

## Telehealth/Telemedicine Vendor Options Guide

The following guide offers the key functionality of the various telemedicine products as reported by the vendors on their own websites, as well as considerations in choosing a telemedicine vendor for your practice (on page 10). Please note that the Medical Society has not fully vetted these companies but wanted to provide information for physicians seeking to implement telemedicine into their practice.

This list is not exhaustive and is separated by insurance carrier platforms, as well as companies offering stand-alone products, those that have electronic health record (EHR) integrations, and video conferencing options. Be sure to execute a [business associate agreement](#) with the telemedicine vendor.

For more information, contact Michael Padmore at [michael.padmore@nhms.org](mailto:michael.padmore@nhms.org) or 603-858-4744.

This information is intended to serve as a general resource. No recommendation or endorsement by the NHMS for the individual(s) or service(s) listed is expressed or implied. This information does not constitute legal advice. The NHMS is not responsible for the recommendations of or the quality of the work provided by any of the parties listed.

Please also see the NHMS Telehealth/Telemedicine Reimbursement Guide.

### **INSURANCE CARRIER TELEMEDICINE PLATFORMS**

#### **Harvard Pilgrim – Doctor On Demand** | <https://www.doctorondemand.com/>

- Functionality/Options:
  - In partnership with Harvard Pilgrim Health Care
  - Telemedicine visits by video and phone
  - On-demand or scheduled clinical services
  - Web and mobile apps
  - Offers full library of CPT codes and billable ICD-10 codes
  - [Harvard Pilgrim Telemedicine/Telehealth Payment Policies \(COVID-19\)](#)

#### **Anthem BC/BS – LiveHealth Online** | <https://livehealthonline.com/>

- Functionality/Options:
  - Telemedicine visits by video and phone
  - On-demand or scheduled clinical services
  - Can document notes
  - Allows you to provide your patients with virtual consultations
  - Simple web and mobile apps
  - Clinical data can be shared between patients, physicians, and specialists.
  - Customized platform
  - HIPAA-compliant
  - Patient portal

**EHR VENDOR TELEMEDICINE OPTIONS****Allscripts** | [www.allscripts.com](http://www.allscripts.com)

- Functionality/Options:
- Video telemedicine functionality embedded into Follow My Health patient portal
- Connect via a mobile app or the web
- Email visits; scheduled video visits; on-demand video visits
- Pricing: \$89/physician/month with a \$3,000 one-time implementation fee

**athenahealth** | <https://marketplace.athenahealth.com/> (search apps for telehealth)

- Functionality/Options:
- Currently no integrated telemedicine, but several vendors integrate directly to athenahealth API and offer interfaces for free; see athenahealth marketplace for options
- Pricing: Discuss/negotiate directly with chosen vendor

**eClinicalWorks** | [www.eclinicalworks.com/products-services/patient-engagement/televisits/](http://www.eclinicalworks.com/products-services/patient-engagement/televisits/)

- Functionality/Options:
- Patients' clinical data fully integrated with Healow TeleVisits app
- Access to all tools, like lab interfacing and e-prescribing
- Intelligent bandwidth management provides stable and secure connection, optimized to prevent skip, lag, or loss of audio quality
- Uses existing computers, networks and, webcams (no need for plug-ins)
- Works with every browser
- Can be accessed from patient device, through patient portal, or Healow app
- Other Notes: Healow TeleVisits reimbursable under many public and private payer plans
- Pricing: \$2/visit for the physician

**eMDs** | [www.e-mds.com/](http://www.e-mds.com/)

- Aprima EHR
  - Plan to roll out telemedicine options later this year
  - Functionality/Options:
    - Integrated video system from within EHR
    - Will allow clinicians to document in real-time in main chart and avoid duplication, mixes of PDFs that aren't structured, and the like
  - Pricing: TBD
- Solution Series EHR & Practice Partner EHR
  - Functionality/Options:
    - Telehealth part of complete patient communications suite that includes reminders, secure text, blast notifications, online scheduling, and more
    - Clinicians can invite patients to video chat and have open while documenting directly into chart
  - Pricing: \$195/physician/month

