

# VACI Policies and Instructions

## Contact with Telemedica and Providers

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### ***What is Telemedica Introduction***

Telemedica is an administrative services company that serves qualified providers in the telehealth community. VACI has contracted with Telemedica to access these specialized providers to provide services to VACI's clients for services such as Diagnoses, Mental Health Examinations, Nexus opinions, Consultation services, and Independent Medical Opinions (IMOs).

Telemedica is a third-party vendor with that VACI has an agreement with to provide products and services at a discounted rate to VACI's clients.

Telemedica is **not part of VACI** and its providers are **not employees of VACI**.

### ***Appropriate Business Communications With Telemedica***

VACI employees must limit themselves to appropriate business interactions with Telemedica and the providers in their network.

Providers that work with Telemedica will have interactions with the client once the SVC/VC/AAs have the client complete the Intake form or sign up for the consultation services.

***SVC/VC/AAs are strictly prohibited from direct contact with a provider in any form.*** All communication must be made through Telemedica through the Communication channels listed in the section below titled "Communication Channels for Telemedica".

### ***Communication Channels for Telemedica***

Telemedica has multiple channels for communication: Utilizing Slack, calling Telemedica Customer Service, Emailing Telemedica Customer Service, submitting a Telemedica Help Desk Ticket. Listed below is each type of communication channel and what that communication channel is to be used for.

## ***The urgent-telemedica Slack Channel***

Telemedica has a channel in Slack titled “urgent-telemedica”. This channel can be joined by clicking on the “+” sign next to the Channels line. Select Browse Channels then type in urgent-telemedica - then join. The Slack channel is to be used only for the following issues:

- Client is scheduled to meet with a provider and is having trouble connecting.
- Client is having issues communicating with a provider from the Medical Nexus Team:
  - No responses to emails sent to the provider after 72 hours have passed Monday-Friday (not counting holidays).
  - No contact made from the provider after 72 hours of completing payment.
  - No contact made from Telemedica after 72 hours of completing payment.
- Client is willing to pay for a “Rush Order” (\$100 additional fee to the provider from the Medical Nexus Team) due to a short notice deadline for the client to file their claim.
- Client is having trouble processing a payment.

## ***Contacting Telemedica’s Customer Service***

Telemedica’s customer service phone number is: 1-512-833-8446.

- Business hours are Monday-Friday 9AM-5PM CST.
- Clients may leave a voicemail outside of normal business hours and Telemedica will try to contact the client within 24 hours of the start of the next business day.

Telemedica’s customer service email address is: [customerservice@telemedicallc.com](mailto:customerservice@telemedicallc.com)

Telemedica’s Customer Service phone number and email address are to be used only for the following issues:

- Client wants to reschedule/cancel/refund for their exam.
- Confirmation of a client’s exam date and/or time.
- Resending of an email communication for a client.
- Emailing a client, the providers’ link for an exam.
- Questions regarding acceptable forms of IDs.
- Issues completing the Intake Forms.
- Needing to add or modify information on the submitted Intake Forms.
- Issues completing payments to the providers.
- Client is scheduled to meet with a provider and is having trouble connecting.
- Client is having issues communicating with a provider from the Medical Nexus Team:
  - No responses to emails sent to the provider after 72 hours has passed Monday-Friday (not counting holidays).
  - No contact made from the provider after 72 hours of completing payment.
  - No contact made from Telemedica after 72 hours of completing payment.
- Client is willing to pay for a “Rush Order” (\$100 additional fee to the provider from the Medical Nexus Team) due to a short notice deadline for the client to file their claim.
- Client is wanting to utilize Telemedica’s products or services.
- Client has not received their IMO.
- Client has not received their doxy link for an upcoming appointment.

**Telemedica's Quality Review email address is: [quality@telemedicallc.com](mailto:quality@telemedicallc.com)**

Emailing Telemedica's Quality Review is to be used only for the following issues:

- Forwarding a client's email regarding:
  - Disagreement with products or services provided by the provider.
  - Dissatisfaction with products or services provided by the provider.
  - Potential missing information regarding symptoms, diagnosis, or information from the client's exam.
- Disagreement with a response from a Telemedica Help Desk Ticket-Escalation.
  - Must provide previous Telemedica Help Desk Ticket Numbers.
  - Must provide clients full name and email address used.
  - Must provide valid reasoning for disagreement (not just disagreeing with the response).
- Request for a review of the exam performed based off:
  - Provider's performance during exam.
  - Provider's comments during the exam or in emails.
- Reports of a client's complaint regarding a provider.
- Reports of a client's complaint of a product or service of Telemedica.

