

# Frequently Asked Questions

## What is telemedicine?

Telemedicine is sometimes referred to as a virtual visit or a video visit, and involves the delivery of clinical services via synchronous, interactive audio and video telecommunications systems that permits real-time communication between provider and patient.

## What is Doctor On Demand?

Doctor On Demand (DOD) is a well-known national telemedicine services provider with board-certified physicians, psychiatrists and psychologists that offers these services (virtual visits) to Harvard Pilgrim members for low acuity urgent care and behavioral health.

## Is DOD available for all Harvard Pilgrim members?

Doctor On Demand is available for members of all Harvard Pilgrim HMO, POS, PPO and Access America plans. Doctor On Demand is not available to members with Medicare Supplement, Medicare Enhance or Medicare Stride plans. Harvard Pilgrim Members must reside in the U.S., must have a valid US mailing address and U.S. credit card to receive services from DOD.

## What kinds of services can Doctor On Demand provide to Harvard Pilgrim members?

DOD provides services for low acuity urgent care and behavioral health visits.

- Examples of the types of low acuity medical conditions DOD will treat include conjunctivitis, flu, sinus infection and rash. The most frequently treated medical condition is upper respiratory infections. If clinically appropriate, DOD providers may also prescribe medications based upon the diagnosis, such as antibiotics, creams/ointments, and antivirals. Prescriptions are electronically sent to the member's pharmacy. DOD providers will not prescribe controlled substances.
- Examples of common behavioral health conditions DOD will treat include depression, workplace stress and social anxiety. Behavioral Health visits are scheduled in advance with either a psychologist or a psychiatrist. Doctor On Demand psychiatrists can prescribe medications when necessary for treatment; however, Doctor On Demand psychiatrists do not prescribe any controlled substances, such as benzodiazepines (e.g., Xanax, Valium, Klonopin, etc.), or stimulants (e.g., Ritalin, Adderall).

## How do members access Doctor On Demand?

DOD has a highly rated, secure telemedicine app that members will access using their smartphone or tablet. The app is available on both iOS or Android and is free to download. Members can also use their computer if it has a camera enabled for the visit. After registering and completing the intake process, members will be connected to a DOD provider typically within several minutes or they may schedule an appointment for a later date and/or time.

Members can download and register at any time to be sure they are ready to initiate a visit when the need arises. There is also useful information within the app, such as links to informational videos and provider profiles. DOD does not offer telephone only consults.

## When can members access Doctor On Demand?

Doctor On Demand is available for on-demand medical urgent care visits 24/7 in all states. Appointments can also be scheduled for medical visits.

For behavioral health, you will need to schedule an appointment at least 24 hours in advance; however, psychology visits are typically available within 48 hours to one week and psychiatry visits are typically available within 2 – 3 weeks. Visits can be scheduled from 7am to 10pm, 7 days a week, based on appointment availability.

## Is Doctor On Demand available for patients of all ages?

Yes, Doctor On Demand is available for both pediatric and adult care for covered members. A parent or legal guardian must be present with the minor in order for Doctor On Demand to proceed with the telemedicine visit.

## What kind of doctors will members be connected with for medical visits?

Specialties include internal medicine, pediatrics, emergency medicine and family practice.

## Are members under the age of 18 automatically connected to a pediatrician?

A minor could be connected to any of the DOD practitioners. If parents prefer a pediatrician, they can choose to be connected to a pediatrician if one is available, or they can schedule the next available time with a pediatrician.

## What is the difference between a psychologist and psychiatrist?

A psychologist supports you using talk therapy, while a psychiatrist will also look for biological imbalances and can prescribe medicine as part of a treatment plan.

Doctor On Demand psychology appointments are scheduled for either 25 or 50 minutes. Psychiatry appointments start with a 45 minute visit, with 15 minute follow-up visits after that.

## What is the cost sharing for telemedicine services from Doctor On Demand?

- Most DOD urgent care visits apply PCP office visit cost sharing.
- DOD behavioral health visits apply the mental health outpatient visit cost sharing
- For members where a deductible and/or coinsurance applies, the member cost sharing amount will be indicated to the member within the app and collected prior to the virtual visit being initiated.

## What is the registration process?

A member must first create an account within the Doctor On Demand app, or on the DOD website using their computer. The member provides information such as demographics, insurance, preferred pharmacy, chronic conditions and general health. Prior to each visit, the patient will be asked to update their symptoms, reason for visit, current medications, and any health history previously reported in their profile.

## What is the triage process when a member logs in for an urgent care telemedicine visit?

## What is the triage process when a member logs in for a behavioral health telemedicine visit?

Visits with Doctor On Demand psychologists and psychiatrists are by appointment only. Appointments can typically be scheduled within 48 hours to one week for psychology and within 2- 3 weeks for psychiatry. After choosing the provider type (psychiatrist or psychologist) and visit length, the member chooses the specific provider they wish to see and appointment day/time from the available options. The member then types a description of the reason for the visit. A listing of symptoms is displayed next, and members click which ones apply to them. They are also asked to indicate current medications, any drug allergies, and medical conditions. Then the member is asked a series of questions (or can skip this section and complete them at a later time, prior to the scheduled appointment).