**Greenway** | [www.greenwayhealth.com/marketplace/chiron-health-telemedicine-video-visits](http://www.greenwayhealth.com/marketplace/chiron-health-telemedicine-video-visits)

- Chiron Health Telemedicine Video Visits
  - Functionality/Options:
    - Integrates with Intergy and Prime Suite
    - Appointments scheduled using Greenway's medical scheduling software (like in-office visits) sync automatically with Chiron Health
    - Patient insurance information auto-synced
    - Telemedicine eligibility verification
    - Full tech support for patients and physicians
  - Other Notes: Chiron Reimbursement Guarantee®: Chiron guarantees full reimbursement from private payers for video visits (usually at the 99213-99214 level), or it will reimburse the claim
  - Pricing: Contact Greenway for telemedicine pricing via Chiron Health
  
- OTTO Telehealth
  - Functionality/Options:
    - Two-way secure HD video
    - Seamless EHR integration with Intergy and Prime Suite
    - Integration with Greenway Patient Portal & Appointment Reminder system (no double documentation)
    - Bilingual – connect with patients in English and Spanish
  - Pricing: Contact Greenway for telemedicine pricing via OTTO Telehealth
  
- IM Your Doc
  - Functionality/Options:
    - HIPAA-compliant, real-time messaging on mobile devices and computer browser
    - Share images and documents in real time
    - View on mobile device while staying compliant
    - Video calling enabling physicians to initiate telemedicine encounters
    - Group messaging
  - Pricing: Contact Greenway for telemedicine pricing via IM Your Doc

**NextGen** | [www.nextgen.com/how-we-help/-/media/Files/how-we-help/patient-engagement/SS45\\_PE-0918\\_Virtual\\_Visits\\_R3.pdf](http://www.nextgen.com/how-we-help/-/media/Files/how-we-help/patient-engagement/SS45_PE-0918_Virtual_Visits_R3.pdf)

- Functionality/Options:
  - OTTO Health telemedicine application integrates with NextGen
  - Physicians can use a different telemedicine provider, and they can integrate, but OTTO is the solution NextGen sells
  - Physicians can schedule and launch a visit from NextGen workspace
  - Patients can access the platform through streamlined application – available on the web or any iOS or Android device
- Pricing:
  - Set-up fee: \$400-\$500/physician
  - Tiered pricing: Starts at \$75/month/physician and pricing goes down when certain tiers are reached (based on number of physicians)

**STANDALONE TELEMEDICINE VENDOR OPTIONS****Amwell** | <https://business.amwell.com/>

- **Functionality/Options:**
  - Patient-to-physician, physician-to-physician, and multiparty video visits
  - Telemedicine visits by video and phone
  - On-demand or scheduled clinical services
  - Web and mobile apps
  - Can integrate with major EHRs – scheduling integration and inbound/outbound clinical integration option
  - Can pull from EHR and pharmacy
  - Can document notes
  - Offers full library of CPT codes and billable ICD-10 codes
- **Other Notes:**
  - Supports secure messaging, patient education materials, e-prescribing, and sick slips
  - Set own schedule or log on for on-demand visits
  - Apple Health integration so patients can use devices in home
  - Can white-label: Brand a service, a specialty, or a facility
  - Put doctors on your service, or get wraparound support for after-hours as needed through the [Online Care Group](#)
  - Option to create a free private practice on Amwell's health care marketplace
- Patients come in through the Amwell patient platform seeking care
- Practice under your own brand
- Set your own visit price and schedule
- Minimum of two appointment postings/week
- Cash-pay visits only
- You provide medical liability insurance
- 24-hour support
- Amwell deducts a small credit card transaction fee/visit
- Pricing: Check with Amwell for pricing option

