

Telemedicine

Healthcare during social distancing and beyond



Your benefits include Telemedicine!

What is Telemedicine?

Telemedicine, in terms of your health plan, refers to medically necessary healthcare services between you and your doctor to consult, treat, and prescribe for medical conditions. This benefit includes audio and video ‘virtual’ communication services, such as video conferencing and scheduled telephone visits. Telemedicine visits must be initiated at the request of you or your authorized provider, and replace the need for an in-person office visit. If a doctor is in-network for in-person services, they are also in-network for telemedicine.

What is the difference between Telemedicine & Telehealth?

At HMA, we use the term ‘Telemedicine’ only for those virtual services provided by community healthcare providers who also provide in-person services. Outside of HMA the words ‘Telehealth’ and ‘Telemedicine’ are used interchangeably and can encompass a much broader scope of virtual healthcare services than how we define telemedicine at our company.

What services are available through Telemedicine?

- ☐ Telemedicine providers can treat many non-emergency medical and mental health conditions.
- ☐ Telemedicine providers can write and send prescriptions to your pharmacy.
- ☐ Telemedicine providers can screen for COVID-19 symptoms and provide guidance and non-emergency treatment for those on quarantine.

Telemedicine

Increasing access to healthcare during the COVID-19 pandemic





Access in-network healthcare providers in your community without leaving home

Many doctor and therapists have closed their offices for in-person appointments during stay-at-home orders for non-acute services and are beginning to offer appointments using telemedicine. People still need access to quality medical care without exposing themselves to extra germs by walking into a doctor's office and Public Health officials urge all of us to stay away from medical facilities for non-emergency care. Follow the steps below to access your telemedicine benefits.

How do I know if my doctor(s) or therapist(s) offers Telemedicine services?

- ☐ Contact your doctor(s) or therapist(s) and ask if they offer telemedicine (virtual office visits).
- ☐ Ask how you can start using those services.
- ☐ There is no national telemedicine platform. Each doctor chooses their own telemedicine system.
- ☐ Your provider must bill your insurance directly for their telemedicine services just as they would bill your insurance directly for an in-office visit. We cannot accept billing from third-party, telehealth technology platforms.

How do I find a new in-network doctor that offers Telemedicine services?

- ☐ Use the provider search tool at www.or.accessrga.com/find-a-provider
- ☐ Use the search bar to find doctors by name or specialty or to find places by name or type.
- ☐ Use the filters (below the map on the left) to select 'Telehealth' under On Demand Care.
- ☐ All search results shown are in-network.
- ☐ Any result that lists 'telemedicine' has telemedicine capability.
 - ✓ Telemedicine 
- ☐ Many community doctors and clinics only offer telemedicine for their existing patients. If you see a result with an orange triangle click on the word 'Telemedicine' for details.
 - ⚠ Telemedicine 
- ☐ Many doctors and clinics have only recently added telemedicine services and may not have updated their profile in our search tool yet. If you find a doctor in our search results that does not list telemedicine you may want to inquire directly with them to ask if they are adding telemedicine soon.
- ☐ Doctors and clinics not shown in our search tool results are out-of-network.
- ☐ When you schedule your telemedicine appointment, make sure to verify with the provider that they are still in-network with Regence Group Administrators, Inc.