### Can members use Doctor On Demand for prescription refills?

Yes, Doctor On Demand can prescribe refills, but the provider must first do a full assessment of the member. If it is a medication that requires labs, only a small supply may be prescribed to bridge the patient until they can see their regular provider.

### Does Doctor on Demand know which medications are on members' formularies?

Doctor On Demand uses standard industry prescribing processes to pull up the member information, enter the drug that they want to prescribe, and get complete coverage information before deciding to transmit the e-Prescription to the pharmacy.

### How do members pay Doctor On Demand for their cost sharing?

Members cost sharing is paid within the app using a major credit card, such as VISA, MasterCard, American Express, and Discover. The member can also pay using their HSA or FSA debit card, as long as it has a VISA or MasterCard logo. DOD uses a real-time eligibility query process to identify a member's cost sharing, and therefore bases members' cost sharing on their current deductible and out-of-pocket maximum status.

### Will Doctor On Demand collect cost sharing from members that have an HRA?

Because DOD does not have any billing capabilities, all members must pay their cost sharing at the time of the visit (copayment, coinsurance, and/or deductible). For Members with an HRA that pays DOD directly, DOD will reimburse the member's credit/debit card for the duplicate payment. DOD will make every reasonable effort to refund overpayments within 30 business days from the date their credit balance has been posted.

### Are Doctor On Demand telemedicine visits considered In-Network?

Doctor On Demand telemedicine visits are always In-Network, even if the member is outside of the service area.

### What if a member needs more immediate attention?

If DOD determines that the member needs more immediate attention, such as the ER, Doctor On Demand can help locate the nearest facility and add it to the patient instructions. The DOD Member Support Team will also reach out to the member that same day to assure the member followed up to receive in-person medical attention. In the event of an emergency wherein the patient cannot get themselves to in-person care, DOD providers will follow an emergency protocol to dispatch EMS to the patient's location.

### What are DOD's guardrails to ensure patients are getting proper care?

If deemed necessary by the physician, DOD emails patient 1-6 days after a consult to ask if the issue is resolved. They encourage patients to outreach to DOD for help, or connect with their PCP or specialist (dermatologist, etc.) if they need further care.

### What happens if a member misses or needs to cancel a Doctor On Demand appointment?

In order to reduce the number of missed or late cancellation appointments, Doctor On Demand sends a reminder email 48 hours in advance of a member's appointment.

If a member still misses or has a late cancellation (BH appointments only) the following policy will apply.

Visit Type	Missed Appointment	Late Cancellation (>24hrs)
Medical appointment	\$30	No fee
Mental Health	Full Visit Cost	Full Visit Cost

### How does DOD manage language, cultural, and/or ethnic barriers during members' interactions?

DOD has the capability of servicing patients in multiple languages, including Spanish, French, German, Russian, Italian, Mandarin, Japanese, Korean, Vietnamese, Tagalog, and Arabic. Patients would request an appointment with translation capabilities by contacting Member Support via email ([support@doctorondemand.com](mailto:support@doctorondemand.com)) or by phone (800-997-6196). DOD needs at least 24 hours to schedule the appointment.

Every DOD provider must review and complete mock video cases, cultural training, video training and the review of the practice's protocols prior to being approved to see patients. Diversity Training is mandatory for all employed physicians and is performed annually at regional conferences or through on-line modules/videos.

### Does DOD offer services for individuals with hearing and visual disabilities?

Because DOD services are available on any mobile device using iOS or Android operating systems, services automatically inherit the hearing and visual disability capabilities provided by iOS or Android. DOD is committed to providing services for all patients. For those with a vision impairment or blindness, our application is compatible with text-to-speech functionality. In addition, DOD has the ability to conduct American Sign Language (ASL) visits for the hearing impaired. These visits must be conducted by appointment, and the appointment must be made by contacting Member Support via email ([support@doctorondemand.com](mailto:support@doctorondemand.com)) or by phone (800-997-6196). DOD needs at least 24 hours to schedule the appointment.

### What policies and procedures does DOD have in place to safeguard Protected Health Information (PHI) and Personal Information (PI)?

DoD complies with all security and HIPAA requirements. Their privacy policies can be found here:

<http://www.doctorondemand.com/privacy-policies/privacy-practices>

<http://www.doctorondemand.com/privacy-policies/site-privacy-policy>

### Does DOD interact with members' PCPs?

DOD creates electronic medical records (EMR) for each virtual visit, and communicates them to the PCP when requested by the member. Members must download, complete and submit the release form; EMRs cannot be shared with the PCP without the member's request and consent.

Doctor On Demand send an email to the member containing a brief visit summary shortly after each visit is completed. A member can share this with their PCP as needed.

### Are referrals or authorizations needed for DOD?

Urgent care virtual visits with DOD do not require a referral or authorization.

### Are members covered for virtual visits when traveling outside of the United States?

DOD urgent care visits are available to members traveling internationally, excluding U.S. territories (Puerto Rico, Guam, Virgin Islands) and certain other countries (e.g. nations on the U.S. Sanctions List). Physicians will not order prescriptions for patients calling from outside of the United States.

### How can members contact Doctor On Demand?

Members can email or call Doctor On Demand Customer Support:

- [support@doctorondemand.com](mailto:support@doctorondemand.com)
- (800) 997-6196