



Accessing Pre-Exposure Prophylaxis (PrEP) Related Medical Services through Telemedicine for Insured Clients Enrolled in the PrEP Assistance Program (PrEP-AP)

What Is Telemedicine?

Telemedicine is the use of telecommunication and information technology to provide clinical services from a distance. The PrEP-AP contracts with PlushCare to provide telemedicine services to PrEP-AP clients for PrEP-related medical services. This allows PrEP-AP clients to access PrEP-related clinical services from the comfort of their own home using a mobile device.

Are PrEP-AP Clients With Insurance Able to Access Telemedicine Services?

Medicare clients and those with private health insurance (with the exception of TRICARE and Kaiser) are eligible to receive assistance with PrEP-related medical out-of-pocket costs through PlushCare, as long as PlushCare is in their health plan network. The PrEP-AP is not able to provide assistance with services received out-of-network. The PrEP-AP is the secondary payer after the client's health insurance and will pay for the client's portion for all PrEP-related copayments, deductibles, and coinsurance.

How Can Insured PrEP-AP Clients Receive Assistance with PrEP Related Medical Services Through PlushCare?

Insured Clients should follow the steps outlined below to access services through PlushCare:

1. Enroll into PrEP-AP before scheduling an appointment with PlushCare.
2. Your enrollment worker will provide you with a [PrEP-AP Provider Referral Form for Insured Clients](#). You or your enrollment worker must e-mail a copy of this form, along with a copy of the front and back of your insurance ID card, to PlushCare at ca-prep-ap@plushcare.com.
3. PlushCare will confirm your enrollment in PrEP-AP then reach out via phone or email about scheduling your consultation.
4. Once your appointment is booked, you will attend a video or phone consultation with a PlushCare doctor.
5. Your PlushCare doctor will discuss PrEP with you, confirm your candidacy for this treatment, and then refer you to a local Quest Diagnostics facility to complete any required lab work. You will pay nothing out-of-pocket at the lab – PlushCare will bill PrEP-AP directly for all lab fees.
6. Once your lab work is complete, a PlushCare doctor will review your results and notify you of the outcome within 3-5 days, then send your prescription for PrEP to a pharmacy of your choice in the Magellan Rx pharmacy network.



How Does PlushCare Work With Insurance Companies?

PlushCare accepts all major insurances and is an in-network provider for many insurance companies. Insured clients are able to access telemedicine services through PrEP-AP without having to pay anything out of pocket. PlushCare will bill the PrEP-AP directly for any client obligation and will not charge the patient for their copay as long as they are enrolled in PrEP-AP. Current In-Network Plans:

- Anthem
- AETNA
- Blue Cross Blue Shield
- Blue Shield
- CIGNA
- Humana
- GEHA
- Medi-Cal
- Molina
- LA Care
- United HealthCare
- and many more!

For Questions or Comments Please Contact:

The Office of AIDS at
PrEPSupport@cdph.ca.gov for
enrollment questions

-or-

PlushCare at 1-888-792-0416 /
ca-prep-ap@plushcare.com for questions
related to accessing telemedicine
services