**CareClix** | [www.careclix.com/](http://www.careclix.com/)

- **Functionality/Options for Online Medical Suite:**
  - Allows you to provide your patients with seamless virtual consultations (any device and location)
  - Simple mobile apps
  - No-browser plug-ins to configure
  - Cloud-based
  - Clinical data can be shared between patients, physicians, and specialists.
  - Customized platform
  - HIPAA-compliant
  - Patient portal
  - Group consultations
  - Support for remote patient monitoring (RPM) devices
  - EHR integration and claims tracking
  - E-prescribing

- Platform supports scheduled, recurring visits to complement your existing practice, or on- demand consultations for more urgent medical matters.
- Other Notes:
  - Insurance eligibility verification
  - Integrated CareClix billing so physicians are paid promptly for services rendered
  - Telemedicine medical liability insurance coverage for encounters
- Pricing: Contact CareClix for pricing options

#### doxy.me | <https://doxy.me/>

- **Has free options**
- **Functionality/Options:**
  - No download required – works in most popular browsers
  - Live chat
  - HD audio visit
  - HD video visit
  - Virtual waiting room
  - Meeting history
- **Other Notes:**
  - HIPAA-compliant
  - Business associate agreement included
- **Pricing:** [View differences in pricing options](#)
  - Professional: \$35/month
  - Clinic: \$50/month/physician

#### DrFirst | <https://drfirst.com/>

- **Functionality/Options:**
  - Backline (telehealth platform) is HIPAA-compliant.
  - Content cloud-based o Compatible for desktop, tablet and smart phones (including iOS and Android)
  - No special equipment purchases required
  - Content completely customizable o Communicate via secure text messaging in one-to-one session with patient, family member, or colleague; secure communications with clinicians and colleagues in other organizations; Users can share variety of content (documents, forms, images, audio recordings, video files).
  - Backline can automatically create a patient profile and assign relevant members of the care team based on information available in clinical systems. Unique feature: “Patient-Centered Chat” groups
  - Virtual visits can be scheduled in advanced (with automated text reminders sent to patients) or started by the clinician on-demand.
  - Allows for complete customization of the communication surrounding the virtual visit
    - Clinician can send pre-visit questions (applicable to the patient) in advanced via text message or through an electronic form.
  - Communications can be archived in EHR
  - Can be paired with DrFirst e-prescribing
  - DrFirst Support available 24x7
- **Other Notes:** Approximately 10,000 healthcare professionals nationwide currently use Backline.
- **Pricing:**
  - Backline care collaboration platform: \$60/user/year (provides secure text messaging, file sharing, care coordination features, etc.)
  - Backline telehealth module: \$300/user/year (Backline care collaboration platform + virtual visits – covers unlimited usage.)

**Medici** | <https://medici.md/>

- Functionality/Options:
  - HIPAA-compliant mobile app
  - Secure text, voice, and video visits
  - Allows doctors to provide virtual health care to their patients
    - You determine which patients you see, your availability, consult rates, and response times
    - Doctors do not have to see patients outside of their current panel
  - Keeps history of messages
  - In-app billing, but not required to bill through Medici (physicians can bill as they currently do in their practice)
  - E-prescribing
  - E-referrals
  - Connect with colleagues using Colleague Chat or Group Chat features
  - Review or export consults
- Other Notes: Some payers have been willing to cover cost of the patient visit, but it is up to the patient to get reimbursement
- Pricing: \$150/month

**MegaMeeting Telemedicine** | <https://www.megameeting.com/telemedicine-telehealth-software-solution>

- Functionality/Options:
  - Allows for screensharing
  - Offer webinars or video conferencing
  - 24/7 technical support
  - Possible API integration
  - Downloadable MP4 files of your meetings
- Pricing: Plans start at \$19/month, up to \$79/month

