

Contact:Rich Copp, Partners HealthCare
617-278-1031Jennifer Rosenberg, Neighborhood Health Plan
781-854-2997**Partners HealthCare, Neighborhood Health Plan Team Up
to Offer New Telehealth Option**

BOSTON, AUGUST 28, 2018 -- [Partners HealthCare](#) announced today that it has recently deployed a new telehealth initiative called *Partners HealthCare On Demand*. Working in conjunction with [Teladoc Health](#), Partners HealthCare is offering a new solution for urgent care video visits, providing high-quality urgent care services from Partners HealthCare clinicians for minor illnesses and injuries. Partners HealthCare On Demand will first be exclusively offered to commercial members of the system's health plan, [Neighborhood Health Plan](#) (NHP), which will become AllWays Health Partners on January 1, 2019. Patients will be connected to providers through a secure video visit accessed through the web or a mobile device.

"Partners HealthCare has long been committed to a patient-centric care delivery approach, and our telehealth strategy will help to improve patient access to care, and empower individuals to be more engaged with their health. Moving forward, this will be a big part of our care delivery strategy and we expect usage to increase in the future," said Joseph C. Kvedar, MD, vice president, Connected Health, Partners HealthCare. "This is an important step toward fully integrated care delivery, and we're pleased to be working with Teladoc Health, as we continue to improve the experience for our patients and providers alike, making healthcare more accessible, personal and efficient."

The Partners telehealth initiative is being managed by [Partners Connected Health](#), in collaboration with Partners Community Physicians Organization and Neighborhood Health Plan. Partners Connected Health is leveraging digital health technologies to deliver quality patient care outside of traditional medical settings, including programs for medication adherence, care coordination, chronic disease management, prevention and wellness.

"We're delighted to be able to offer urgent care from Partners' world-class clinicians to NHP's commercial members on a 24/7 basis," said Tony Dodek, MD, chief medical officer, Neighborhood Health Plan. "This is the kind of integrated payer-provider approach to healthcare envisioned in the affiliation between Partners and Neighborhood Health Plan, and it's part of our broader collaboration to improve health outcomes and avoid more costly care down the road by providing the right care, at the right time, and in the right place."

Data from a [2017 survey](#) conducted by Teladoc Health found that virtual care delivery is becoming an important option for health systems, with 68% reporting that they are using telehealth to treat existing patient populations. Additionally, 62% of health systems are treating their own employees and covered dependents through telehealth.

-- more --

“A recognized leader in connected health, Partners is leading the way in telehealth with their vision for a long-term connected care strategy for their diverse patient populations,” says Alan Roga, MD, president, hospital and health systems, Teladoc Health. “Partners’ selection of Teladoc Health demonstrates the unsurpassed value we are providing to health systems to address their unique business need, and we look forward to supporting them on this initiative and helping to scale and expand their telehealth programs.”

As a configurable telehealth platform, Teladoc Health helps to address growing patient demand for convenient care options, and support initiatives to manage risk, reduce costs and increase efficiencies.

About NHP

[Neighborhood Health Plan](#) (NHP), that will be known as AllWays Health Partners beginning January 1, 2019, is an NCQA-accredited, not-for-profit health plan that provides coverage to commercial and MassHealth members. For more than 30 years, employers, individuals, and families across Massachusetts have turned to NHP for health care coverage that is both high quality and affordable. NHP is known for plans that are easy-to-understand and manage. Members have access to a robust network of top doctors, community health centers, and academic and regional hospitals. Founded in 1986 with a commitment to promote health equity for members within the diverse communities we serve, NHP’s service and care management programs today continue the tradition of personalized and high-quality care. NHP is a member of Partners HealthCare.

About Partners Connected Health

[Partners Connected Health](#), at Partners HealthCare, is leveraging information technology – mobile phones, tablets, wearables, sensors and remote health monitoring tools – to deliver quality patient care outside of traditional medical settings. Partners Connected Health programs are also helping providers and patients better manage chronic conditions, maintain health and wellness and improve adherence, engagement and clinical outcomes. The Connected Health team creates and deploys mobile technologies in a number of patient populations and care settings, and is conducting innovative research studies to test the effectiveness of mobile health technologies in various clinical applications, including medication adherence, care coordination, chronic disease management, prevention and wellness.

About Partners HealthCare

Partners HealthCare is an integrated health care system, founded by Brigham and Women’s Hospital and Massachusetts General Hospital, that offers patients a continuum of coordinated and high-quality care. In addition to its two academic medical centers, the system includes community and specialty hospitals, a managed care organization, a physician network, community health centers, home health and long-term care services, and other health care entities. Partners is a non-profit organization that is committed to patient care, research, teaching, and service to the community. In addition, Partners is one of the nation’s leading biomedical research organizations and is a principal teaching affiliate of Harvard Medical School.

#