

ThedaCare Virtual Health Services Frequently Asked Questions - eVisit Effective: Revisions November 10, 2020

General Category

What is an eVisit?

An eVisit is an electronic exchange between a patient and provider about a non-emergency health care concern. The patient answers a series of medical questions about their current symptoms in MyThedaCare eVisit option. A provider on our care team will review your responses and your medical record information to provide you with a treatment plan and a prescription if necessary.

Why would I use ThedaCare's eVisits?

- Be treated from the comfort of your own home for any reason, routine follow-up, sick visits, etc.
- Get the care you need even when your doctor's office is closed.
- Skip the expensive emergency room costs when you are being treated for non-emergency conditions.
- Eliminate the exposure to people with other illnesses in the clinic.
- Giving you choice to be treated when and where you want.

Who can use ThedaCare's eVisits?

In most cases, to use the ThedaCare Virtual Health Services, you must be at least 18 years of age to initiate a session. If you are under 18 years of age, then a parent or legal guardian may request Virtual Health Services on your behalf.

Are there any restrictions on using ThedaCare's virtual health services?

Eligibility to access the virtual health services, you must first confirm:

- A. For Video Visits, you have established an individual MyThedaCare online user account ("Account"), by providing certain information to establish said account.
- B. For eVisits eligibility you must be an existing patient of a ThedaCare physician, have been seen within the last three years.
- C. You are at least 18 years of age and possess the legal right and ability, on behalf of yourself or a minor child for whom you are a parent or legal guardian, to agree to these Terms of Use. Additional information is located under the Age Requirements section.
- D. You are communicating honestly with the provider to receive care. If you provide any information that is untrue, inaccurate, not current or incomplete, or we reasonably believe that such account information may be untrue, inaccurate, not current or incomplete, we reserve the right to suspend or terminate your account and refuse any and all current or future use of the Virtual Health Services.

Do I need to be in the State of Wisconsin resident to receive care?

You do not need to be a resident of the State of Wisconsin to utilize ThedaCare's Virtual Health Service. You acknowledge that your ability to access and use Virtual Health Services is conditioned on the truthfulness of the certifications you are making by accepting this agreement and that these certifications are being relied upon in the delivery of the Virtual Health Services.

What medical conditions does ThedaCare Virtual Health treat?

ThedaCare virtual health service offers treatments for up to 27 different medical conditions depending on how you want to access the service. Our newest video visit option can treat more conditions as outlined in the list below. Please note that there may be an age restriction with a specific medical condition.

Medical Conditions	Age Restrictions	eVisit Available
Acne	Min 10 years old to 65 years old max	X
Athlete's Foot	Min 12 years old	X
Canker Sore	Min 2 years old	X
Cold Sore	Min 2 years old	X
Coronavirus (Covid-19)	Min 2 years old	X
Diaper Rash	6 months to 18 years old max	X
Erectile Dysfunction	Min 40 years old	X
Excessive Sweating	Min 12 years old to 65 years old max	X
GERD	Min 18 years old	X
Influenza	Min 2 years old	X
Insomnia	Min 2 years old	X
Lice	Min 6 months old	X
Pink Eye	Min 2 years old	X
Rash (may require a photo)	Min 6 months old	X
Ringworm	Min 2 years old	X
Seasonal and Environmental Allergies	Min 2 years old	X
Shingles	Min 18 years old	X
Stomach Flu	Min 5 years old	X
Stye	Min 2 years old	X
Swimmers Ear	Min 5 years old	X
Tick Bite	Min 2 years old	X
Travel Medicine	Min 18 years old	X
Upper Respiratory / Sinus Illness	Min 2 years old	X
Urinary Tract Infection (UTI) for Females	Min 18 years old	X
Vaginal Yeast Infection	Min 9 years old to 75 years old max	X

When not to use eVisits?

ThedaCare's eVisits are not appropriate to address emergency or life-threatening medical conditions and should not be used in such circumstances.

If you have suffered a serious injury, or have symptoms of a serious condition such as chest pain, difficulty breathing, severe abdominal pain, or have a possible emergency, you should go immediately to the nearest emergency care location or call 911.

In addition, ThedaCare's eVisit providers may direct you to an emergency room or other appropriate facilities at any time during your visit. eVisit should be used only to request care or advice for non-urgent conditions.

If you feel you need a physical examination, lab work, x-ray or other procedure you should see a provider in-person and can contact our central scheduling department to schedule at 920-830-6877 or 800-236-2236.

MyThedaCare Account Creation

How do I create a new MyThedaCare account?

You can create a new MyThedaCare account in person during your next visit or online at any time through the MyThedaCare application by selecting "Sign Up Now".

There are 2 ways you can activate your MyThedaCare account:

#1. Access Code Entry: If you have received a 15-digit activation code for MyThedaCare, then go the Activate MyThedaCare account webpage and provide:

- The 15-digit activation code found in: Your MyThedaCare activation letter given to you by staff during your visit; or in your After Visit Summary (AVS) report given to you during check-out of your clinic visit; or in your Billing Statement.
- Date of Birth
- Your last four-digits of your Social Security Number (SSN) to validate it is you registering an account.

#2. Credit Verification: Select "Sign-Up Now" on the MyThedaCare website or in the MyThedaCare App's menu. When asked if you have an access code, select "No". You will then be asked to use your credit to verify your identity and create an account. This process is secure, and your credit card will not be charged, and the card information will not be saved. We use credit card only for your identity verification.

What if I am having trouble with the MyThedaCare activation process?

For problems activating your account, please message our ThedaCare Virtual Health Support line or you may call them at 920-729-2400.

Can I submit an eVisit for someone else?