**Remedy** | <https://myremedy.com/>

- Functionality/Options:
  - Telemedicine platform that combines traditional and virtual care options
  - On-demand video visits 24/7/365
  - Flexible schedule – Remedy employs both shift-scheduled physicians and associate physicians who choose their hours and service area
  - Patients can connect with a doctor in less than 15 minutes via video chat
  - If necessary, patients also can schedule a same-day at-home visit or set an appointment at Remedy’s walk-in clinic
- Other Notes: Austin-based company
- Pricing:
  - All medical service charges billed to insurer. Normal plan limits/deductible/coinsurance apply
  - With insurance, video chat on Remedy is free and home visit costs \$49

**SnapMD** | <https://snap.md/technology/>

- **Functionality/Options:**
  - HD video
  - Platform access from a PC, Mac, or mobile device (iOs/Android platform)
  - Secure file sharing across the platform
  - Screen share medical images with patients
  - Cloud-based
  - Single sign-on access
  - Branded to physician's practice (like a virtual storefront)
  - Manage individual or family patient accounts
  - Automated patient queue and triage center
  - Medical device integration (e.g., stethoscope, otoscope, dermatoscope)
  - Supports staff management for integrated health care delivery – ability to manage patient scheduling, traffic management, file sharing, reporting, and the like
  - Includes dashboard and custom analytics reporting tools
  - API and SDK libraries
  - Allows patients to easily schedule visits, make payments, review past appointments, and access reports
- **Pricing:** Contact SnapMD for pricing options

**VSee** | <https://vsee.com/virtual-care-solutions>

- **Functionality/Options:**
  - Invite patients to your branded waiting room by email or website button
  - Allow walk-ins and/or scheduled visits
  - Customize intake forms – whether it's 2 lines or 2 pages
  - Collect online credit card payments
  - Always have live chat support on hand
  - See patients 1-on-1 or in a group
  - Add in remote family members, interpreters, and other care team members on the fly
  - Send files by dragging and dropping to video
  - e-Prescribe medication
  - Add logo, room description, provider profiles, legal documents
  - Create or remove new providers & virtual clinic waiting rooms
  - Turn on/off walk-ins, scheduling, payment, and other features
  - Manage provider and patient scheduling
  - Set visit payment amounts, generate invoices
  - Manage call recordings
- **Pricing:** Plans start at \$49/month

**Zipnosis** | [www.zipnosis.com/](http://www.zipnosis.com/)

- **Functionality/Options:**
  - Asynchronous online interview
  - Video and phone consultations (Physicians can expand their services to include these options)
  - Real-time chat
  - Suite of APIs and EHR integration specialists
  - Lab workflow – connect your virtual care platform with lab testing

- E-prescribing software and organic clinical decision support
- Population segmentation: eligibility + claims – support population health management or manage billing and claims
- Patient outreach – Patients can opt in to receive a call to help them schedule an appointment, based on concern and reason for referral out of the system
- Reporting – Access standard and customized reports in areas such as clinical operations, service utilization and visit volumes, clinician performance, and more
- Smart routes – Routing engine directs patients to most appropriate level of care within your health system – online or in-person. Seamlessly transition patients from virtual visit to in-person care, when clinically appropriate
- ZipPlus:
  - Team of dedicated experts will help you scope, build, and launch a platform customized to suit your unique workflow and health care goals
  - Follow-up care; surgical care; behavioral health; concierge medicine; occupational medicine; build your own
- Urgent care packages
- Pricing: \$159/month/authorized clinician user plus a one-time setup fee

**Zoom** | <https://zoom.us/healthcare> | <https://zoom.us/docs/doc/Zoom%20for%20Healthcare.pdf>

- Functionality/Options:
  - High-quality video conferencing, even in low-bandwidth environment
  - Connect physicians, patients, and specialists for regular or urgent care
  - Physicians can see who is waiting while maintaining patient privacy
  - Recorded session review
  - Enhanced collaboration features: Collaborate with other doctors and specialists by annotating directly on shared screen – notations are visible to all attendees
  - Internal communications between administrative and medical staff
  - Integrates seamlessly with Epic
  - EHR and medical device integrations
  - HD video and audio
- Other Notes: HIPAA (signed BAA) and PIPEDA/PHIPA compliance with complete end-to-end 256-bit AES encryption. Zoom never has access to PHI/doesn't persistently store transmitted information
- Pricing: HIPAA/PIPEDA plans start at \$200/month

