

The following responses were collected from this question posted on the listserv: **“How should health centers get co-payments during telehealth visits, and how are health centers verifying patient insurance during telehealth visits. Also, please include patient in person visits as well if you have changed your process for payment collection.”**

1. We are asking during the front desk doing the check in for the virtual visit. Indicating it in our social media. So far we've had success. Just framing it in the proper way is the main thing. Verifying insurance-we can have the pt use DocuSign to send copies of cards and also the telehealth platform we use allows for file transfer.
2. We are waiving co-pays at this time. Insurance verification is done at check-in for in-person and telehealth visits. The Front Desk does the verifications and works through the IT with the patient 15 minutes prior to the appointment.
3. We have a front office person verify insurance the same way we do when patients call to schedule or check into the office in-person. If they normally pay cash and can't do a payment over the phone, we bill them the co-payment.
4. We are billing telehealth patients for their copays. We ask them to provide us the 'mail to' information on the back of their insurance card. If we do not get the correct information, we will balance bill the patient.

*\*Reminder: Responses shared over the MWCN listserv are meant to be informational and reflective of what other health centers may be doing. It is recommended that you check federal and state regulations before implementing new practices.*

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