



# Video Visits

Care options with more convenience than ever before

**Ask your provider if a video visit is an option for you!**

Kaiser Permanente Colorado is proud to bring you another convenient option to get care—Video Visits Site to Anywhere. It's a new way to get care that's secure, convenient, and personalized.

#### **What is a Video Visit Site to Anywhere (video visits)?**

A Video Visit Site to Anywhere is an alternative to receiving an in-person visit at a Kaiser Permanente medical office with a Kaiser Permanente provider. You may be anywhere so long as you have the proper technology and are registered on kp.org. The Kaiser Permanente provider is in their office.

Video visits require you to have good internet connection and a computer, smart phone, or tablet with a camera, microphone and speakers. Security is provided by Kaiser Permanente Colorado via the way you log into the video visit on kp.org. Video visits are not available to Medicaid members or members who see network providers\*.

#### **How do I know if I can make a video visit with my provider?**

Your provider will work with you to determine if the care you need can be met in a video visit. Care by video is an option that we are excited to make available for you. But please know that if you prefer to be seen in person you have that option.

#### **How do I schedule a video visit with my provider?**

Your provider's staff will schedule a video visit appointment with you after you and your provider agree that a video visit is right for you. You will receive a reminder of your visit via kp.org.

#### **Are video visits for specialty care or just for primary care?**

Kaiser Permanente physicians, advanced practice nurses and physician assistants who provide scheduled outpatient care, in all specialties, adult and pediatric primary care can offer care by video. Whether or not your care can be provided via a Video Visit Site to Anywhere is determined by your provider.

#### **Is VVSA the only type of video visit offered?**

Kaiser Permanente Colorado is proud to offer two types of video visits: The VVSA as described above and VVSS, Video Visit Site to Site, where members come to a medical office and have a video visit with a provider in another location.

#### **How much does a video visit cost?**

In 2016, you will not be charged a cost share for either type of video visit as we want to give our members an opportunity to experience these types of visits. In 2017, you will be charged the applicable cost share according to your plan.

#### **What if I am running late to my video visit with my provider?**

If you are booked for a 20-minute video visit with your provider and are running 10 or more minutes late, you will need to reschedule your appointment.

*\*A network provider is a non-Kaiser Permanente Colorado Permanente Medical Group (CPMG) provider we contract with to provide services to members.*