

Telehealth offers an additional way for patients and providers to connect through technology as a virtual visit. Telehealth allows for two-way, real time interactive communication between you and your physician, so you don't put a hold on your healthcare needs.

### WHAT TECHNOLOGY DO I NEED?

There are multiple forms of technology that allow a successful Telehealth visit. Your provider will assist with specific requirements for your visit. Some technological requirements are:

- ▶ Telephone (audio only)
- ▶ Computer, Tablet or Smartphone
- ▶ Application or Platform (Skype, FaceTime, Zoom, etc.)
- ▶ Internet Connection or Cell Phone Data

### HOW DO I USE TELEHEALTH?

- ▶ Instructions should be given by your provider for using their preferred Telehealth system
- ▶ Make sure your computer, tablet or phone, is stable to ensure a clear video
- ▶ Having an additional person to help with setup may be helpful

### WHAT SERVICES ARE OFFERED?

Services may differ with each provider. Services that may be included in Telehealth are:

- ▶ General Wellness Visits
- ▶ Advance Care Planning
- ▶ Annual Wellness Visits
- ▶ Cold & Flu
- ▶ Medication Refills
- ▶ Chronic Care Management
- ▶ Behavioral Health Screenings
- ▶ Consultations that include a Specialist
- ▶ Depression & Anxiety
- ▶ Follow-Up Appointments

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## HOW DO I PREPARE FOR MY APPOINTMENT?

There are a few different ways to prepare for your Telehealth visit:

- ▶ Understand the instructions given by your provider for connecting your video/audio service
- ▶ Set up a dedicated quiet space for your visit
- ▶ Dedicate a friend or family member who can assist with your appointment
- ▶ Complete any paperwork for your provider
- ▶ Test the device that you will use for your visit
- ▶ Have your provider's phone number handy in case you experience technical difficulties

## WHAT TO EXPECT DURING YOUR VISIT

Most visits should begin with your provider asking for your information and to ensure you are not experiencing any technical difficulties. During your visit, take notes and focus on what your provider is saying. Your provider will often end the session by asking if you have any questions and sometimes emailing a follow-up about your visit.

## WHAT IS THE COST?

As an Accountable Care Organization (ACO) beneficiary, the Part B Deductible and coinsurance may apply\* to Telehealth services.

## HOW CAN I SCHEDULE AN APPOINTMENT?

To schedule an appointment, contact your healthcare provider. When scheduling a one-on-one Telehealth appointment, they will send instructions for your visit.

\*Your provider may choose to reduce or waive cost-share amounts. Contact your provider with questions.

For additional information, please contact  
your provider or visit:  
[nwmomentumhealthaco.com](http://nwmomentumhealthaco.com)

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\*Information subject to change at any time.

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