

# Frequently Asked Questions

## [What is telemedicine?](#)

Telemedicine is also 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 permit real-time communication between provider and patient.

## [What is Doctor on Demand?](#)

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

## [Why did Harvard Pilgrim adding Doctor on Demand to the Harvard Pilgrim network?](#)

Because Harvard Pilgrim does not currently have a substantial number of providers that offer virtual visits, we partnered with DoD to ensure members have access for telemedicine visits.

## [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.

For tiered network products, DoD is in the lowest network tier.

## [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 conditions are upper respiratory infections and urinary tract infections. DoD also prescribes medications based upon the diagnosis, such as antibiotics, creams/ointments, and antivirals. Prescriptions are electronically sent to the member's pharmacy. DoD providers do not prescribe controlled substances.
- Examples of common behavioral health conditions DoD will treat include depression, workplace stress and social anxiety. Behavioral Health therapy 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 does not prescribe any controlled substances, such as benzodiazepines (e.g., Xanax, Valium, Klonopin, etc.), or stimulants (e.g., Ritalin, Adderall). In both cases, alternatives with less potential for abuse and dependence are offered.

## [How do members access Doctor on Demand?](#)

DoD has a highly rated, secure telemedicine app that members access using their smartphone or tablet. The app is free to download. Members can also use their computer for the visit if it has a camera enabled. After registering and completing the screening process, members are connected to a DoD provider within several minutes.

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. Doctor on Demand 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 between the hours of 7am and 11pm in Massachusetts, and 24 hours in all other states. DoD is working to expand Massachusetts to 24-hour coverage.

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. DoD behavioral health visits are not available in Montana or North Dakota.

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

Yes. Doctor on Demand is available for both pediatric and adult care. However, a parent 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?

- DoD urgent care visits will apply PCP office visit cost sharing.
- DoD behavioral health visits will apply the mental health outpatient visit cost sharing

The following are the current allowed amounts (contracted rates) for visits with Doctor on Demand which are the amounts that coinsurance or deductible cost sharing is based upon.

Doctor on Demand Service	Fee Schedule
Medical Urgent Care	\$49
Psychiatric Diagnostic Evaluation with Medical Services	\$229
E&M of an established patient (15 min psychiatry - follow up, 15 min)	\$99
Psychotherapy (25 min)	\$79
Psychotherapy (45 min)	\$119

## How many doctors are available through Doctor on Demand?

There are roughly 1300 medical providers nationwide. DoD continually adds doctors to their network. Following are the number of providers within the Harvard Pilgrim enrollment area.

	Physicians	Psychologists	Psychiatrists
State	Active Providers		
CT	20	3	5
MA	21	4	2
ME	19	1	1
NH	20	1	1

## What is the registration process?

A member must first create an account within the Doctor on Demand app, or on the DoD Web site using their computer. The member provides information such as demographics, insurance, preferred pharmacy, chronic conditions and general health.

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

After setting up an account in the app, the member is asked to enter a short description of the reason for the visit, including how long the member has been experiencing the symptoms. Members are prompted to enter medications they are currently taking, whether they have any allergies. A listing of general symptoms is then displayed, and members click which ones apply to them. They are also asked to indicate current medical conditions, and which pharmacy they would like their prescription sent to (if needed).

## 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. Patients can typically schedule within 48 hours to one week for psychology and within 2- 3 weeks for psychiatry.

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

Yes. Doctor on Demand can prescribe refills but must do a full assessment of the member. If it is a medication that requires labs, 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 pay their cost sharing within the app using a credit or debit card. 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. The reimbursement may take a couple of weeks to process once DoD receives the duplicate payment.

### 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 them locate the nearest facility. Doctor on Demand will look up the information for them 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.

### Where is DoD located?

Members are connected to a doctor who is licensed in the state in which the member is located when initiating the visit. This is identified as part of the sign-in/triage process through GPS.

### How does DoD handle “frequent flyers”?

If DoD physicians identify a pattern of frequent calling or repeated calls for RX refills or chronic conditions, they will counsel members that DoD is not a PCP. They’ll urge members to select a PCP and refer them to their PCP or specialist for care.

### 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.

### 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 can request an appointment with these clinicians through the DoD app.

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 on any mobile device on iOS or Android, services automatically inherit the hearing and visual disability capabilities provided by iOS or Android.

### Is DoD covered by liability insurance?

DoD maintains medical malpractice liability insurance consistent with other participating providers.

### 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>

DoD has indicated that they have not encountered any privacy issues including, but not limited to, customer complaints, unauthorized disclosures of PHI/PI and fines/sanctions for non-compliance.

#### Does DoD interact with members' PCPs?

DoD creates an 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.

#### Are referrals or authorizations needed for DoD?

No, virtual visits with DoD do not require a referral or authorization.

#### Do DoD providers appear in the provider directory?

DoD is not displayed in the provider directory.

#### How will members know how to contact DoD?

A DoD flyer is included in the enrollment kit and on the member web Plan Details page via the "learn more about options when you need urgent care" link. The flyer includes a link to a co-branded Doctor on Demand website with information specific to Harvard Pilgrim ([doctorondemand.com/harvard-pilgrim](http://doctorondemand.com/harvard-pilgrim)).

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

Telemedicine visits are covered when members are traveling outside of the U.S. However, DoD cannot prescribe medications for these visits.

#### How is telemedicine different than Nurse Care 24/7?

Telemedicine is a virtual visit done in lieu of a face-to-face visit and is covered under medical plans. Telemedicine visits include diagnosis and prescriptions (if needed). All virtual visits are performed by physicians.

The nurses in the RN-24/7 program provide support/coaching-type services. They can give members information about health topics, provide education on self-care, help members recognize when they need to seek treatment from their own providers, prepare questions to ask the provider, direct members to reputable online resources about conditions, etc. They do not diagnose, write prescriptions or do anything treatment-related. If treatment is needed, nurses would direct the member to contact an appropriate provider.

#### 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