

COVID-19 Telehealth and Telemedicine Vendor/Virtual Visit



Telehealth vs. Telemedicine Vendor/Virtual Visit

Telehealth

Telehealth is a general term used to describe clinical services provided to patients through electronic communications not through a vendor. This can be patient-to-physician or physician-to-physician.

Examples:

- Patient is consulting with a specialist that is out of their geographical area
- Patient has a virtual visit with their PCP

Telehealth is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care.

Telemedicine Vendor/Virtual Visit

Telemedicine vendor/virtual visit are general terms used to describe clinical services provided to patients via electronic communications through a **vendor**.

Examples:

- Teladoc
- Doctor on Demand

The program provides telephone and online video consultations with a physician and serves patients of all ages.

Teladoc may not be able to identify COVID-19 related services on the front end, so members may be required to pay the co-pay up front. If this happens, when the claim is paid, UMR will reimburse the member any co-payment amount.