Your eVisit information will be sent directly to the individual MyThedaCare medical record. It is important to ensure that each person's medical record contains the correct information now and in the future, you must submit and be logged into the correct account based on the patient that will be treated.

You can only perform an eVisit on behalf of a minor child that you have been granted MyThedaCare account proxy access to, in those incidents you can submit an eVisit regarding that person from his or her own medical account. ThedaCare will treat patients between the ages of 0-17 with the appropriate proxy access noted above and seen for a condition that fits the video visit criteria as outlined in the chart above.

To do this, connect to the other person's account by clicking the button with his or her name in the Accounts bar at the top of the screen, and send the eVisit from within his/her account.

Costs and Insurance Coverage

How much does a eVisit cost and when are payments due?

Costs are subject to change at any time by ThedaCare. eVisits through MyThedaCare will be provided for \$35.00 per visit.

The fee for an eVisit does not include the costs of other necessary services ordered such as laboratory test, x-rays or prescriptions which may result in additional charges.

What form of payment do you accept?

When you receive your bill from your insurance carrier we will accept Visa, MasterCard, Discover and American Express credit cards as a form of payment. You may also pay with your health savings account (HSA) card. Check with your FSA program to see if this is a covered expense.

Is my eVisit covered by insurance?

Many insurers recognize the value of virtual health and may cover eVisits similarly to an office visit.

We encourage you to confirm your individual health care coverage and what your financial out-of-pocket costs may be for your particular health plan. As such, ThedaCare cannot guarantee that you will be reimbursed if you submit your virtual health service receipt to your insurance company so you are solely responsible for the fees for this service.

If I have Medicare can I use this service?

Yes. If you are a Medicare participant, you are currently eligible for Virtual Health service from ThedaCare under CMS guidelines during COVID-19. As this coverage and eligibility may be subjected to change and is recommended you consult with your CMS or Medicare Advantage plan for updated coverage restrictions and eligibility.

Hours Available and Treatment

When is ThedaCare eVisit service available?

ThedaCare provides eVisit treatments 7 days a week, 365 days a year for patients between the following hours:

- 7 am to 7 pm Monday to Friday
- 8 am to 5 pm Saturday and Sunday
- Holidays hours may vary so please check with the service prior to use.

For an eVisit you can complete the online visit at any time knowing that a response will be provided the following day if outside of the normal service hours.

Who provides the diagnosis and treatment plans for an eVisit?

Once you have answered all the interview questions, a licensed, board-certified ThedaCare provider (physician (MD), nurse practitioner (NP), or physician assistant (PA), advance practice clinicians (APCs)) will review your symptoms, make a diagnosis, and develop your treatment plan.

How soon can I expect to be treated?

ThedaCare is committed to provide an exceptional patient care experience and will respond to your care needs in a timely manner. We will respond to your eVisit within 2 hours from receipt of your submission by our care team if done before 6 pm Monday to Friday or by 4pm Saturday and Sunday. Any responses submitted after 6pm or 4pm respectively are responded to on the next business day.

How long will my visit take?

eVisit medical questionnaires take approximately five minutes to complete. The total number of questions you answer will depend on your condition and current symptoms.

What is included in a treatment plan?

Any clinical advice given by a ThedaCare provider to the patient. Clinical advice can include a prescription, recommendation for an over-the-counter medication, non-prescription treatment options, and/or referral to another provider for care.

What if you can't provide an online diagnosis?

ThedaCare does its best to treat you online, but not every condition can be treated via ThedaCare's virtual health service. If your health concern cannot be addressed through one of our programs then you may be directed to a clinic for in person care. If it is determined you need to see a provider in person for the condition, there will be no charge for your eVisit if seen within the 7 days following your online care.

What if my condition gets worse?

If a response is unclear or you do not receive a response, or your symptoms get worse, please call your clinic or seek care at a Walk-In Care or Emergency Room accordingly.

How to Get Started

How can I complete an eVisit?

If you would like to complete an eVisits, please follow the steps below.

1. Login into your MyChart account and select eVisit to begin your treatment.
2. Agree to the ThedaCare Terms of Use to be treated online.
3. Select the condition that best matches your symptoms and answer a series of questions about your condition, including any medications you're currently taking.
4. Enter your payment method and submit your completed questionnaire to a ThedaCare clinician who will review the information you provided.
5. Wait for your clinician to send you a diagnosis and any corresponding prescriptions or next steps for your care.

How will I be contacted for my eVisit?

You will receive your treatment response for an eVisit in your MyThedaCare account.

Technology Setup

What devices can I use for an eVisit?

You can access eVisits from any web-enabled device – smartphone, tablet, laptop, or desktop. Just log into your MyThedaCare account found on www.MyThedaCare.org. You can also

download the MyChart app for iOS or Android and get into your MyThedaCare account to begin your eVisit.

What web browsers do you support?

ThedaCare requires you to use a modern browser to ensure your data is secure and your experience is awesome. You can use any of the following browsers for your visit: Chrome, Microsoft Edge, Fire Fox, or Safari on a MAC. If you don't have one of these browsers, you can download Chrome or Firefox for free.

Can I do an eVisit from my tablet?

Yes, you can access our virtual health services at ThedaCare.org on you tablet device if you prefer to use that instead of your computer or smartphone.

Where can I connect from?

Connecting from a private location is highly recommend so that you can protect and feel comfortable in discussing your health care concerns with a member of our care team. You will also want to ensure that the location has a high speed internet connection so that we can provide an optimal video connection.

Common Support Assistance

What happens if my video feed is disconnected during my video visit?

If your video visit is disconnected, the health care provider you were speaking to will try to reconnect with you again to complete your visit. If you get disconnect, please try to relog into the visit to continue your care.