

FAQ – TeleHealth Services

Our Chantilly and Herndon offices are **temporarily closed**. 15-minute TeleHealth appointments are currently available to ensure access to specialty gastroenterology and liver disease care.

Our Javier Road Endoscopy Center and Infusion Suite are open by appointment as determined by each physician. Please see our latest Coronavirus update for building entry information. Each physician will determine which patients can be seen in office for office visits, Urgent Endoscopy or Infusion Services.

Our Fair Oaks Office visits are determined by Physician or Advanced Practice Provider.

What are TeleHealth Services?

- To ensure access to GI care during the COVID-19 pandemic, TeleHealth allows 15-minute video conferencing appointments with your healthcare provider utilizing your home computer, Apple iPhone / Android or tablet.

Can I utilize TeleHealth as a New Patient?

- From (March 23 – April 3) we will be scheduling Established patients for TeleHealth services only. We plan to open our TeleHealth program to New Patients the second week of April.

Do I qualify for TeleHealth Services? To qualify for TeleHealth services patients must:

- Be signed up for Patient Portal at MyGANV.mygportal.com at LEAST 2 days PRIOR to visit.
- Patients must complete an intake questionnaire either online at MyGANV.com/TeleHealth or through a call center representative.
- Download Zoom I cloud meetings to a computer, smartphone, Apple iPhone, tablet or Android.
- Provide an email address AND the best phone number for the TeleHealth visit.
- Patients must sign on to the TeleHealth call within 5 minutes of the Zoom meeting start time or your TeleHealth appointment will be cancelled.

Who provides TeleHealth Services?

- All Physicians and APP's are available to see patients utilizing TeleHealth.
- We offer Board Certified Physicians and Certified Advanced Practice Providers

Will my Insurance Cover TeleHealth Services?

- During the COVID-19 pandemic, Medicare and commercial insurance companies have loosened restrictions related to TeleHealth care. We recommend contacting your insurance provider with any specific questions regarding your plan coverage. You can visit your insurance providers website to find updated information or call the number on the back of your insurance card.

Does Gastro Health collect a copayment for TeleHealth Services?

- For Medicare patients, copays and deductibles do apply to Telehealth Services; however most commercial payors are waiving these fees. We recommend contacting your insurance provider with specific questions regarding coverage under your insurance plan.

Are TeleHealth Services limited to patients with COVID-19?

- No, the statutory provision broadens TeleHealth without regard of the diagnosis of the patient.

Are Referrals or Prior Authorizations required for TeleHealth?

- No, Insurance companies are not requiring Prior Authorizations for TeleHealth currently.

Do we need a *written* consent from the patient?

- No, during your TeleHealth visit you will be asked to provide *verbal consent* prior to meeting with your care provider.

Could TeleHealth Services be rendered while a Physician or Advanced Practice Provider is at home?

- Yes, at this time, the originating site has been waived.

Could TeleHealth be scheduled be rendered via telephone ONLY?

- No, at this time, the law signed by President Trump specifically requires use of an audio and video telecommunication system.

Do patients have to initial the call /video for TeleHealth visits?

- Yes, all TeleHealth visits must be initiated by the patient.

Could FaceTime, Zoom, Skype etc. be used for Telehealth?

- Yes, at this time, the Offices of Civil Rights (OCR) is allowing the use of everyday communication technologies to be used during this emergency. Our Virginia offices are utilizing Zoom Cloud meetings.