

Electronic Consultation Insurance Information - For Patients

Munson Healthcare offers provider-to-provider communications known as electronic consultations (e-consults), to help you receive care in a quick and convenient way.

What is an e-consult?

E-consults are a mechanism for your primary care provider (PCP) to consult a Munson Healthcare specialist about a particular question related to your condition on your behalf; this does not establish you as a patient of the specialist.

Why e-consults?

E-consults save you time that you would spend traveling or waiting to see a specialist. Your providers get access to a specialist at Munson Healthcare within a shorter time and is able to work with them to provide you the best care.

How does an e-consult work?

Your PCP will use the e-consult, with your consent, to ask the specialist particular information related to your condition to determine the best course of evaluation or treatment for your medical condition.

- If your care needs are able to be addressed by the e-consult (thus preventing you from needing to see a specialist in person), you/your insurance company will be charged.
- You will not be charged for an e-consult if the specialist determines that they need to see you in person.

How does my insurance handle e-consults?

If an e-consult is **NOT** a covered benefit:

If you do not have coverage, you may be eligible to pay a flat rate of \$75 for the e-consult if you call **231-935-6080** or **888-243-9640** once you receive your bill for the service.

If an e-consult is a covered benefit:

If you have coverage, then your plan will process e-consults similar to an office visit and assign co-pay, co-insurance, and/or deductible as based on your plan benefits. Covered benefits are not eligible for the patient pay discount.

