



Telehealth Provider Advisory

In January 2020 we were slowly rolling out/ beta testing accepting online tele-health providers into our network to diversify our resources. With the onset of the Coronavirus, we sped up this process up by allowing providers who would like to move to online or telehealth service to apply and sign a temporary contract. We are continuing this process and are creating policy that permits permanent and temporary telehealth providers to sustain safe services delivery during the time of COVID-19. The reimbursement rate will remain \$60 per hour whether you see someone in the office or online.

Provider's must complete the process of the advisory and sign a contract before rendering telehealth services. Telehealth services provided will not be reimbursed if there is no telehealth contract signed.

If you would like to move forward with telehealth services approval ,please send an email to info@palmettoeap.com with your answers to the questions below:

Does your insurance policy cover online services? Please confirm if so.

What type of technology are you using? Please list the software.

What type of confidentiality does this software provide?

How does this system confirm the identity of the patient?

Please let us know the process of record keeping for online patients.

Would you like to do this temporarily or permanently?

Once you have sent the requested information to info@palmettoeap.com , we will move forward with accepting your software and moving towards processing a new contract.

More Information Regarding Coronavirus/ COVID-19

Please know that Palmetto EAP is committed to maintaining your safety, the safety of our employees and the community's safety during this time. If you are experiencing symptoms, take precautions in your workplace to reduce the risk of spreading the virus. You can find more information about Coronavirus/COVID19 here <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

If online counseling is something that you cannot provide, but you would like other options, please contact me directly at **803-904-3238**

BIG THANK YOU!

We truly appreciate all the hard work you do for us and we are grateful to have you on the team!

Kaitlin Blanco-Silva
CEO Palmetto EAP