

# TELEMEDICINE

Hosted by Doctor On Demand  
Frequently Asked Questions



**BlueCross BlueShield  
of Western New York**

**LIVE  
FEARLESS**

# Telemedicine

## Hosted by Doctor On Demand



### General questions

#### 1. What is Telemedicine hosted by Doctor On Demand?

Telemedicine hosted by Doctor On Demand allows you to see board-certified physicians, psychologists, and psychiatrists from any device with a front-facing camera. Doctors can treat most common nonemergency medical issues through live, face-to-face video visits.

#### 2. How does it work? How will I access Telemedicine hosted by Doctor On Demand? Do I need a special device or technology?

Telemedicine hosted by Doctor On Demand can be used from any device with a front-facing camera — smart phone, tablet, or computer. You can download the Doctor On Demand app (available for Apple, Android, or Kindle) or visit **DoctorOnDemand.com**. Doctors are available within minutes or by appointment. The Doctor On Demand website is available through Google Chrome, Safari, and Firefox web browsers. The website has an easy-to-use chat feature for any questions or issues you may have.

#### 3. What are the most common reasons for using Telemedicine hosted by Doctor On Demand?

Doctors treat the most frequently seen illnesses and conditions in urgent care centers, including: upper respiratory infection, allergies, yeast infection, sports injuries, nausea, diarrhea, heartburn, back pain, rashes, and prescription refills. This service is a convenient alternative for urgent but nonemergency conditions.

#### 4. Can children use Telemedicine hosted by Doctor On Demand?

Yes, children can be seen and treated. The most common issues children are treated for include fever, strep throat, vomiting, asthma, and colds. Children under the age of 18 cannot create an account, so a parent or guardian would create the account and select “My Child” or “Someone Else” as the individual receiving the consultation. The parent/guardian and child would then attend the consultation together.

#### 5. What provider specialties will be available through Telemedicine hosted by Doctor On Demand?

Telemedicine hosted by Doctor On Demand offers a wide range of provider specialties that include internal medicine, pediatrics, family medicine, psychology, and psychiatry.

#### 6. Can I see a therapist through Telemedicine hosted by Doctor On Demand?

Yes. Common treatments include care for stress, anxiety, relationship issues, depression, changes in mood, alcohol and tobacco addictions, and eating problems.

**7. Are mental health visits by appointment only?**

Mental health visits with a psychiatrist or psychologist can be made by appointment only. Telemedicine hosted by Doctor on Demand is not meant for crisis or emergency situations. If you are experiencing a crisis or emergency, call 911 or go to your nearest emergency room. You can also access the free, 24-hour National Suicide Prevention Lifeline at 1-800-273-8255. Telemedicine hosted by Doctor on Demand does not prescribe medications that have been designated as U.S. controlled substances, including benzodiazepines and stimulants.

**8. What happens if I log into the system and find out I can't use Telemedicine hosted by Doctor On Demand for the mental health services I need? Will I get a refund?**

You will receive a refund on your credit card. There will not be a refund if there is a valid diagnosis or treatment.

**9. Will there be a crisis phone number if I need immediate attention?**

Yes, there is a crisis number, and Telemedicine hosted by Doctor on Demand has a procedure in place to make a call for you.

**10. How long is a visit? How much does it cost? Can I use my health benefits? When are providers available?**

Typical medical visits are approximately 15 minutes, and mental health visits range from 25 to 50 minutes. The cost of each visit is dictated by your plan-specific cost-share for the telemedicine service. Providers are available 24/7/365.

**11. Will I be referred out to another provider?**

Possibly, depending on your condition, but most likely you will not. On average, 95% of visits are handled directly by the provider.

**12. Where is Telemedicine hosted by Doctor On Demand available?**

Physicians are available in all 50 states.

