



Dermatology

Operating - Servicing Guidelines

1. Summary of Services:

Our dermatology services offer patients nationwide access to board-certified dermatologists, through our secure portal via website or mobile device. Our dermatologists will provide patients with a diagnostic consultation, treatment plans, and appropriate prescriptions as needed. Depending on the case, the doctor may determine that an in-office visit is needed for a more accurate diagnosis.

2. Servicing Details:

24 hours asynchronous consultations available

3. When to use:

- Athlete's foot
- Cold Sores
- Eczema (Atopic Dermatitis)
- Ringworm
- Poison Ivy
- Shingles (Herpes Zoster)

4. Restrictions:

- Pregnant or nursing mothers, or those who are trying to become pregnant, are **NOT** permitted to conduct an online dermatology consultation.
- Video consultation **required** in states (**AR, AZ, IA, ID, IN**)
 - Video consultations are scheduled for a specific time with a specific provider based on his/her availability.

5. Servicing Guidelines:

- Dermatology consultations must be requested/scheduled by the member.
- 2 – 10 images are required to be uploaded at the time of the consultation request.
- Asynchronous consultations are completed by the Dermatologist within 72 hours of the request.
- Dermatologists may contact the patient via phone and/or video for additional information within the 72-hour consultation period.
- Members will receive a notification once the consultation has been completed and can review the recommended treatment plan and prescription information by logging into their account and accessing their consultation history.
- Dermatologists may determine a physical evaluation is needed for an appropriate assessment and diagnosis.