

let's connect

communicate with your patients online

Through a partnership with [RelayHealth](#), Fallon Community Health Plan is offering secure, reimbursable online communication services for non-urgent health matters. And, because we're so confident that our primary care physicians will find this service greatly enhances care delivery, **we will sponsor the subscription fee for the first three months of service.**

FCHP is excited to be one of the few health plans in Massachusetts to reimburse primary care physicians for qualified, online, patient consultations (webVisits®). RelayHealth collects copayments for you. Patients pay their applicable office visit copayment online through the RelayHealth service as part of the webVisit interaction, and then RelayHealth sends payment to the provider.

it's easy to configure to practice workflows

In addition to webVisits, RelayHealth streamlines common patient communications like appointment requests, prescription refills, referral requests, lab results and appointment reminders. You can set routing rules so that RelayHealth automatically forwards requests to the right member of your office staff. Clinical care tools for online consultations and preventive care are also integral parts of the service. RelayHealth gives staff greater control of their time—it reduces interrupting phone calls, eases workflow and produces automatic documentation.

it's easy to learn and use

Primary care physicians can register with RelayHealth to begin using the service. Once registered, providers and staff can start a training session to practice before starting online communications with patients. Going forward, primary care physicians can simply sign on to the RelayHealth site to use the service.

it pays to use relayhealth

RelayHealth enables your practice to earn revenue for non-urgent care delivered to established patients via the webVisit. The majority of doctors surveyed preferred webVisits to office visits for patients with non-urgent needs.

frequently asked questions about relayhealth

Q. How do webVisits work?

A. Patients can use the RelayHealth service to seek non-urgent care from their own doctor using a webVisit®. The webVisit features interactive online interviews that help patients report what their doctor needs to know. The doctor's response will be returned online to the patient's personal RelayHealth home page to complete the webVisit.

Q. How do I become a RelayHealth contracted provider?

A. Visit RelayHealth at www.relayhealth.com for information, online tours and registration. Fallon Community Health Plan will sponsor the subscription fee for the first three months of service for new accounts.

Q. What code do I use to submit a claim?

A. Upon completion of a webVisit by the provider, RelayHealth will submit a claim to FCHP on behalf of the provider, using CPT code 0074T. The provider will not need to submit claims directly to FCHP.

Q. How is the provider reimbursed?

A. If the provider completes the webVisit, FCHP will pay the provider for certain non-urgent services after the member pays the usual office visit copayment online. If for any reason the provider does not complete the webVisit, the patient copayment and the FCHP provider reimbursement will not be processed.

Q. What can the provider do if he/she feels a webVisit is not medically in the patient's best interest?

A. The doctor may cancel the webVisit and contact the patient directly to arrange other care options.

Q. Are online visits private and secure?

A. RelayHealth webVisits offer both convenience and privacy. RelayHealth offers a secure site that is fully compliant with HIPAA privacy regulations.

More questions? Connect to www.relayhealth.com for more information or call us at 866-ASK-FCHP.