Virtual visits: An opportunity for you and your patients

We want your patients who are our members to get the right health care at the right time. We also want to improve access to primary care. That’s why we’re giving our members 24/7/365 access to doctors via secure video chat or phone.

With virtual visits:

- You will have **more time** to see patients who need preventive care and/or treatment for chronic conditions.
- Our members have **options** other than the emergency room for nonemergency conditions, no matter what time of day it is.

Who are virtual visits for?

**Virtual visits treat low-acuity conditions like:**
- Fever
- Headache
- Rashes
- Respiratory infections
- Sinus infections
- Sore throats

**Virtual visits a great option for those who:**
- Are considering the ER or urgent care for a nonemergency medical issue
- Need care outside of their doctor’s normal business hours or on nights, weekends or holidays
- Are traveling

Virtual visits support patient centered medical homes

- Increased access to primary care, which is even more important as Medicaid expands to include additional people
- Improved patient experience as more employers and patients are asking for virtual visit options
- Informed PCPs with reporting of virtual visits from MDLIVE to a patient’s PCP

Costs for our members

Virtual visits are available for all Priority Health members.

Virtual visits are **free** for Medicare and Medicaid members.

All other members must pay their regular office visit copayment (or if they have a deductible, visits are $45 before their deductible then copayments/coinsurance apply after they meet their deductible).

Virtual visits are not an alternative to primary care.

We have standard protocols in place with our vendor, MDLIVE™. When a member contacts MDLIVE, they’ll:

- Be asked who their PCP is and if they tried to contact them first.
- Have details of their virtual visit faxed to their PCP.

continued >
You can offer virtual visits.

Do you want the opportunity to give your patients more options to see you for care? You can offer virtual visits to your patients or see new patients through virtual visits with any vendor, including MDLIVE.

There are two options with MDLIVE:

1. You can contract with MDLIVE to use their software platform to only serve your patients. Contact Greg Strauss at gstrauss@mdlive.com or 847.235.1760.

2. You can join MDLIVE to provide “on-call” appointments for anyone in Michigan who requests an appointment, regardless of their insurance carrier. Visits are reimbursed directly from MDLIVE. Contact Penni Newlun at penni.newlun@echp.com or 855.332.4499 ext. 3941.

Learn more at: http://www.mdlive.com/telehealth/providers.html

Don’t forget! We reimburse for any virtual visit or telehealth services you currently offer, even if you use your own software or vendor.

About MDLIVE

MDLIVE has offered telehealth services since it was founded in 2006. Their cloud-based Virtual Medical Office software allows patients and physicians to engage seamlessly and securely using voice, video, email and mobile devices.

MDLIVE doctors are U.S. Board Certified and state-licensed physicians and licensed therapists and include family practitioners, pediatricians and emergency medicine doctors in the United States. They utilize Schmitt-Thompson Clinical Content, the leading source of telephone triage protocols and symptom decision support.

Virtual visits through MDLIVE are secure and HIPAA compliant.