



GBMC eVisit Billing FAQ

1. What is an eVisit?

An eVisit is a patient-initiated message between patient and provider through GBMC's MyChart Patient Portal. It is different from a Video Visit, during which a patient and provider have an appointment by video.

2. What is changing?

The culture of medical care is changing as the number of patient-initiated messages increases. Some patients are now comfortable with their provider addressing their care and treatment over electronic messaging, instead of coming into the office for care. Insurance companies are acknowledging this change in culture and are classifying in-depth messages as "eVisits." eVisits are billable medical encounters because of the medical decision making that takes place and the amount of time the physician spends messaging with the patient. Like many other organizations, GBMC will be implementing a new eVisit messaging workflow in MyChart.

3. Are all messages I send billed?

No, in fact most message exchanges are NOT eVisits. eVisits require medical decision making and at least 5 minutes of the provider's time to be billable. Quick/simple message exchanges do not apply, such as:

- Messages about non-medical questions (Billing Questions, Scheduling Questions, Chart Corrections, etc.) are not considered eVisits and will not be billed.
- Questions that are resolved by a support staff member (Medical Assistant, Nurse, Care Coordinator, Care Manager) without provider input are not considered eVisits and will not be billed.
- Messages that are purely related to a Medication Refill are not billed.
- Messages that are purely related to scheduling and/or cancelling an appointment are not billed.
- Messages that require less than 5 minutes of the provider's time will not be billed.
- Patient Forms are not billed as eVisits but may have a separate cost set by your provider's office.
- eVisits will not be billed for any issue or labs related to a visit that has occurred within the last 7 days.

4. What changes will I see?

Patients will see a new disclaimer that automatically displays when they initiate a Non-Urgent Medical Question:

Medical Advice Disclaimer

This non-urgent message exchange with your health care team may be billed to your insurance if the response requires medical expertise and at least 5-10 minutes of a provider's time. Copays and deductibles may apply.

Any associated cost not covered by insurance may result in a patient bill.

To accept and send the message, click [Next](#) below

Messages are received/reviewed by medical provider support teams.

New clinical concerns or complex issues may require an in-person or video visit.

[Schedule an in-person or video visit.](#)

[Decline](#)

MyChart Messaging should not be used for time-sensitive issues.

Due to state laws, GBMC can only provide care to patients physically located in the State of MD.

By continuing, you are agreeing to these terms, in cases where messaging may become an eVisit.

Patients will complete an additional step to accept the disclaimer and continue to the Messaging home screen. They will also have options to “**Schedule an in-person or video visit**” or “**Decline**” the messaging workflow.

Once the eVisit message encounter is complete, a full note of the visit summary will be available in the “Visits” section of MyChart, just like it would be for a video or in-person visit.

5. What if I choose to *Decline* the Medical Advice Disclaimer?

Those who “**Decline**” the messaging disclaimer will be exited from the message-writing activity and returned to the Messaging home screen.

6. From the Medical Advice Disclaimer, I chose “*Schedule an in-person or video visit,*” but there were no openings available. What should I do?

The MyChart Schedule for your provider is typically a mirrored version of what the schedule looks like in their office, but there are some limitations. If you need to be seen via video visit or in person and cannot find an appointment in MyChart, call your provider’s office.

7. The disclaimer in MyChart Messaging mentions my message being handled by the “*medical provider support teams,*” what does this mean?

At GBMC, we are lucky to have many skilled clinicians who work with our doctors and nurse practitioners to help provide comprehensive care to our patients. For this reason, we want to remind patients the MyChart Messaging is not always direct messaging with the provider, but may occur with their skilled support staff, including, but not limited to:

- Medical Assistants
- Registered Nurses
- Care Coordinators
- Care Managers

8. When is this change going into effect?

GBMC will implement this change beginning on February 15, 2023.

9. Is there a copay for eVisits?

Possibly. eVisit messages are subject to the copays and deductibles set by your insurance carrier, similar to in-person and video visits.

10. What if my eVisit messaging requires an in-person or video visit?

If eVisits result in an in-person or video visit, no charge will be issued for the eVisit. The in-person or video visit will be subject to billing.

11. Does Medicare cover eVisits?

Yes, Medicare will cover 80% with a 20% co insurance like any other office visit.

12. Does my non-Medicare insurance cover eVisits?

Every insurance company and insurance plan is different. If you are wondering if your insurance covers eVisit charges, you can call your insurance and reference codes 99421, 99422, and 99423.

13. What if my insurance does not cover my eVisit?

eVisits not covered by insurance will be billed directly to the patient (not exceeding \$54.57).

14. Are there specific times when I should not use eVisit messaging?

- Please do not use MyChart eVisit messages for urgent concerns or emergencies. It may take up to three business days for a member of the care team to respond to an eVisit message.
- Patients who are experiencing a new medical problem are encouraged to schedule an in-person or video visit instead of sending an eVisit message.