

Electronic Consultation Insurance Information - For PCP Offices

E-consults, also known as electronic consultations (or inter-professional consults) are an asynchronous electronic exchange initiated by a primary care provider (PCP) and submitted to specialist colleagues. You will also have an option for a real time discussion with final recommendations.

Patient Selection

E-consults are for patients that you would like guidance and recommendations on but are suited for continued management in primary care.

PCP/Submitting Provider Information

- Verbal consent must be obtained and noted in the encounter for each e-consult submitted.
- Patients may receive a co-pay, co-insurance, and/or deductible for a completed e-consult. The patient needs to be educated about this possibility when obtaining consent.
- The PCP must complete the e-consult clinical questionnaire template to ensure the specialist has the information they need to complete the e-consult.
- The specialist will respond to the e-consult within two-weeks.

Patient Coverage for E-Consults

- For the patient, coverage is determined by the benefits offered under the patient's individual plan. If the patient has coverage, then the patient may not be charged a co-pay, co-insurance, and/or deductible. Almost all payers are covering e-consults. The patient will not receive a bill if the specialist declines or believes the patient is best served by an actual visit.
- Patients who do not have coverage are eligible for patient pay discount, and will pay a flat rate of \$75 for e-consults. Patients can call **231-935-6080** or **888-243-9640** once they receive a bill.
- Insurance plans that generally **do** cover e-Consults: Priority Health, HAP, United Healthcare, Blue Cross Blue Shield of Michigan, Traditional Medicare & Medicaid, Blue Care Network, Aetna, and Cigna.