

GHC-SCW Video Visit Appointment FAQ



How is a GHC Video Visit Appointment different from a GHC CareOnDemand visit?

GHC Video Visit Appointments are scheduled in advance with your GHC-SCW healthcare provider for routine visits and select specialty visits (PT/OT, Dermatology and Behavioral Health). GHC CareOnDemand visits are for when you or your family need urgent care. This is available 24/7/365 and gives you quick access to trusted healthcare providers and therapists.

How do I schedule a GHC Video Visit Appointment?

Video appointments can be scheduled over the phone by calling your clinic # listed below. You can also schedule a video appointment via MyChart. (Note: Members may be required to upload an image on MyChart for scheduling a video visit relating to certain rashes or breakouts)

Capitol Clinic: **608-257-9700**

Capitol Regent Mental Health Clinic: **608-441-3290**

DeForest Clinic: **608-846-4787**

East Clinic: **608-222-9777**

Hatchery Hill Clinic: **608-661-7200**

Madison College Community Clinic: **608-441-3220**

PT/OT (any clinic): **608-662-5060**

Sauk Trails Clinic: **608-831-1766**

Will I receive information on how to access my Video Visit Appointment?

Prior to your scheduled appointment, you will receive an email confirmation with instructions. Please complete the setup instructions prior to your appointment so you are ready and can troubleshoot in advance if needed. If you have any questions or concerns regarding your scheduled appointment, please call the clinic where it is scheduled.

Do I still have the option for an in-person visit at my Provider's clinic?

Currently, we are encouraging video visits instead of in-person office visits for the safety of our patients and providers. However, our providers will work individually with each patient to ensure their specific care needs are met. Call your GHC Care Team to learn more.

What types of conditions are appropriate for a video appointment?

Here are some of the common types of appointments that members can schedule a video visit for:

- Preventive Health Exams
- Routine office visits for sudden, minor health conditions
- Follow up visits
- Health screenings
- Consultations with specialists
- Dermatology visits
- Behavioral Health visits
- PT/OT visits
- Health Education visits

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What types of conditions are NOT appropriate for a video appointment?

The following types of visits should not be scheduled as a video visit and should instead be scheduled in person:

- Medicare – Preventive Health Exams
- Moderate to severe symptoms related to Covid-19
- Well-Child Exams (age 2 and under) where immunizations are needed
- Any visit where lab work is needed the same day
- Specialty Care visits (with the exception of some Dermatology, PT/OT and Behavioral Health Visits)

What if I am unsure if a video visit is appropriate for my type of appointment?

Video appointments are a convenient and effective option to diagnose and treat a variety of health conditions. If you are unsure, contact your GHC Care Team to discuss whether a video appointment is appropriate.

Does a video appointment cost the same as an in-person visit?

For visits with GHC providers, a video appointment is charged in the same ways as an in-person visit, and the appointment claim is processed in the same way as an in-person visit. This means that patients will owe the same out of pocket cost (co-pay, deductible, co-insurance) as they would for an office visit. If during the video visit, your provider decides you need to be physically seen, you will not pay a second copay for your office visit.

What if I do not have internet connection?

If you do not have the ability to connect to the internet during your visit, your provider may be able to complete the visit over the telephone. Please call your GHC Care Team and they will determine if your appointment is appropriate to have over the phone or if an in-person visit is necessary.

What technology do I need for my video visit?

Once you schedule your Video appointment, you will receive a detailed e-mail with all the technical requirements for completing your video visit. You will need an internet connection and we suggest using a mobile device such as a smart phone or tablet for your video visit.

What if I am having technical difficulties during the video visit?

Please call (608) 828-4853 or (800) 605-4327 and select option 2 to reach GHC's MyChart Support Team with any questions or help troubleshooting.

Why should I choose a GHC Video Visit Appointment?

Video Visit Appointments offer members an easy, simple option to see a healthcare provider, while still getting the exceptional care you expect from GHC.

Can I still request a Video Appointment if I am located outside of Wisconsin during the visit?

No, Providers can only provide billable care to patients who are currently, physically in the State of Wisconsin where they are licensed to practice. If you are not physically in Wisconsin during the time of your visit, please call your clinic or use MyChart to reschedule.

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 **Group Health
Cooperative**

of South Central Wisconsin