



6/22/2026

Dell Children's Health Plan and Pomelo Care Partnership

Dear Providers,

We recognize the increasing pressure on your practice capacity and the challenges of meeting the high demand for in-person maternity care. To support your team and improve network-wide appointment availability, we are pleased to offer **Pomelo Care**, a 24 hours a day, seven days a week virtual maternity medical practice, as a seamless extension of your clinic at **no cost** to your practice or our shared **Dell Children's Health Plan STAR Medicaid** members.

What is Pomelo Care?

Pomelo Care is a specialized, virtual medical practice that provides 24 hours a day, seven days a week support to pregnant members and their infants. They work alongside you to provide evidence-based care for high-risk conditions and social needs.

Key benefits for your practice

Pomelo Care does not replace the attending OB-GYN; it acts as a virtual "bridge" between your scheduled visits. By integrating Pomelo Care, your practice can achieve the following:

- **Increased capacity:** Clinics can optimize their schedules by leveraging Pomelo Care to manage routine interactions. This includes tasks like confirming pregnancies, ordering initial blood work and conducting first-time prenatal consultations.
- **Reduced staff burnout:** Routine after-hours calls and non-urgent medical questions are handled by Pomelo Care.
- **Improve patient access:** Contributes to shorter wait times for your in-person appointments.

For more information on Pomelo Care, please refer to the [Pomelo Care Flyer](#).

Next steps for your clinic

We are encouraging all network providers to begin mentioning Pomelo Care as your "after-hours and between-visit partner" during patient intake for **Dell Children's Health Plan STAR Medicaid** members.

If you would like to request a copy of the Pomelo Care flyer to include in your new patient packets, please contact your Provider Relations Liaison to obtain a copy at shpproviderservices@seton.org