

Virtual Health FAQ's

1. Defining Virtual Health & Provider Value Add

Virtual health services mean the use of synchronous or asynchronous telecommunications technology by a health care practitioner to provide health care services, including, but not limited to, assessment, diagnosis, consultation, treatment, and monitoring of a patient; transfer of medical data; patient and services; and health administration.

Asynchronous: Store-and-forward technologies that collect images and data to be transmitted and interpreted later

Synchronous: Real-time, audio-video communication that connects physicians and patients in various locations, which is often defined as virtual health

Value Add: Collaborate to coordinate care, better manage chronic conditions, and ensure medication adherence. Decrease spread of communicable disease, improve quality care, and help prevent costly downstream events, such as hospital admissions or readmissions, and increased patient volume.

2. Interstate Medical Licensure Compact - <https://www.imlcc.org/>

The Interstate Medical Licensure Compact is an agreement among participating U.S. states to work together to significantly streamline the licensing process for physicians who want to practice in multiple states.

3. Virtual Health Policy Resources

Federal/State Legislation Policy

Center for Connected Health Policy: www.cchpca.org

American Telemedicine Association: www.americantelemed.org

Centers for Medicare & Medicaid Services: www.cms.gov

State Executive Orders

U.S. States and Territories Modifying Licensure Requirements for Physicians in Response to COVID-19

<https://www.fsmb.org/siteassets/advocacy/pdf/states-waiving-licensure-requirements-for-telehealth-in-response-to-covid-19.pdf>

Additional Resources

American Medical Association: <https://www.ama-assn.org/>

Federation of State Medical Boards: <https://www.fsmb.org/>

Online Prescription <https://www.cchpca.org/topic/online-prescribing/>

4. Reimbursement

Highmark Provider Resource Center - Virtual Health: [Provider Resource Center \(highmarkprc.com\)](http://ProviderResourceCenter(highmarkprc.com))

Highmark Reimbursement Policy: [Provider Resource Center \(highmarkprc.com\)](http://ProviderResourceCenter(highmarkprc.com))

Highmark Provider Manual: [Provider Resource Center \(highmarkprc.com\)](http://ProviderResourceCenter(highmarkprc.com))

5. Awareness/Adoption

Patient/Member Marketing Material: Flyers, Mail, e-mail, Patient Portal, Word of Mouth

6. Examples of HIPAA Compliant Technology

Doximity: <https://www.doximity.com>

Zoom Healthcare: <https://explore.zoom.us/en/healthcare/>

Doxy.Me: <https://doxy.me/en/>