

# TELEHEALTH 101

## Everything You Need to Know About Virtual Doctor Visits



### **Does my doctor use telehealth?**

Most doctors now have the technology available to make a telehealth visit possible.

### **Do I have what I need to use telehealth?**

You probably have what is needed for a telehealth visit. At a minimum, you need a phone. You can also use a computer or a smart phone. Those have cameras which will allow your doctor to see you, as well as talk to you.

### **What can I virtually see my doctor for?**

Each doctor's office is different, so call them before starting or scheduling a telehealth appointment.

### **Will my privacy be protected?**

Your doctor may require you to sign a consent form before beginning the visit. If you have questions, please review HIPPA policy regarding telehealth before making an appointment.



### How much does a telehealth visit cost? Will my insurance cover it?

You pay 20% of the Medicare-approved amount for your doctor, and the Part B deductible applies. For most telehealth services, you'll pay the same as you would if you got the services in person.

Due to the Coronavirus (COVID-19) Public Health Emergency, doctors and other health care providers can use telehealth services to treat COVID-19 (and for other medically reasonable purposes). Coinsurance and deductibles apply. If you have coverage through a Medicare Advantage Plan, you won't have to pay for COVID-19 tests.



### How can my doctor diagnose me without actually doing a physical exam?

Your doctor doesn't need to do a physical exam to diagnose and treat many conditions. Knowing your medical history is considered 90% of the evaluation. How you're feeling can be just as important to your doctor as the results of a physical exam. Plus, being able to see you through your computer or smart phone video camera gives your doctor the additional visual information needed to make a diagnosis.



### Can I get my prescriptions filled from the visit?

Yes, as long as your diagnosis doesn't require you to see the doctor in person, your doctor can electronically prescribe your medicine and send it directly to your pharmacy.