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# News

## 20-382 Optimize Your Telehealth Capabilities

Date: 04/29/20

This information applies to Ancillary providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Tulare counties.

## Telemedicine solutions to provide your patients with virtual access to care

In an effort to optimize the availability of telehealth capabilities to our ancillary providers, Health Net* encourages you to consider utilizing the cost-effective and user-friendly telehealth solutions for your practice in situations where in-person contact is not required. Examples of situations where in-person contact is not required would be consultations with nutritionists, social workers, or instructions on how to use an orthotic, prosthetic or durable medical equipment (DME) device.

These solutions offer our three million members in California immediate access to care. They also offer you a secure and compliant way to administer health care services to your patients during these unprecedented times.

Providers are encouraged to sign up for a telehealth solution. We provide a summary of platforms on page 2 that you may find helpful in selecting a solution that best meets your practice needs. All solutions represented accommodate most medical concerns, including COVID-19. These options are not replacements for a telemedicine solution you might already have in place. Clinic associations and medical associations may also be a good source of information on the platforms below.

*Health Net is not affiliated with, and does not endorse, any of the solution platforms represented on page 2. Health Net has reviewed these platforms and summarized their capabilities on behalf of our providers, but we do not have any direct experience with any of these platforms and we cannot guarantee their performance. Your decision to utilize any of these platforms is based on your individual sole discretion as it relates to the needs of your individual practice.*

## Additional information

For specific questions regarding these platforms or to schedule a demonstration, contact the vendor directly through their website.

## Telehealth Platform Solutions

| Name | Description | Contact |
|------|-------------|---------|
| Amwell | Amwell's Private Practice platform is available to California physicians at a discounted rate for the next 12 months. This telehealth solution can be branded for each practice and enables physicians to see their own patients and operate under their own payer contracts. Practice management capabilities include a branded telehealth practice with clinical workflows, online physician enrollment and scheduling appointments with your patients, collecting patient payments at the time of visit, and reporting and visit summaries to assist with clinical documentation. | https://business.amwell.com/ (https://business.amwell.com/) |
| Doxy.me | See your patients from anywhere via a personalized virtual exam room. Click **doxy.me/YourDrsName** to join them for a video call. You do not need to download software or create an account. Use a browser on a computer or mobile device with a camera and microphone. Practice management capabilities include in-session, live chat-box with current patient and/or next patient(s) in queue, and patient check-in. | www.doxy.me (https://doxy.me/) |
| VSee | Secure, low-bandwidth HD video. Encrypted with military-grade 256-bit AES encryption. VSee Messenger allows providers to securely video chat with patients in their homes. In-session snapshots can be securely sent through individual or group chats. Practice management capabilities include real-time screen share, live annotation, mark-up lab results, CT scans, e-documents, and electronic health record (EHR) integration. | www.vsee.com (https://vsee.com/) |

| eVisit | A user-friendly exam room equips providers with the tools needed to chart, prescribe and take notes. eVisit commits telehealth expertise and technology to fight against COVID-19 with VirtualED™ - a COVID-19-specific workflow that can be implemented quickly at no cost until July 31, 2020. Practice management capabilities include seamless EHR integration, custom patient eligibility and claims solutions. Specializes in increasing provider telehealth footprint to better meet the unique needs of the market. Improves outcomes and revenue with minimal overhead. | www.evisit.com/ (https://evisit.com/) |
| --- | --- | --- |
| Innovaccer | COVID-19 management supports automated assessments, remote patient monitoring, education, and treatment. Practice management capabilities include leveraging artificial intelligence to eliminate coding gaps to drive quality performance, a data activation platform that promotes value-based care, and a private virtual examination room with secure audio/visual features to allow for the seamless and effortless rendering of care to patients. | www.innovaccer.com/ (https://innovaccer.com/) |
| Updox | Includes a dedicated virtual exam room to triage COVID-19 patients. No need to download software or create an account. Just use a browser on a computer or mobile device with a camera and microphone. Patients do not need to be pre-registered. Practice management capabilities include document completion, appointment scheduling, and appointment reminders via email and SMS. | www.updox.com (https://www.updox.com/) |

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