

# Provider Telehealth Toolkit Instructions

## Overview

With social distancing, many providers are launching telehealth visits as a way to care for their patients virtually. CarePlus developed a telehealth awareness and engagement toolkit to support your practice with patient adoption of telehealth as a channel for care.

The turnkey set of engagement tools can be used with all patients. It includes:

Email that you can send to your patients

*Note: We have provided both an html version of the email and a text version*



Direct mail letter you can mail to your patients



A Frequently Asked Questions (FAQ) document that addresses many of the basic questions patients new to telehealth may have



Flyer you can hand out to patients in office, or email to patients as an attachment

*Note there are two versions of this flyer so you can promote the type of telehealth visit you prefer*





# Provider Telehealth Toolkit Instructions

## Technical requirements for using the toolkit

- You will need Adobe Acrobat that includes editing capability so that you can customize the materials
- EMAIL ONLY: If you opt to use the html version of the email, you will need someone that can update html code to insert the customized information noted

## Payor agnostic materials

- All of the materials are payer agnostic so they can be used across your patient panel

## Questions or need help

- Contact your designated Provider Services Executive for any assistance

# Using the toolkit

## The patient letter document

Using Adobe Acrobat, open the TelehealthLetter.pdf file

You have 4 areas that you can customize in the document as noted below

When you have entered all of your content updates. Save the file for use.

The diagram shows a patient letter document with four main customization areas highlighted by blue arrows and callout boxes:

- Provider Logo:** A box labeled "PROVIDER LOGO" with the placeholder text "<Get confirmed address from client>". A callout box states: "You delete the place holder for your logo and can insert a .jpg of your logo here to customize the document."
- Member Information:** A box containing the placeholders: "[Member Name]", "[Member Street Address]", and "[Member City, State, ZIP]".
- Contact Information:** A box containing the text: "Now is a great time to start using telehealth visits. Here's what you need to do to get started." followed by "<Call us at>", "<XXX-XXX-XXXX (TTY)>", "<Monday through Friday>", and "<XX:XX am - YY:YY pm, local time>". A callout box states: "You can replace the filler information with the phone number patients should use to contact your office".
- Signature:** A box labeled "SIGNATURE" with the placeholder text "<Provider name>" and "<Provider title>". A callout box states: "You can replace the signature placeholder with an image of your signature – .jpg format and place your name and title where indicated".

The letter content includes:

**We're offering more ways to connect for your care**

Dear [First Name],

It's important to see your doctor when you have an acute health need, and also to check in regularly to stay on track with your ongoing health conditions. That's why we offer telehealth visits, connecting you with your doctors via your <home phone, mobile phone, tablet or laptop>.

While we like to see you in our office, we can still help you manage chronic conditions or treat common nonemergency needs through a telephone call or video chat. You'll get the same individualized, quality care you've come to trust from our office—from the comfort and safety of home.

A telehealth visit is a safe and easy way to stay connected with us, helping to ensure your health remains a top priority. We look forward to helping you manage your health in a telehealth visit soon.

Sincerely,

Many health plans are covering telehealth visits, but please check with your plan for specifics on your benefit coverage and what medical necessity rules apply.

<Provider 1557 non discrimination disclaimer to go here. Cere nobit ideritibus aut et maximendam, soluptum rem remporem iuritur. >

<Provider telemedicine disclaimer to go here. Namene... remporesti elestis aut maione perrovid quost. >

MULTIPLAN\_GHHKS9JEN\_C

If you have an ACA 1557 non discrimination disclaimer you can insert it.

You can also provide any additional disclaimers you would like included related to the telehealth service.

