

TELEMEDICINE

Hosted by Doctor On Demand
Frequently Asked Questions for Members



RENSSELAER • COLUMBIA • GREENE
HEALTH INSURANCE TRUST
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BlueShield
of Northeastern New York

LIVE
FEARLESS

Telemedicine

Hosted by Doctor On Demand



General information

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.

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 — smartphone, 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.

When will Telemedicine hosted by Doctor On Demand be available?

Telemedicine hosted by Doctor On Demand is available as of October 2017 for all commercial plans, including Individual, On Exchange, and Off Exchange Small Group members.

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

Can anyone use Telemedicine hosted by Doctor On Demand, or is it just for BlueShield of Northeastern New York members?

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

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.

Who can be contacted about questions or issues regarding the website and app?

Doctor On Demand can be contacted at 1-800-997-6196 or support@doctorondemand.com.

Services covered

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.

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.

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.

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.

Cost of services

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

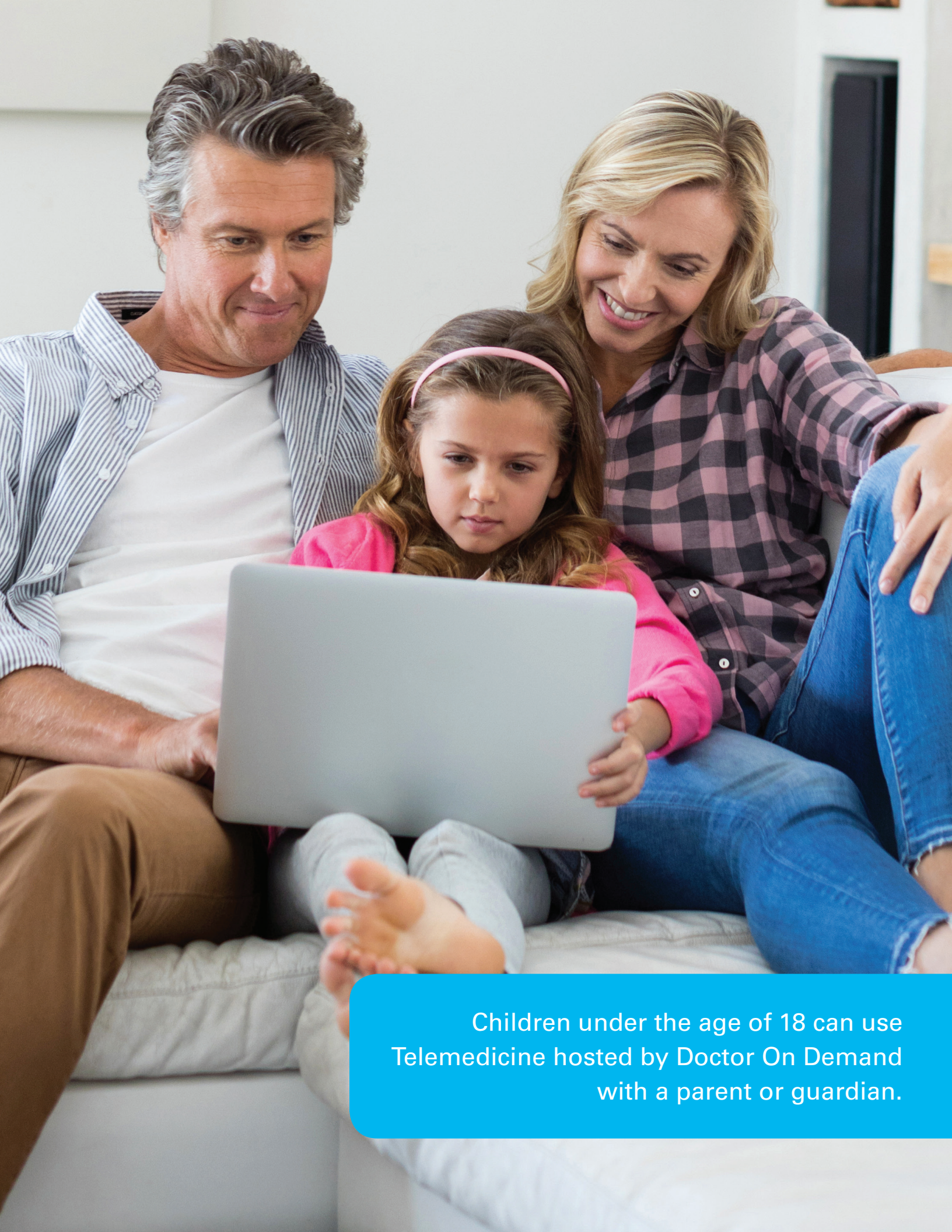
Telemedicine hosted by Doctor On Demand is an extension of our network.

How much does a Telemedicine hosted by Doctor On Demand service cost?

A typical visit can cost as low as \$40, whereas mental health services start off as low as \$100. As a member of the Rensselaer Greene Health Insurance Trust, a visit will be provided at a \$0 cost-share to you and your dependents.

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

You can pay with an HSA/HRA credit card. If you do not have an HSA/HRA credit card, you may pay using a credit card and submit for reimbursement through your HSA/HRA account.



Children under the age of 18 can use
Telemedicine hosted by Doctor On Demand
with a parent or guardian.

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.

What happens if I log in to the system and find out I can't use Telemedicine hosted by Doctor On Demand — 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.

About the doctors

Where is Telemedicine hosted by Doctor On Demand available?

Physicians are available in all 50 states.

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.

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.

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.

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.

Will my primary care provider (PCP) receive records from my call?

You will have to request the records of your visit be sent to your PCP and Doctor On Demand will facilitate.

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.

How long is a visit? When are providers available?

Typical medical visits are approximately 15 minutes, and mental health visits range from 25 to 50 minutes. Providers are available 24/7/365.

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.

For prescriptions

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.



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-prescription for prescribing medication, similar to most provider offices.

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.

Will I end up with an expensive prescription?

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





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