



## YOUR QUICK REFERENCE TO TELEHEALTH VISITS AND VIRTUAL VISITS

At Quartz, we care about bringing you access to health care when and where you need it. More and more Quartz members are discovering the benefits of using technology to get medical care. Instead of an in-person appointment, you can use your smartphone, tablet, or computer to talk face-to-face with a provider.

Let's look at two convenient services — telehealth visits and virtual visits —so you understand your care options.



### Telehealth Visit



### Virtual Visit

#### Timely

**A scheduled appointment with your usual provider during clinic hours.** Most are a video chat, but sometimes a phone call is all you need.

**No appointment needed.** Connect when it's convenient **24/7 — any day, any time access.** The provider may give a diagnosis, suggest follow-up care, and prescribe medication.

#### Flexible

**Appropriate for a broad range of reasons,** including routine visits, surgery follow-ups, mental health services, screenings, and more.

**Appropriate for urgent, non-emergency symptoms** such as allergies, cough, diarrhea, headaches, nausea, rashes, sore throat, sprains, etc.

#### Easy

**Contact your provider's office** to see if a telehealth visit is right for you. If so, they'll schedule a time and give you details on how and when to connect with the provider.

**Set up your account ahead of time** so you're prepared if you become sick or injured. Once you log in, choose from the available providers, and answer a few questions about your symptoms.

#### Affordable

**The cost is the same as an in-person visit,** billed to Quartz and covered at the same level. You pay your usual out-of-pocket costs.

Compared to a telehealth or office visit, you may have **reduced cost-share** based on your benefit plan.

**Note: HMO Plan - Telehealth and Virtual Visit benefits included at \$0 as Virtual First enhancement  
POS Plan - Telehealth applies as Office Visit benefit. Virtual Visit applies with \$20 Copay. (2022)**

With both telehealth visits and virtual visits, you'll be referred to in-person care if your condition requires it.

Contact your provider's office about telehealth services, or visit [QuartzBenefits.com/digitaltools](https://QuartzBenefits.com/digitaltools) to learn more about virtual visits and how to set up your account ahead of time.

**Questions?** Call Customer Service at **(800) 362-3310** — we're here to help.