

ASO Client (Self-Funded Employer) Telemedicine Benefit Verifications payor online portals (Real Time Eligibility TBD). Not all ASOs offer the telemedicine benefit therefore benefit verifications are vital. SWHR is trying to obtain an example of an ASO without the Virtual Visit Benefit to compare. **Note:** During non COVID-19 time periods some telemedicine benefits are exclusive to Telemedicine Vendors (e.g. Teledoc, WellMD, MDLive). SWHR is asking how to see the if an ASO has an exclusive vendor for future telemedicine opportunities.

### UnitedHealthCare using UHC Link

To view if a patient is ASO (Self Funded)

If your practice is not using [UnitedHealthCare LINK](#) for Eligibility, Benefits, Authorizations and Claims Status we suggest you register all your office staff.

Navigate to the eligibilityLink APP -> Click More Options if you would like to search with other demographic combinations.

eligibilityLink

\*Required

\*Confirm Payer Name (Insurance Company)/Payer ID ℹ

UnitedHealthcare - 87726 ×

\*Member ID

\*Date of Birth  📅

First Date of Service  📅

Last Date of Service  📅

Leaving the date blank defaults to today's date & returns current, past or future policies; or enter date range up to 6 years in the past or 12 months in the future.

[More Search Options](#)

- Member ID, Last Name & Date of Birth
- Member ID, First Name & Date of Birth
- Member ID & Name
- Member ID, Name & Date of Birth
- Member ID, Name, Date of Birth & Group Number
- Name & Date of Birth

You will see under Insurance Information / Funding Type if the policy is Self-Funded

INSURANCE INFORMATION

POLICY STATUS ACTIVE POLICY

EFFECTIVE - TERM DATES ℹ

02/01/2020 - 12/31/2020

SELECTED INSURANCE DETAILS		PAYER	PAYER ID
MEMBER ID	GROUP NUMBER	UNITEDHEALTHCARE	87726
PLAN DESCRIPTION	PAYER STATUS	INSURANCE TYPE	FUNDING TYPE
UNITEDHEALTHCARE CHOICE PLUS	Primary	Commercial	Self-Funded

Under COPAY/Therapy Coverage/Vendor Coverage you will see far right Virtual Visits if a benefit exists or not.

COPAY / THERAPY COVERAGE / VENDOR COVERAGE

COPAY / COINSURANCE	THERAPY COVERAGE	VENDOR COVERAGE
<p>NETWORK STATUS</p> <p><small>Based on your <a href="#">provider selection</a>, your network status for this member is In-Network - Tier 1.</small></p> <p>In-Network - Tier 1 <span>▼</span></p>	<p>TIERED STATUS</p> <p><a href="#">View provider network and tier status.</a></p> <p>VIEW BENEFIT INFO FOR:</p> <p><input checked="" type="radio"/> Individual <input type="radio"/> Family</p>	<p>VIRTUAL VISITS <span>ℹ</span></p> <p>Virtual Visit benefits exist for this plan</p>

## **BCBSTX using Availity**

To view if a patient is ASO has the Telemedicine Benefit

If your practice is not using [Aviality](#) for Eligibility, Benefits, Authorizations and Claims Status we suggest you register all your office staff.

On the Availity Home Page click on the



APP

Under Payor for BCBSTX please use their exclusive Payor in drop down. Note: for Blue Card Members use the “Other Blue Plans-BCBSTX”

\* Payor ⓘ  
BCBSTX

Please ensure you select Place of Service “Other Place of Service” and Benefit/Service Type “Professional (Physician) Visit – Home”

\* Place of Service  
Other Place of Service

Benefit / Service Type ⓘ  
Professional (Physician) Visit - Home

Availity under BCBSTX allows for verifications under many demographic combinations.

**Patient Information**

Patient Search Option ⓘ  Add Multiple Patients

Patient ID, Date of Birth

Search: [ ]

- Patient ID, Date of Birth
- Patient ID, Patient Last Name, Patient First Name, Date of Birth
- Patient ID, Patient Last Name, Patient First Name
- Patient ID, Patient Last Name, Date of Birth
- Patient ID, Patient First Name, Date of Birth
- Patient ID, Patient Last Name, Patient First Name, Date of Birth, Group Number
- Patient ID, Date of Birth, Group Number

Under “Coverage and Benefits” Tab and view the “Physician Visit – Office: Sick” to see if there is a Telemedicine Benefit.

Patient Information | **Coverage and Benefits** | Pre-Authorization Info

**Physician Visit - Office: Sick** - BY Feedback

**Co-Payment** - Physician Visit - Office: Sick

**In Network** **Individual** \$30.00 Visit

Plan / Product PPO Collect Payment

Place of Service Office

- OFFICE VISIT/CLINIC/HOME VISIT (470)
- TELEMEDICINE BENEFIT
- DEDUCTIBLE APPLIES
- PHYSICIAN BENEFIT

**Co-Insurance** - Physician Visit - Office: Sick

**In Network** **Individual** 0 %

Plan / Product PPO

Place of Service Office

- TELEMEDICINE BENEFIT
- DEDUCTIBLE APPLIES
- PHYSICIAN BENEFIT

## Humana using Availity

To view if a patient is ASO includes the Telemedicine Benefit

If your practice is not using [Availity](#) for Eligibility, Benefits, Authorizations and Claims Status we suggest you register all your office staff.

On the Availity Home Page click on the



APP

Under Payor for Humana please use their exclusive Payor in drop down.

\* Payor ⓘ  
HUMANA

You may leave the default as “Health Benefit Plan Coverage”

\* Benefit / Service Type ⓘ  
Health Benefit Plan Coverage

Availity under Humana allows for verifications under many demographic combinations.

### Patient Search Option ⓘ

Patient ID, Date of Birth  
Patient ID, Date of Birth  
Patient ID, Patient Last Name, Patient First Name, Date of Birth  
Medicaid ID, Date of Birth, Patient State of Residence

Under “Coverage and Benefits” Tab and view the “Professional (Physician)– Office” to see if there is a Telemedicine Benefit.

Patient Information **Coverage and Benefits** Care Reminders 1

FILTER BY NETWORK All Networks **In Network** Out Of Network

**Professional (Physician) Visit - Office** - 98 Feedback

**Active Coverage**

**Co-Payment** - Professional (Physician) Visit - Office

<b>In Network</b>	\$40.00
◦ LEVEL 1	<a href="#">Collect Payment</a>
<b>In Network</b>	\$70.00
◦ LEVEL 2	<a href="#">Collect Payment</a>
<b>In Network</b>	\$0.00
◦ TELEMEDICINE	