

MEDICARE TELEHEALTH COVERAGE

WHAT IS TELEHEALTH?

Telehealth includes certain services that you receive from a health care provider outside of an in-person office visit. A telehealth service is a full visit with a provider using telephone or video technology that allows for both audio and video communication.

Examples of Medicare-covered telehealth benefits include:

- Lab test or x-ray result consultations
- Post-surgical follow-up
- Prescription management
- Preventive health screenings
- Urgent care issues like colds, coughs, and stomach aches
- Mental health treatment, including online therapy and counseling
- Treatment of recurring conditions, like migraines or urinary tract infections
- Treatment of skin conditions



Ask your doctor about telehealth options and whether it is suitable for your health care needs.

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VIRTUAL CHECK-IN -VERSUS- TELEHEALTH VISIT

Virtual check-ins allow you to communicate with your doctor through audio and video communication technology or by sending photo or video images for remote assessment. Your doctor can respond by phone, secure text messaging, email, or use of a patient portal. **Unlike a telehealth visit, a virtual check-in is not a full appointment.**

Medicare covers both virtual check-ins and telehealth visits.

DID YOU GET BILLED BUT NEVER RECEIVED TELEHEALTH SERVICES?

WHO TO CONTACT FOR MORE INFORMATION:

- Speak with your doctor or other health care provider to learn about telehealth services and if they may be appropriate for your health care needs.
- Contact your Medicare Advantage plan if you have questions about coverage and costs related to telehealth services.
- Contact your local Senior Medicare Patrol if you think you experienced potential Medicare fraud, errors, or abuse related to Telehealth services billed on your Medicare Summary or Explanation of Benefits at **334-749-5264** or **334-528-9226**.

