Health providers can diagnose, treat and even prescribe medicine if needed for common conditions like sinus infections and sore throats. Teladoc also offers mental health professionals to support a wide range of behavioral health needs such as depression and anxiety.
- **How it works:** Teladoc connects patients with on-demand health care professionals via phone or video regarding conditions.
- **Why it's important for health care providers:** Teladoc enables health care providers to offer virtual care solutions, reducing in-office demands and helping patients access care faster. Health care providers can address patients' needs if their primary care provider is unavailable or if there are no available appointments etc.
- **Population served:** Molina members aged 18 and above
- **How to get members connected:** Call 1-800-Teladoc (1-800-835-2362) Go to website: www.Teladochealth.com/molina

Ouma

- **What it is:** Ouma is a virtual care service specializing in maternal health. It supports new and expecting moms through online appointments and phone consultations.
- **How it works:** Ouma provides access to a team of specialists, including obstetricians, nurse practitioners, lactation specialists, behavioralists and maternal health experts, who focus on prenatal, postpartum and general maternal wellness.
- **Why it's important for health care providers:** Ouma enables health care providers to expand their maternal health services by offering consistent support to new and expecting mothers, even remotely. This support helps reduce pregnancy-related complications and supports continuity of care.
- **Population served:** Molina members who are pregnant
- **How to get members connected:** First identification of a pregnancy or birth event via analytics, care coordination and or Member self-referral, they need to call 1-833-234-1265.

Molina Healthcare NM Help Finder

- **What it is:** Find Help (previously known as Aunt Bertha) is a social care network that connects individuals to no-cost and reduced-cost resources in their communities, including food, housing, transportation and more.
- **How it works:** Find Help provides an easy-to-use online platform where users can search by zip code to locate resources for specific needs. The platform has thousands of local and national programs, making it easier for individuals to access essential services.
- **Why it's important for health care providers:** Health care providers can leverage Find Help to address patients' social drivers of health. By connecting patients with local services, providers can help address unmet needs that impact overall health and well-being, such as food security, housing stability and access to transportation.
- **Population served:** Available for all community members
- **MolinaHelpFinderNM.com**

Galileo

- **What it is:** Galileo is a telehealth platform that helps providers extend access to urgent care and after-hours services for patients of all ages, including children, adolescents, and adults.
- **How it works:** Galileo is a telehealth platform that helps providers extend access to urgent care and after-hours services for patients of all ages, including children, adolescents, and adults.
- **Why it's important for health care providers:** Galileo allows providers to offer seamless care outside of traditional office hours, ensuring patients can access urgent care and support when they need it most. This helps reduce unnecessary ER visits and improves care coordination.
- **Population served:** All populations covered by Molina.
- **How to get members connected:** Download app <https://www.galileo.io/plans/molina-healthcare> or or call 1-855-619-6929

DentaQuest Teledentistry

- **What it is:** DentaQuest Teledentistry is a virtual service that helps providers expand access to dental care by connecting with patients online. It's a convenient way to offer consultations and guidance without requiring in-person visits.
- **How it works:** Providers can refer patients to use teledentistry to assess patients' dental concerns via phone or video calls. They can provide advice, discuss treatment options, and determine if in-person care is needed.
- **Why it's important for health care providers:** Teledentistry helps providers reach patients who face barriers to accessing care, such as those in rural areas, with limited transportation, or with busy schedules. It ensures more patients can receive timely dental advice and care.
- **Population served:** All populations covered by Molina
- **How to get members connected:** Download: Teledentistry.com app Call: 1-866-302-0905 bit.ly/NM-Teledentistry

Such services are funded in part with the State of New Mexico Molina Healthcare of New Mexico PO Box 3887 Albuquerque, NM 87190. Molina Healthcare of New Mexico complies with applicable Federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. **Language assistance services** call **(844) 862-4543 (TTY: 711)**. Call **Member Services** at **(844) 862-4543 (TTY: 711)**. We're available Monday-Friday, 8 a.m. to 5 p.m. MST. You can also visit **[WelcometoMolina.com/NM](https://www.WelcometoMolina.com/NM)** to learn more!