

# CPCMG Video Visit Terms and Conditions

## How much does a Video Visit cost?

Many health insurance plans include Video Visits as a covered benefit (please check with your health plan to confirm coverage). If your insurance covers these, you will only be responsible for the co-pay or portion of the charge considered "patient responsibility" by your insurance, just like an office visit. Due to recent changes in telehealth rules and regulations in response to the COVID-19 pandemic combined with an unprecedented volume of telehealth visits, the charge to your insurance will be the same as for in-person office visits. Patients with HMOs, MediCal, or TriCare usually pay the same amount as an in-office visit (as little as \$0). PPO coverage is variable depending on your individual health plan.

## What health conditions can be evaluated with a Video Visit?

Currently we treat the following conditions:

1. Skin conditions (i.e. acne, eczema, diaper rash, ringworm)
2. Behavioral and mental health follow-up visits (i.e. ADHD, medication checks)
3. Follow-up for chronic conditions and problems from previous healthcare visits (i.e. asthma, simple wounds, mild injuries, headaches, abdominal pain, urgent care visits)
4. Mild medical conditions (i.e. nasal allergies, pink eye, bug bites)
5. Prescription refills requiring doctor follow-up

## When can I schedule a Video Visit?

You can access the Video Visit scheduling activity 24/7, through MyChart. Currently, we offer visits as early at 7:00 AM and as late as 9:00 PM. Video Visit availability is limited, and is scheduled on a first-come first-served basis. We anticipate expanding this service in the near future.

## TERMS AND CONDITIONS

Children's Primary Care Medical Group (CPCMG) is making visits with your provider easier with "Video Visits", a convenient way of being treated by your provider online and saving you a trip to the office.

### **Please read. You must agree to the terms and conditions before continuing.**

1. If you are experiencing a medical emergency, call 9-1-1 or go to the nearest emergency room immediately.
2. Video Visits are only available for established CPCMG patients who have been seen within the prior two years.
3. Video Visits are only intended for non-emergent medical conditions such as acne, eczema, and pink eye. Please see more comprehensive list above.
4. You agree not to create any false account or health information for yourself or others. The Video Visit must be for the patient's MyChart account being used.

5. Many health insurance plans include Video Visits as a covered benefit (please check with your health plan to confirm coverage). If your insurance covers these, you will only be responsible for the co-pay or portion of the charge considered "patient responsibility" by your insurance, just like an office visit. Due to recent changes in telehealth rules and regulations in response to the COVID-19 pandemic combined with an unprecedented volume of telehealth visits, the charge to your insurance will be the same as for in-person office visits. Patients with HMOs, MediCal, or TriCare usually pay the same amount as an in-office visit (as little as \$0). PPO coverage is variable depending on your individual health plan.
6. Sometimes, after reviewing your information, the doctor conducting Video Visits will ask that you schedule an in-person visit with your health care provider. If this occurs, any fee related to the Video Visit will be waived.
7. Video Visits are designed to be convenient visits for you and your provider between regular check-ups. They are not intended to replace CPCM provider recommended in-office preventative health visits.
8. This system uses secure computer technology with end-to-end video and audio data encryption. The site is only as safe as you are with your passwords. Do not share your passwords unless you want that person to have access to you/your children's health information.
9. If you are under the age of 18, your parent or guardian must accept the terms and conditions on your behalf and be present during the visit.
10. Recording the audio or video portion of a Video Visit is not allowed.
11. Your Wi-Fi and internet speed may impact the quality of audio and video connection. A Video Visit may be interrupted by slow speeds or other technological problems, which is beyond our control.

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#### **Patient Financial Responsibility and Agreement**

1. I understand and acknowledge that a Video Visit is an online evaluation and treatment option and serves as an alternative to an office visit for established CPCM patients.
2. I understand and acknowledge that Video Visits are not covered by some private insurance companies or Medi-Cal and that I will be financially responsible for all non-covered charges.
3. I understand and acknowledge that charges related to pharmacy, labs, x-rays or other diagnostic tests will be billed separately.
4. Once you begin the Video Visit, please be mindful of pharmacy hours when selecting where to pick-up prescriptions.