**13. Can I schedule a Telemedicine hosted by Doctor On Demand visit with my current primary care doctor?**

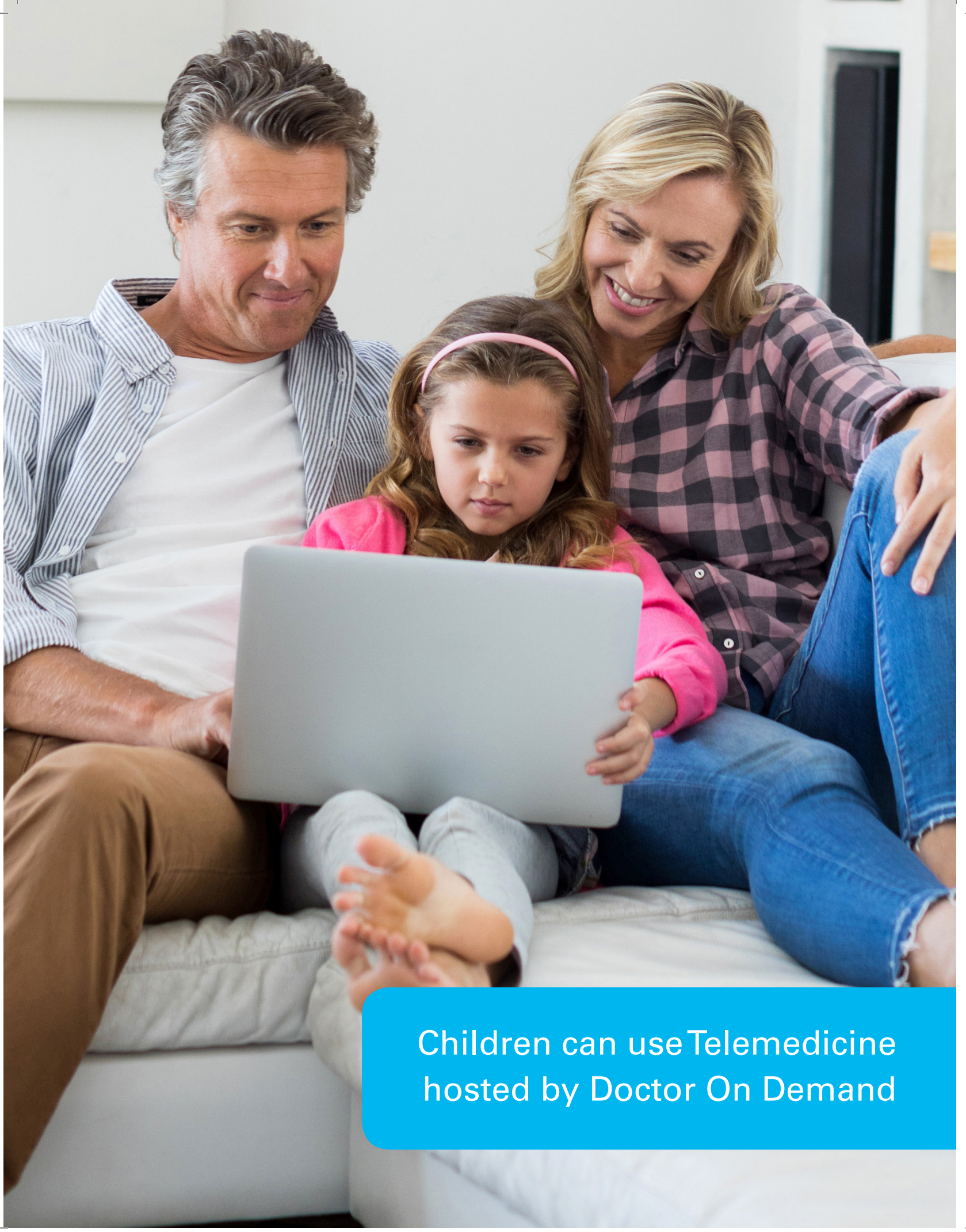
Only if your doctor is already part of the Telemedicine hosted by Doctor On Demand network.

**14. Can I choose my own doctor?**

Not at first, but after you have your first consultation, you may add the doctor to your favorite doctors list to select in the future.

**15. How is a doctor selected for me?**

Doctors are selected based on their licensures and availability at the time of your requested visit. You will only see a doctor who is appropriately licensed and credentialed for the state you are located in at the time of your visit.



Children can use Telemedicine  
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**16. Is there any interface with my primary care provider (PCP)? Can I request that a record of the visit be sent to them?**

Yes, you can let the doctor know that you would like a record of the visit sent to your PCP and they can facilitate.

