

KCA NEUROLOGY

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eVisits - Patient Portal Messages

KCA Neurology has begun charging patients for some eVisits. An eVisit is an asynchronous, patient-initiated, secure conversation with a healthcare provider through an online portal. Specifically, patients use the Message feature on healow, the KCA Neurology portal, to request expert medical care, requiring more than five minutes of a provider's time to respond.

Since the COVID-19 pandemic, the number of patient advice messages handled by KCA Neurology providers has more than doubled. To maintain the quality of this service, KCA Neurology, like other medical providers managing complex health issues, has implemented charges for eVisits.

Most messages you send are free. These may include:

- asking for a refill on your medicine
- asking to set up an appointment
- your provider requesting you make an appointment
- an update for your provider that they don't need to answer
- a message that takes only a few minutes to answer

If we need to answer your message with expert medical advice and care that will take more than five minutes of your provider's time, it may become an eVisit and we may bill your insurance. These types of messages may include:

- a new medical problem or symptom
- changes to your medicines
- a check-in for a long-term disease
- a flare-up or change in your medical condition
- asking us to fill out a form

Your provider will decide if a message should be billed to your insurance. If so, we'll handle it for you. Most insurances cover these visits.

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You may have a coinsurance or copay cost that's the same as when you see your provider in person or on a telehealth visit. If you have a deductible, the total amount may be applied.

It's important to note that eVisits differ from telehealth. While both offer convenient care options, telehealth involves a scheduled video appointment where the patient and clinician interact in real-time. In contrast, eVisits are message-based, with the patient and clinician exchanging information through the healow messaging platform.