

# Prominence<sup>®</sup>

## Health Plan



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## **Effective Immediately:** **Telemedicine Care**

At Prominence Health Plan we support the evolving care needs of our members, and we are taking proactive measures to address this very important time in our public health environment.

**Please help us communicate this valuable and safe resource for receiving care by sharing this message with your employees.**

In an effort to increase safe access to care, qualified providers can now bill Prominence Health Plan for Telemedicine Services just as if it were a face-to-face encounter. The Telemedicine service can occur via telephone *or* video. **For additional detail, including those specialty providers who can offer telemedicine encounters, please refer to the FAQ provided below.**

### **Member Outreach**

Due to the COVID-19 outbreak, we are already instructing our Prominence membership to call provider offices *before* visiting in person.

Prominence members can also contact Teladoc from the comfort of their home at no cost. U.S. board certified doctors can evaluate health risk and recommend next steps when necessary. Members should first register for Teladoc online at [www.teladoc.com](http://www.teladoc.com) or through the free Teladoc app the in app store.

### **How to Access Care**

If someone has been exposed to, or is experiencing symptoms of the coronavirus, it is essential to know as soon as possible whether they have the virus to limit exposure to others and to obtain any needed medical attention or treatment.

**The current strategy is to keep patients with respiratory symptoms and fever out of offices, urgent care facilities and waiting areas.**

**If a health plan member has been exposed to COVID-19 and/or develops a fever and symptoms, such as cough or difficulty breathing, they should call their provider or the health department for medical advice.**

## **Telemedicine: Frequently Asked Questions**

### **Does the telemedicine encounter have to be telephone and video?**

*Prominence Health Plan allows either a telephone or video for established patients. Prominence recommends that New Patient Telemedicine encounters occur through telephone and video.*

### **When can provider offices start providing telemedicine encounters?**

*Effective immediately, Prominence Health Plan will begin to reimburse for telemedicine care. As soon as a provider office can begin providing telemedicine care and can accept patients via phone or video they can begin to service care to patients as appropriate and bill the health plan accordingly.*

### **Who can have a telemedicine visit?**

*Any Prominence Health Plan member can access telemedicine care.*

**Who is a qualified provider for telemedicine services?**

*Qualified providers are:*

- *Physicians*
- *Nurse Practitioners*
- *Physician Assistants*
- *Nurse mid-wives*
- *Clinical nurse specialists*
- *Certified registered nurse anesthetists*
- *Clinical psychologists*
- *Clinical social workers*
- *Registered dieticians*
- *Nutrition professionals*

**For general information about COVID-19 in Nevada, visit [here >](#)**

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