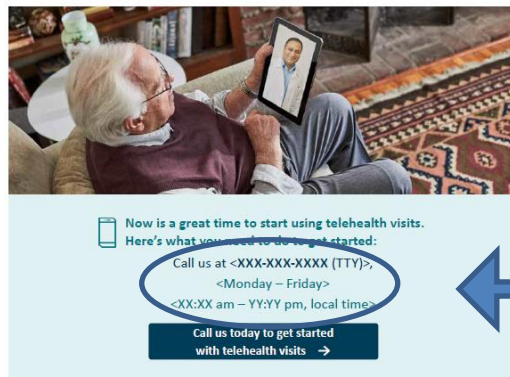
## Using the toolkit cont'd

### The patient email document

If you prefer to use the html version of the email, open the TelehealthEmail.html file using your browser, otherwise, you can cut and paste the text in the TelehealthEmailTextOnly.doc file directly into your email tool. You have 4 areas that you can customize in the document as noted below. When you have entered all of your content updates. Save the file for use.



You delete the place holder for your logo and can insert a .jpg of your logo here to customize the document.



You can replace the filler information with the phone number, hours of operation, etc. for your office

It's important to see your doctor when you have an acute health need or just to stay on track with managing your ongoing conditions. That's why we offer telehealth visits, connecting you with your doctors via your <home phone, mobile phone, tablet or laptop>.

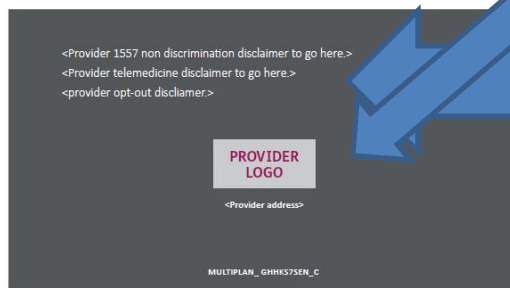
While we like to see you in our office, we can still help you manage chronic conditions or treat common nonemergency needs through a telephone call or video chat. You'll get the same individualized, quality care you've come to trust from our office—from the comfort and safety of home.

A telehealth visit is a safe and easy way to stay connected with us, helping to ensure your health remains a top priority.



Place your logo in these two areas

Many health plans are covering telehealth visits, but please check with your plan for specifics on your benefit coverage and what medical necessity rules apply.



If you have an ACA 1557 non discrimination disclaimer you can insert it.

You can also provide any additional disclaimers you would like included related to the telehealth service.



# Using the toolkit cont'd

## The office flyer handout

Using Adobe Acrobat, open the TelehealthFlyer1.pdf file

You have 3 areas that you can customize in the document as noted below

When you have entered all of your content updates, save the file for use.

*Note that there are two versions of the flyer so that if you prefer to use video chat for telehealth you can use that flyer, if you prefer phone calls an illustration indicating a phone call is also available*



You delete the place holder for your logo and can insert a .jpg of your logo here to customize the document.

PROVIDER  
LOGO

It's important to see your doctor when you have an acute health need or just to stay on track with managing your ongoing conditions. That's why we offer telehealth visits, connecting you with your doctors via your <home phone, mobile phone, tablet or laptop>.

While we like to see you in our office, we can still help you manage chronic conditions or treat common nonemergency needs through a telephone call or video chat. You'll get the same individualized, quality care you've come to trust from our office—from the comfort and safety of home.

A telehealth visit is a safe and easy way to stay connected with us, helping to ensure your health remains a top priority.

Now is a great time to start using telehealth visits. Here's what you need to do to get started:

Call us at <XXX-XXX-XXXX (TTY)>,  
<Monday through Friday>  
<XX:XX am – YY:YY pm, local time>

Many health plans are covering telehealth visits, but please check with your plan for specifics on your benefit coverage and what medical necessity rules apply.

<Provider 1557 non discrimination disclaimer to go here. Cere nobit ideritibus aut et maximendam, soluptum rem remporem iuratur. >  
<Provider telemedicine disclaimer to go here. Nomenetur acisqu isquis remporestiis elestis aut maione perrovid quost.>

You can replace the filler contact information for your office

If you have an ACA 1557 non discrimination disclaimer you can insert it.

You can also provide any additional disclaimers you would like included related to the telehealth service.

