



Health Benefits Focus

CONTACTS

Anthem
1-800-552-2682
www.anthem.com/cova

Delta Dental
1-888-335-8296
www.deltadentalva.com

Medco
1-800-355-8279
www.medco.com

ValueOptions
1-866-725-0602
www.achievesolutions.net/covacare

Optima Health
1-866-846-2682
www.optimahealth.com/cova

Kaiser Permanente
1-800-777-7902
www.kp.org/mida/commonwealthofvirginia

Fringe Benefits Management Company (FBMC)
1-800-342-8017
www.myFBMC.com

DHRM Office of Health Benefits
1-888-642-4414
www.dhrm.virginia.gov

Questions?

Send an e-mail to ohb@dhrm.virginia.gov or contact your agency Benefits Administrator

Technology Now Brings You Telemedicine!

When you need medical care or advice, getting it quickly is important. Enter telemedicine! All Virginians have more expansive access than ever due to legislation approved last year and signed by the Governor that allows you to use telemedicine services for health care.

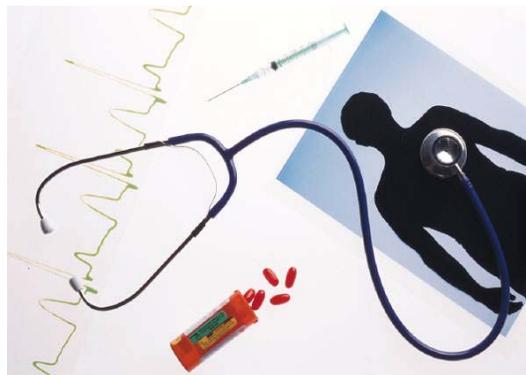
Your state health plan began to cover telemedicine services on Jan. 1, 2011. So what are telemedicine services? Telemedicine is the use of interactive audio, video, or other electronic media to provide diagnosis, consultation, or treatment.

While in the very early stages of development, telemedicine services offer:

- Increased access to doctors, especially in medically underserved/rural areas
- Improved quality and continuity of care
- Convenience, and
- Reduction of time lost from work or travel costs.

It's also important to understand what telemedicine is *not*. Telemedicine services do not include: audio-only phone calls, home video

conference sessions initiated through technology such as Skype, electronic mail messages (e-mail) or fax transmissions. These continue to be non-covered services.



diagnosis or treatment directly from the physician's office! That's possible thanks to interactive technology. In some cases, the telemedicine facility may be available at another location nearby, such as a hospital or outpatient facility.

Equipment used for telemedicine must have a high enough level of audio quality and visual clarity to replicate a patient's experience in a face-to-face office visit with a health care provider.

As a state health plan member, you will pay the same for these services as if you had seen the specialist in person. Your actual cost will be based on your specific plan's benefits. Before using telemedicine services, be sure that all providers participate with your plan.

Your doctor will determine when telemedicine services are appropriate for you, and will help you find a location where you may receive those services remotely.

Here's an example of how telemedicine would work if you live in a rural area where specialists may be far away:

John visits his physician for an illness or condition. The physician thinks he needs to be seen by a specialist.

Before, John would have to travel to see the specialist. Now, if his physician's office is outfitted for telemedicine, the doctor could make arrangements with the specialist for John to receive the

diagnosis or treatment directly from the physician's office! That's possible thanks to interactive technology. In some cases, the telemedicine facility may be available at another location nearby, such as a hospital or outpatient facility.

Your doctor will determine when telemedicine services are appropriate for you, and will help you find a location where you may receive those services remotely.