

Q: What is a virtual visit?

A: Boston Children's Hospital virtual visit service connects you directly to your child's clinician through a secure and confidential live-interactive video system. This service allows your child to receive the care he or she needs right from home — or another convenient location. Virtual visits are similar to face-to-face visits — the clinician will review your child's symptoms, answer questions and discuss next steps.

Q: Why should I schedule a virtual visit?

A: Virtual visits make it easy to get specialized care. A virtual visit allows you to access care from the comfort of your own home, or any other convenient location, using a mobile device or computer. This helps save you time and travel costs. You can also invite other family members to join virtual visits from another location, making the service especially convenient for busy families.

Q: Who pays for virtual visits?

A: Virtual visits are billed and paid the same way as regular office visits — either through your insurance or by self-pay. You will still need to pay any applicable copayments for an office visit. If your child needs any testing or labs after the virtual visit, these will be billed separately.

Q: How will I know if my insurer covers virtual visits?

A: You can verify that you have insurance coverage for a Boston Children's virtual visit by calling your insurer and asking the following questions.

1. Do I have a telehealth benefit as part of my member plan?
2. Can telehealth services included in my benefit be provided by my Boston Children's provider? (NOTE: Some insurers have their own telehealth platform. If you would like to have a telehealth appointment with your Boston Children's provider, it must be through the hospital's platform.)
3. Are the following CPT codes that are covered under my plan? Are there any exclusions?
 - Medical office return visit: 99211, 99212, 99213, 99214, 99215
 - Behavioral health visits: 90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90846, 90847
4. Is there a co-pay associated with my telehealth visit?

Q: How does a virtual visit differ from a regular visit?

A: A virtual visit is very similar to a regular face-to-face office visit. To begin your visit, you will access a secure video link provided to you. Once in the virtual waiting room, your clinician will be notified and will connect with you through the video system. You'll be able to interact in real time, share diagrams, review any labs or medications, and communicate just as you normally would in a face-to-face visit.

Q: What type of technology do I need for a virtual visit?

A: You can have a virtual visit on any mobile smartphone or tablet such as an iPhone, Android or iPad. If you prefer, you can also use a laptop or PC that has an internet connection and a built-in or attached camera and a speaker/microphone.

Q: How can additional family members join my virtual visit from other locations and devices?

A: You can also invite other family members to join virtual visits from another location. You will receive a secure guest link and instructions to share with other family members in your virtual visit appointment confirmation email.

Q: How will the virtual visit begin?

A: After your virtual visit is scheduled, you will receive a confirmation email with a secure link to access your virtual visit. Please follow the instructions in the email to download the software in advance and plan to join your virtual visit 15 minutes before your appointment begins.

Q: What if I have any questions?

A: If you need to cancel or reschedule your virtual visit or have any technical issues, please call your clinician's office. For technical support, call **857-218-3919, 7 a.m. - 6 p.m. Monday - Friday.**



Thank you for your interest in scheduling a virtual visit.