

Your Benefit Summary

Electronic Provider Visit (E-visit)



Important information about your plan

Electronic provider visits (e-visits) are consultations with your provider through e-mail. This benefit allows you to take advantage of the conveniences of e-mail when receiving health care services from a participating provider who has agreed to provide this benefit for Providence Health Plan.

- We will provide coverage in full for medically necessary e-visits received from designated participating providers.
 - See your Member Handbook for additional information.
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Eligibility

To be eligible for the e-visit benefit, you must have had at least one prior office visit with your participating provider within the last 12 months.

This benefit is only available through Providence Health Plan participating providers who have agreed to provide this service. (This benefit is only available to Personal Option members and Open Option members under their in-plan benefits.)

Your participating provider must use a secure interface system to administer e-mail communications with you.

Participating providers

Not all Providence Health Plan participating providers offer the e-visit benefit. Medical doctors (M.D.), doctors of osteopathy (D.O.), nurse practitioners (N.P.) and physician assistants (P.A.) are the only categories of providers approved for e-visit services. Please check with your participating provider's office or consult the Provider Directory, available at www.providence.org/php/providerdirectory, to see if your provider offers the e-visit benefit.

Confidentiality

At Providence Health Plan, protecting your confidential medical information is important to us. Because of this, we have established quality standards for the e-mail service your provider uses for managing e-mail communications with you. Our standards specify that appropriate Internet security technology be used to protect your information from unauthorized access or release.

E-visits

An e-visit is defined as a consultation through e-mail with a participating provider that is, in the judgment of the participating provider, medically necessary and appropriate. E-visits include, but are not limited to:

- Communications of a new or existing diagnosis or treatment when the equivalent service received through an office visit would have led to a claims submission to be covered by Providence Health Plan.
 - Communications by the physician about the management of complex chronic conditions that require extensive education and ongoing monitoring.
 - Communications of treatment for relapses of a previous condition that involves extended dialogue and significant physician time and judgment.
 - Discussion of lab results that require significant changes in medication or further testing.
 - Extended counseling when person-to-person contact would involve an unwise delay.
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E-mail communications that do not qualify as e-visits

E-mail communications that do not involve significant participating provider time will not be covered by Providence Health Plan. Examples of excluded e-visits include, but are not limited to:

- Prescription renewal
- Scheduling a test
- Scheduling an appointment
- Reporting normal test results
- Recommending a referral to another physician
- A consultative message exchange from a patient who is seen in-person immediately afterward as a result of the consultative message
- A brief follow-up of an office visit, medical procedure or other treatment to confirm stable condition
- A brief discussion to confirm stability of a chronic problem and continuity of present management of the problem
- All communications in connection with mental health or chemical dependency covered services
- E-visits with non-participating providers or participating providers who have not agreed to provide this benefit as stated in the “participating providers” section

Contact us

Headquartered in Portland, our customer service professionals have been proudly serving our members since 1986.



Portland Metro Area: **503-574-7500**
All other areas: **1-800-878-4445**
TTY: **503-574-8702 or 1-888-244-6642**



Have questions about your benefits and want to contact us via e-mail? Go to our Web site at:
www.providence.org/php/contactus