**Dock Health** | <https://www.dockhealth.com/>

- Dock Health is the secure hub for managing clinical tasks together. Our platform provides a HIPAA compliant collaborative solution to prioritize, delegate & track what a team needs to efficiently deliver quality care for their patients. We're getting rid of painful email chains without closure & giving medical teams the tools & mobility needed to get health done! Every other industry has collaboration platforms, we're bringing the best of tech to healthcare to reduce stress & improve patient care.
- Invite teammates
- Create tasks with patient context
- Add Subtasks
- Team commenting
- Assign/reassign tasks
- Add due dates



- Flag & set task status
- Duplicate tasks
- Create multiple lists
- View history of events
- Forward email to your task lists
- Add Attachments

### **OTHER OPTIONS TO CONSIDER**

#### **Video Conferencing**

- [Amazon Chime](#)
- [Cisco](#)
- [Click Meeting](#)
- [Join Me](#)
- [Polycom](#)
- [Skype for Business](#)
- [Vidyo](#)
- [Secure Video](#)
- [Blue Stream Health - Has free options](#)
- <https://www.listenmd.com> - Has free options

#### **Provider Access Software**

- [Agnes](#)
- [Chiron](#)
- [Intouch Health](#)
- [Tytocare](#)
- [Spurce](#)

#### **Temporary waivers had been issued due to COVID-19 crisis to use:**

- Skype <https://www.skype.com/en/get-skype/>
- Facetime (for Apple platforms) <https://apps.apple.com/us/app/facetime/id1110145091>  
(PCs) <https://facetimeforpc.pro/>

## Choosing a Telemedicine/Telehealth Vendor

### How to Evaluate Telemedicine Vendors

- Evaluate what you need for a telehealth/telemedicine services in your practice  
[STEPS Forward on Telemedicine: Connect to Specialists and Facilitate Better Access to Care for Your Patients](#) (0.5 credits CME)  
[AMA's Digital Health Implementation Playbook](#)  
[MGMA's Telehealth Start-up Check List and Vendor Considerations](#)
- Arrange demos with vendors that most closely align to your goals
- Ask for case studies and client referral list
- Schedule live vendor demos with select members of the core, advisory and implementation teams
- Evaluate vendors across six critical factors: Business, Information Technology, Security, Usability, Customer Service, and Clinical Validation (See Below)
- Narrow your options to one or two preferred vendors to include in your pitch to leadership

### 6 Critical Factors CHECKLIST for Your Telemedicine Vendor Evaluation

- 1) Business
  - Organizational overview – tenure, funding source, financial stability, affiliations, patients, etc.
  - Impact to program ROI – product cost, business model, reimbursement rates, risk sharing, support payment program participation, etc.
- 2) Usability
  - User experience of device and interface for patients and care team members
  - Patient and care team engagement metrics
  - Ability to engage with and encourage participation from patients
  - Degree to which this technology/vendor will reduce disruption to existing workflow
- 3) Information Technology
  - Ability to integrate with your current IT landscape, particularly your EHR system
  - Cost, process, and timeline associated with integration and product updates
  - Ensure the data elements of most importance to your clinicians and patients can be captured
- 4) Customer Service
  - Level of support available to practice during and after implementation—staff training, patient education, project management, data analysis and insights, etc.
  - Degree of technical support available to patients
- 5) Security
  - HIPAA compliance and process for ensuring protection of confidential patient information
  - Liability and process for managing potential security breaches
- 6) Clinical Validation
  - Documented clinical outcomes
  - Published peer-reviewed research