**17. Can Telemedicine hosted by Doctor On Demand physicians prescribe medications?**

Yes, doctors are able to prescribe a wide range of drugs in all states that they provide services in, which can be useful for infections, allergies, skin conditions, illnesses while traveling, or sports injuries. Telemedicine hosted by Doctor On Demand physicians do not prescribe narcotics or pain medications that have been designated as U.S. controlled substances.

**18. How are medications prescribed? Are they coming out of one particular state?**

Prior to each consultation, you'll be prompted to select a pharmacy. You can skip this step and, if needed, the doctor can help you select a pharmacy at the end of the consultation. Doctors use an e-prescribe tool for prescribing medication, similar to most provider offices.

**19. How are prescriptions submitted by Telemedicine hosted by Doctor On Demand?**

Telemedicine hosted by Doctor On Demand orders prescription drugs in the same fashion that a facility would.

**20. Will I end up with an expensive prescription?**

Generic medications make up 97% of prescriptions submitted by the doctors.

**21. Is a video consultation required for a prescription?**

Yes, Telemedicine hosted by Doctor On Demand requires video for a portion of the consultation. If you prefer audio only following your exam, start the visit, confirm your identity, complete the exam, and then switch to audio only.



**22. Does this replace seeing my primary care provider (PCP)?**

No, Telemedicine hosted by Doctor On Demand is a tool meant to complement existing care from a PCP, not replace it. For more emergent or chronic conditions, a visit to your PCP or hospital is important and necessary.

**23. Can anyone use Telemedicine hosted by Doctor On Demand, or is it just for BlueCross BlueShield members?**

The Doctor On Demand service is available to anyone. However, as an extension of BlueCross BlueShield's provider network, members will receive real-time benefits eligibility and claims processing specific to their plan.

**24. Visiting a doctor via video is a fairly new phenomenon. Isn't it "safer" to visit a doctor in person? Are the doctors board-certified?**

All Telemedicine hosted by Doctor On Demand physicians are board-certified and licensed/credentialed in the states that they practice in. Additionally, Telemedicine hosted by Doctor On Demand follows strict technical standards and clinical practice guidelines to ensure the delivery of safe health care.

**25. When will Telemedicine hosted by Doctor On Demand be available?**

Telemedicine hosted by Doctor On Demand will be available October 2017 for all commercial plans.

**26. How can I ensure my medical records are safe?**

Patient information is stored on Telemedicine hosted by Doctor On Demand's encrypted servers inside encrypted databases, which are HIPAA-compliant.

**27. What does it mean to have Doctor On Demand as the preferred vendor?**

You will receive real-time benefits eligibility and claims processing specific to your plan. You'll only pay your cost-share at the time of service, rather than waiting for your claim to be processed and reimbursed after the fact.

**28. Is Telemedicine hosted by Doctor On Demand covered with my benefit plan?**

Telemedicine hosted by Doctor On Demand is a covered benefit for our commercial members. For benefits to apply, you'll have to enter your health plan as BlueCross BlueShield of Western New York, and then enter your group and member ID information as part of the registration process.

Telemedicine hosted by Doctor On Demand is not a covered benefit for our Medicare Advantage, Medicaid, and Federal Employee Program members.

**29. If I have a POS plan and am in California, will you open up the network for me?**

Yes, Telemedicine hosted by Doctor On Demand provides national in-network coverage.

**30. Will this be a lower cost-share or a higher cost-share for align and focus?**

For **align** and **focus** plans your Telemedicine hosted by Doctor On Demand visit will follow the lower cost-share.



**31. How will it work if I have an HSA or HRA plan?**

Members can pay with an HSA/HRA credit card. Members without an HSA/HRA credit card may pay using a credit card and submit for reimbursement through their HRA/HSA account.

**32. Can I buy visits in bulk, prepay, and use them as needed?**

No.

**33. Can I buy visits for someone else, like a dependent college student, who is in another state?**

No.

**34. Will there be coupon codes available for Telemedicine hosted by Doctor On Demand?**

No, coupon codes will not be available. However, Doctor On Demand is a direct-to-consumer company and, at times, they have free coupon codes available.

**35. Will I be directed to work with Quest Diagnostics™ for lab work?**

Yes, Telemedicine hosted by Doctor on Demand will direct you to Quest Diagnostics if lab work is needed.



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