

Alternative health care delivery options available to ALL Medicare and Wisconsin Medicaid patients to facilitate getting care while not coming to the office when appropriate. These are available to many commercially insured patients but it is the patient's responsibility to contact their insurance provider.

<u>TYPE OF SERVICE</u>	<u>WHAT IS THIS?</u>	<u>HOW CAN THIS BE DONE WITHOUT COMING TO THE OFFICE?</u>
MEDICAL TELEHEALTH	A visit with a doctor or our nurse practitioner [who will collaborate with MD] to review chronic problems either with an Annual Medicare Wellness Visit or as a separate visit.	When this is chosen we will make sure we have your current cell phone [if you will be using your cell phone] or email address [you will be using your tablet or computer]. We will send you a link that will be active for 10 minutes. If you are having trouble please call to talk to one of our staff to help you sign in.
VIRTUAL "CHECK-IN"	A brief phone or portal visit to determine if an in-office or telehealth visit is required.	If it is determined that you need a telehealth or in-office visit you will not be charged for this check-in.
VIDEO OR IMAGE REVIEW	Evaluation by MD or NP of a video or photo sent by a patient using the portal.	If it is determined that you need a telehealth or in-office visit you will not be charged for this evaluation. We will respond by portal.
E-VISITS	A series of communications begun by you sending a portal message about an issue using portal messaging for both your and our responses.	We will respond by portal to your concern and any following questions and track our time over a 7 day period. This is only if it is not regarding a visit in the last 7 days and will not be charged if we see you in the office or do a telehealth visit about this problem in the next 24 hours after you contact us.
CHRONIC CARE MANAGEMENT	Any patient with more than two chronic problems is eligible for this. Medicare would like to see more patients establish this method of supplementary care as it has been shown to prevent ER and hospital visits.	You would need to discuss with your MD or NP at an in-office or telehealth visit. A care plan would be developed and we would contact you at least monthly or as needed by phone or portal message per your preference.