



MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN

Is My Video Visit Covered by Insurance?

What is a video visit?

Michigan Medicine offers video visits for certain conditions to help you receive care in a more convenient way. Video visits save you time that you would normally spend traveling or waiting for your doctor by giving you online access to your Michigan Medicine provider.

You must be in the State of Michigan at the time of your visit to use the video visit service.

Please note that not all insurance covers video visits for patients at home. Ultimately, it is your responsibility to confirm your coverage.

How do I confirm coverage for my Video Visit?

To confirm coverage with your insurance company you will need to ask if you are covered for a **live 2-way audiovisual communication between the physician and patient when the patient is located at home**. Please repeat that you will be at home for the video visit.

The insurance company will also need to know that your provider will bill:

CPT Code: _____ with a GT modifier.

What do I do if my Video Visit is *not* a covered benefit?

If your insurance does not offer video visits as a covered benefit, you will be eligible for a self-pay discount for the video visit. Call Patient Financial Services at 1(855) 855-0863 once you receive your bill for the service.

What should I know if my Video Visit *is* a covered benefit?

If you have coverage, then your plan will process video visits the same as a face-to-face visit. Your copay, coinsurance or deductible will be based on your plan benefits. Covered benefits are not eligible for the patient pay discount.

Additional information about preparing for your video visits is available at:
<https://www.uofmhealth.org/virtualcare/virtual-care-video-visits>.

If you experience a technical issue or are having trouble downloading the app, please email HIM-PatientPortal@med.umich.edu or call (734) 615-0872 to speak with a patient portal representative.

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

Plain language editing: Karelyn Munro, BA

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