**Telemedica's Operations Director's email address is: [sandersen@telemedicallc.com](mailto:sandersen@telemedicallc.com)**

Emailing Telemedica's Operations Director is to be used only for the following issue:

- Disagreement from a response from Telemedica's Help Desk Ticket-Escalation.

### ***Telemedica Help Desk Ticket***

**SVC/VC/AAs can use Telemedica's help desk ticket only for the approved listed issues:**

- Checking the status of a client's IMO.
  - IMO has not been uploaded 14 days after the date of the exam.
- Client has a "Rush Order" on an IMO from the Medical Nexus Team, and it has not been uploaded 24 hours after the date of the payment.
- Proper favorable Nexus statement is not provided for Direct Service connection:
  - .... is at least as likely as not (50% chance or greater) incurred in or caused by the claimed in-service injury, event, or illness.
  - .... is more likely than not (50% or greater probability) incurred in or caused by the claimed in-service injury, event, or illness.
- Proper unfavorable Nexus statement is not provided for Direct Service connection:
  - .... is less likely than not (less than 50% probability) incurred in or caused by the claimed in-service injury, event, or illness.
- Proper favorable Nexus statement is not provided for Secondary Service connection:
  - .... is at least as likely as not (50% chance or greater) proximately due to, the result of, or aggravated by the veteran's service-connected....
  - .... is more likely than not (50% or greater probability) proximately due to, the result of, or aggravated by the veteran's service-connected....
- Proper unfavorable Nexus statement is not provided for Secondary Service connection:
  - .... is less likely than not (less than 50% probability) proximately due to, the result of, or aggravated by the veteran's service-connected....

- Proper favorable Nexus statement is not provided for Direct Service Aggravation of a preexisting condition:
  - ... is at least as likely as not (50% chance or greater) aggravated beyond the natural progression of the disease due to military service.
  - ... is at least as likely as not (50% chance or greater) aggravated beyond the natural progression of the disease due to other injuries incurred in or caused by military service.
- Proper unfavorable Nexus statement is not provided for Direct Service Aggravation of a preexisting condition:
  - ... is less likely than not (less than 50% chance) aggravated beyond the natural progression of the disease due to military service.
- Missing or incorrect clerical or factual errors on the IMO:
  - Misspelling, wrong pronouns used, date of birth, SSN, name, etc.
  - Missing the following from the provider:
    - Signature.
    - Printed name and credentials.
    - Phone and or fax number.
    - Medical licence number.
  - Missing the following information from a Diagnosis/Nexus Team IMO:
    - Note the use of the ACE process.
    - Clearly identify the specific evidence material to the report's findings or opinion, with as much detail as necessary.
    - Document the rationale for relying on the ACE rather than an in-person examination.
- Telemedica Help Desk-Escalation ticket:
  - Must provide previous Telemedica Help Desk Ticket Numbers.
  - Must provide clients full name and email address used.
  - Must provide valid reasoning for disagreement (not just disagreeing with the response).

**Clients should use Telemedica's help desk ticket only for the following issues:**

- Disagreement with diagnosis.
- Disagreement with listed symptoms/content or missing symptoms/content.
- Checking the status of a client's IMO.
- IMO has not been uploaded 14 days after the date of the exam.
- Client has a "Rush Order" on an IMO from the Medical Nexus Team, and it has not been uploaded 24 hours after the date of the payment.
- Missing or incorrect clerical or factual errors on the IMO:
  - Misspelling, wrong pronouns used, date of birth, SSN, name, etc.
- Client would like to have a second opinion/ revision done to the IMO.
- Client would like to have a Quality Review completed.

Client should provide the SVC/VC/AAs with the Telemedica Help Desk Ticket number which is to be added to the PD deal's notes.

\*SVC/VC/AAs are prohibited from advising a client in regard to adding/adjusting specific diagnoses, symptoms, or nexus statements that they feel would benefit the client.



Clients can access Telemedica’s help desk ticket by visiting: <http://help.telemedicallc.com/>

### **Telemedica Help Desk Ticket for Escalations**

The following process is to be used for all Telemedica ticket escalations. Everything listed below must be completed in the order listed.

Below is the order that each step must be completed:

1. Ensure the original help desk ticket is closed before initiating a ticket escalation.
2. Submit a Telemedica Help Desk Ticket-Escalation.
3. Submit an email to Telemedica’s Quality Review.
4. Submit an email to Telemedica’s Operations Director.

## **Policy Information Log**

<b>Policy Name</b>	Contact with Telemedica and Providers
<b>Effective Date</b>	03/09/2021
<b>Review Date</b>	October 31, 2021
<b>Revised</b>	NA
<b>Policy Owner</b>	Director of Compliance
<b>Experience Owner</b>	Robert Nichols E: qualityassurance@vaclaimsinsider.com