



Virtual Care Partners

(VCP)

PROVIDER FAQ



Updated: May 17, 2022

Q: Is Virtual Care Partners available to large groups on HMO and PPO networks?

A: VCP is available to all large groups on our HMO, POS and PPO networks, though HMO and POS are still pending DIFs approval. The employer has the option to offer VCP and another plan alongside the VCP plan.

Q: If a large group employee selects this plan, do they have to select it for all dependents?

A: This depends on the employer's benefit structure. In most scenarios, if an employee opts into the VCP plan, it would be for the whole family.

Q: If members require in-person services (such as immunizations, cervical cancer screenings, etc. at an in-network location, would the member be reassigned to the PCP?

A: No, members would still be assigned to the VCP PCP that they've chosen. Virtual Care Partners can perform a lower complexity exam, but they will refer members to an in-person physician for additional scenarios. If these services fall out of the scope of a preventive care screening, the member will have a cost-share (deductible and coinsurance) for receiving in-person care.

Q: Will a Virtual Care Partners patient be assigned or attributed to that VCP physician for PIP?

A: Our PIP and product teams are working to confirm how attribution will work within Virtual Care Partners in various member scenarios. We'll make sure to have more details on this before the product is in the marketplace July 1.

Q: Will members have a higher cost-share even for preventive visits at an in-person facility?

A: No, members will still be able to see an in-person, in-network provider for annual preventive visits at no cost.

Q: Is a referral from VCP required for in-person care?

A: No, members can choose to see any provider they'd like in-network. Priority Health doesn't require referrals, including this plan. VCP may refer someone to a certain provider, but the member doesn't have to see that provider if they choose another.

Q: Are ACNs and PHOs eligible to join Virtual Care Partners?

A: We've contracted with two vendors to partner on this member offering. To be a provider for these virtual care products, you'd need to be contracted with those vendors. We'll share more about these partnerships once DIFS has approved to share in the marketplace.

Q: How is a PCP informed that a patient has a PCP through Virtual Care Partners?

A: The member's ID card will reflect that their plan has changed to Virtual Care Partners, and show in Member Inquiry through prism.

Q: What about other providers that offer virtual care services?

A: We pay for virtual primary care visits today and will continue to do so. Our virtual primary care products work a little differently in that the member has an assigned virtual primary physician through a virtual network. Additional required services (i.e. specialty or even primary care in person) are referred by the virtual PCP.

Q: Does VCP replace PCP in our communities? If an employee wants to use their PCP do they receive the same no-cost benefit?

A: No, VCP isn't designed or intended to replace existing PCP relationships for our members. This product is intended for members who are:

- Dispersed, transient, or disengaged and may not have a strong relationship with their provider or know how to navigate the health care system
- Digitally connected and competent

- Lacking convenient care (e.g. located in a rural area where convenient access to services is limited or in urban areas where accessing care is a hassle).

If an employee's current PCP offers virtual care, that would be covered at \$0 for the member under a *traditional plan*. However, if the member selects VCP at open enrollment and chooses to see their existing PCP for care, they'll have a higher cost-share for those services.

Q: My Family Physician group and I have been frustrated by patients using a "virtual PCP" requesting services from us as an "in-person" PCP. What is the ideal process for collaboration between those two entities?

A: The ideal process for collaboration is where the member is allowed to maintain a longitudinal relationship with the virtual PCP and to conveniently schedule appointments with them virtually, but can also access in-person services from the primary care network or specialty network when needed. We hope that strong relationships and streamlined connectivity will be formed between virtual PCPs and in-person PCPs.