



Telemedicine - Frequently Asked Questions

General Information

1. What is a telemedicine visit?

Telemedicine utilizes technology to deliver care to patients at a distance. A provider, in one location can utilize different technology platforms to deliver care to a patient at a different location.

At WCSI, we focus on video visits, so our providers can see what they're evaluating you for. We utilize multiple platforms to be able to accommodate whatever technology you have access to (ie a specific phone, tablet, computer).

2. What do I need to have in order to have a telemedicine visit?

Our providers prefer to have video/audio accessible devices (ie. a computer, laptop, and/or a cell phone with a camera), although you don't need all of the above. Some of the platforms allow you to dial in, use an internet browser, different apps. Please call us for additional information and we will figure out the best option for you!

Insurance/Billing

3. Do you bill my insurance for a telemedicine visit?

Yes, WCSI will bill your insurance for your telemedicine visit. WCSI recommends reaching out to your insurance company to see what your telemedicine benefits are because not all insurances cover telemedicine.

4. Am I responsible for a copay for a telemedicine visit?

This is dependent on a variety of things, including, what the visit is for and what your individual insurance benefits are specific to your plan.

5. Will my insurance cover telemedicine visits?

Some insurances do not cover telemedicine visits and some insurances make exceptions for telemedicine visits. In light of COVID-19, a lot of insurance companies have adopted policies for coverage of telemedicine visits. We recommend calling your insurance company to verify your eligibility and benefits for these visits.

6. My insurance doesn't cover telemedicine... Is there a way for me to be seen still?

Yes! If you'd like to see one of our providers but your insurance doesn't cover telemedicine, we can offer you our self pay rate.

**If you'll be seeing one of our physicians or physician assistants, their fees will be dependent on the reason for the visit, how comprehensive the visit is (ie. if you have an elbow injury + a foot injury + a sinus infection). Please give us a call for more information on our self pay rates.*

**Our physical therapy self pay rates for telemedicine are:*

- *Physical Therapy Initial Evaluation: \$150*
 - *Physical Therapy Follow Up: \$75*
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Do you have a question that is not listed here? Please give our office a call at 408-293-7767 and we will happily answer any of your questions!