# Using the toolkit cont'd

## The Office Flyer document – version 2

Using Adobe Acrobat, open the TelehealthFlyer2.pdf file – version 2 if you opt for this version the customization is needed

You have 3 areas that you can customize in the document as noted below

When you have entered all of your content updates, save the file for use.



You delete the place holder for your logo and can insert a .jpg of your logo here to customize the document.

You can replace the filler contact information for your office

If you have an ACA 1557 non discrimination disclaimer you can insert it.

You can also provide any additional disclaimers you would like included related to the telehealth service.

# Using the toolkit cont'd

## The FAQ document

Using Adobe Acrobat, open the TelehealthFAQ.pdf file

You have 4 areas that you can customize in the document as noted below

When you have entered all of your content updates, save the file for use.

### A new way to get care

#### The facts about telehealth visits

##### 1. What are telehealth visits?

Telehealth visits are video or phone visits with a doctor or clinician for non-emergency medical health. They are also called telemedicine or telehealth. We now offer telehealth visits as another convenient way for you to connect with or about your health.

##### 2. What type of illnesses and conditions can be treated in a telehealth visit?

Some of the most common medical conditions treated by telehealth visits are:

- |   |                                       |  |
|---|---------------------------------------|--|
| • Chronic condition management            | • Review of some lab and test results | • Skin consulting                          |
| • Follow-up care after an in-office visit | • Consultation                        | • Rash                                     |
| • Medication reviews and refills          | • Cough                               | • Request check-ups for chronic conditions |
|   | • Sore                                | • Respiratory problems                     |
|   | • Flu                                 | • Sore throat                              |

##### 3. How can my doctor treat me if I am not in the room with him/her?

Your doctor uses a number of techniques to determine a diagnosis or manage your health. Interviewing is one of the most important techniques and this can be done through a telephonic or video telehealth visit. Your doctor can also observe you or another technique, and using video during a telehealth visit has the additional benefit of allowing them to see you.

##### 4. What happens if the provider can't treat my condition?

Your doctor or clinician will identify if they can assist with your condition at the beginning of the call. If they're unable to provide services, you may be directed to come into the office or seek care at an alternative location, such as an urgent care center or the emergency room. In some instances your provider may set you up with in-home care like home health, nursing visit or urgent care in the home.

##### 5. Can providers prescribe medication as part of a visit?

Yes, in most situations.\* Prescriptions are electronically sent to the pharmacy of choice as soon as the consultation is over.

##### 6. Will my health plan pay for a telehealth visit like they would if I came into the office?

Many health plans are covering telehealth visits. Please check with your plan for specifics on your benefits coverage and what medical necessity requirements apply.

##### 7. How can I get a telehealth visit?

Call our office at (800) 800-XXXX or visit our website at [www.careplushealthplans.com](http://www.careplushealthplans.com) to schedule a telehealth visit.

##### 8. How are services charged?

Our office bills your insurance for your telehealth visit just like we would an in-office visit. Any copays, coinsurance, or deductible amounts are due at the time of service.

##### 9. What do I need to have a telehealth visit?

There are different types of telehealth visits: some can use video while others can be conducted with a regular telephone. Please call our office and we can assist with you to see what type of telehealth visit is best for you.

\*Some plans may require that a doctor can only prescribe medications in certain situations and subject to certain limitations.

Many health plans are covering telehealth visits, but please check with your plan for specifics on your benefits coverage and what medical necessity rules apply.

©2020 CarePlus Health Plans. All rights reserved. Telehealth services require appropriate skills and training. Please contact your provider for more information.

HEALTH PLAN, 10/20/2020, 11:00 AM

PROVIDER  
LOGO

You delete the place holder for your logo and can insert a .jpg of your logo here to customize the document.

You can replace the filler information with the phone number patients should use to contact your office

If you have an ACA 1557 non discrimination disclaimer you can insert it.

You can also provide any additional disclaimers you would like included related to the telehealth service.