

PROVIDER SERVICES

DocOnline FAQs

BACKGROUND:

DocOnline is a service that allows IEHP Members to speak with a board-certified Physician for advice after hours. DocOnline will be available to Members who call the existing IEHP 24-Hour Nurse Advice Line. Nurses will triage those calls that require a Physician's evaluation. Members will be able to speak with a DocOnline Physician using telephonic and/or video devices. DocOnline Physicians will triage, assess and provide diagnoses for select conditions. They may also give treatment advice, fill select prescriptions, and refer Members for in-person care. All consultations are confidential and compliant with HIPAA guidelines.

ACCESS TO CARE:

Q Can a Member call DocOnline directly to speak with a Physician?

A No, a Member will need to call first into the IEHP Nurse Advice Line. A Nurse will triage the Member's health concern and determine if the Member qualifies for DocOnline services. If a Member needs DocOnline services, the Nurse will directly transfer the call and provide a warm hand-off.

Q What are the hours of operation for DocOnline?

A DocOnline services are available 24 hours a day, 7 days a week. However, IEHP encourages Members to call the Nurse Advice Line after hours, or when their Doctor is unavailable.

Q What conditions will DocOnline Physicians manage?

A DocOnline Physicians will be able to diagnose and treat minor acute conditions, such as: fever, headache, nausea, diarrhea, and minor infections (respiratory, ear, sinus, skin, urine).

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AUTHORIZATIONS & PRESCRIPTIONS:

Q How will DocOnline Physicians prescribe medications?

A DocOnline Physicians have access to E-Prescribe and will utilize network pharmacies, except when Members are out of the coverage area. Prescriptions provided will be limited to 30-day refills of select medication classes: antidepressants and hormonal therapies that have been ongoing (e.g., birth control, hormonal replacement). No scheduled drugs or new prescriptions for chronically-used medications will be provided.

Q Will the DocOnline Physician send referrals for specialty services?

A No, the DocOnline Physician will not send any referrals for specialty services. The Member will need to follow up with his or her assigned PCP if any specialty services are needed.

