

Atlantic Care Associates
E-visits: Frequently Asked Questions

1) What is an e-visit? It is an electronic medical visit (also called telehealth visit) that we can provide online using video chat through the patient portal (much like FaceTime or Skype).

2) What types of patients qualify for e-visits?

We can currently only make e-visits for established patients (patients seen in the last 3 years). We are currently working on having this functionality extend to new patients and will update our website when this becomes possible.

3) What types of visit reasons qualify for e-visits?

A) Sick visits for: allergies, headache, diarrhea, skin infections or rashes on face/legs/arms, and upper respiratory symptoms (sore throat, cough, congestion)

B) Med refill (chronic) visits for: patients who are well-controlled. Elevated cholesterol, diabetes, hypertension, thyroid disorders will be approved on a case by case basis.

4) How do I make an e-visit appointment? To make an appointment, log in to portal and select "Request an E-visit" under the Appointment menu. Next, select your preferred date and time range and submit the request to our office. Once processed, you will get an email confirming the date and time of your e-visit. Before your e-visit please review the "How To: Check in for e-visit" document on our website and patient portal, to ensure your e-visit goes as smoothly as possible.

5) What if I cannot get into my patient portal? If you have forgotten your username or password, you can go to the portal website and click the "Forgot username or password" link. Otherwise, please call us at 757-366-0692, option 4.

6) What should I have available for my e-visit? A cell phone or computer/device with functioning audio and camera. Also, we recommend having a blood pressure cuff or recent blood pressure reading, a thermometer, and pre-drawn bloodwork.

7) How do I get the order for the pre-visit bloodwork?

A) Draw at our office: Simply call or send us a portal message letting us know you want to come to our office for bloodwork. We will set up a lab appointment for you.

B) Draw at location of your choosing: Send us a portal message prior to your appointment and we will put your lab order on the portal (under "Documents") for you to take to a testing facility.

8) Can I book my e-visit over the phone? No, we cannot book e-visit appointments over the phone; you must schedule on the patient portal.

9) Does my insurance cover my e-visit?

Most insurance plans are covering e-visits as of mid-March and some plans will not require you to pay anything. We will collect your cost-share, if any, prior to your e-visit appointment. Insurances with confirmed coverage are:

- Anthem
- Aetna
- Cigna
- Humana
- Medicaid
- Medicare
- Optima
- Tricare
- United Healthcare
- Virginia Premier

Please note: If your insurance is through a self-funded plan that is provided by your employer with one of the companies above, they may not cover e-visits and you will owe the self-pay rate of \$50.

10) What is the cost if E-visit is not covered by my insurance or I am a self-pay patient? There is a \$50 flat fee for all self-pay/uncovered e-visits.