



IMO Med-Select Network®
Telemedicine
Treating Providers for
UT System
2023





1. RediMD

Available 24/7

- Access Code is **IMO**
 - RediMD is accessed by phone call to **(888) 733-4635**.
 - You as the WCI Representative can call RediMD directly and give required demographic information to them and they can then contact the patient for an appointment
- OR
- You can give the RediMD phone number to the injured employee and they can call and schedule their own appointment on their own time
- OR
- You can call RediMD with the injured employee on the line and help facilitate appointment and then drop off the call once IE schedules



IMO Telemed Services

Workers' Compensation Telemedicine Visits available 24/7 through RediMD

RediMD provides workers' compensation medical care online via webcam or smart phone. You can see and speak with a board-certified physician who can diagnose, recommend treatment, and prescribe medications (when necessary) for your workers' compensation injury. RediMD service is available for you to use during days, nights and weekends.

Please call RediMD at (888)-733-4635 to schedule your appointment

Consultas en Español
Para Instrucciones por favor llamar a (888)-733-4635

RediMD treats most workers' compensation ailments including but not limited to:

Allergic Reactions, Burns, Contusions, Back Injuries, Stings, Strains, Infections, Heat Stress, Inhalation Injuries, Headaches, and others.

A computer with internet connection and a web camera, or a smart phone or iPad with internet connection is required for all face-to-face visits.

Please contact IMO if any assistance is needed with this process. Please check out our website or call the number below:

www.injurymanagement.com

877-870-0638 (Network Customer Service Line)



IMO Telemedicine **Questions & Answers**

- 1) **Q** - Does IMO and RediMD have a contractual arrangement that provides security and compliance with offering Telemedicine Services?
A - Yes, IMO has credentialed and contracted with RediMD to provide secure and confidential Telemedicine Services.

- 2) **Q** - What type of workers' compensation injuries can be treated through Telemedicine?
A - Telemedicine can address most of the injuries treated in a primary-care doctor's office such as: Allergic Reactions, Burns, Contusions, Back Injuries, Stings, Strains, Infections, Heat Stress, Inhalation Injuries, Headaches, and others. Telemedicine cannot see major injuries such as fractures that require surgery and lacerations that require stitches.

- 3) **Q** - What communication device does the injured employee need in order to see the telemedicine doctor?
A - Any device that has a web cam and internet connection such as a smart phone, laptop computer, desk top computer, I-Pad or tablet.

- 4) **Q** - Once the injury occurs, how does the injured employee contact the doctor?
A - After the injury has been reported/documented with their appropriate supervisor or employer, the injured employee calls 888-733-4635.

- 5) **Q** - What are RediMD's hours?
A - RediMD doctors are available 24/7. Injured employees can contact RediMD any day and anytime.

- 6) **Q** - How long is the average visit with a RediMD telemedicine doctor?
A - Telemedicine visits average 15-20 minutes. The time varies depending on the type of injury or which body part is injured.

- 7) **Q** - How long is the average wait time for a telemedicine visit with RediMD?
A - If there is a wait time, it is typically 10 minutes or less.

- 8) **Q** - How are referrals for diagnostics such as x-rays, imaging etc. done?
A - RediMD will utilize the IMO Med-Select Network to find in-network imaging facilities, etc. The employee will be emailed a prescription for an X-Ray, MRI, etc. The RediMD

doctor will also call the facility and fax them the order as well. The injured employee should print and take the order for the test to their appointment with the facility.

9) **Q** - Can medications be prescribed?

A - Yes, Telemed doctors can prescribe common medications such as muscle relaxers, but Federal Law does not allow narcotics, such as opioid pain relievers, to be prescribed via telemedicine. Prescriptions for allowed medications are sent electronically to the pharmacy of the injured employee's choice. Please be sure you know the phone number to the pharmacy you'd like to use.

10) **Q** - What if the injured employee needs to be referred to a specialist?

A - The RediMD telemedicine doctor will refer them to a specialist in the IMO Med-Select Network.

11) **Q** - How do the employer and insurance receive the necessary/required workers' compensation forms?

A - The forms can be faxed or emailed to all necessary parties.

12) **Q** - Does RediMD follow the Official Disability Guidelines (ODG)?

A - Yes, RediMD doctors have extensive experience in workers' compensation and follow the ODG guidelines.

13) **Q** - How are follow-up appointments handled?

A - The telemedicine doctor will inform the injured employee when the injured employee should be seen again, and they will agree on a date and time for the follow-up telemedicine appointment. The appointment will be scheduled at the end of the visit. The employee will receive an email confirming the follow-up appointment. They will also receive a reminder phone call and email the day before the appointment.

14) **Q** - Will the injured employee be able to see the same doctor throughout the injury-treatment process?

A - Yes, continuity of medical care with the same doctor is a high priority with IMO and RediMD Telemed program.

15) **Q** - What are RediMD's doctor credentials? Will a physician assistant ever see an injured employee via Telemedicine?

A - RediMD's physicians are all board-certified medical doctors with their primary focus in Workers' Compensation. The injured employee will always see a board-certified medical doctor.

16) **Q** - Q- How are foreign languages handled?

A - RediMD's physicians are proficient in Spanish or have staff who are fluent in Spanish. Other foreign languages are translated by a 3rd party translation service.

17) **Q** - Does RediMD do Impairment/MMI exams as well?

A – No, these must be referred to an in-network MMI/IR physician found on IMO's provider search. Telemedicine is not allowed to do MMI/IR exams.

18) **Q** - If an injured employee chooses to be seen via TeleMed, will that doctor be the Treating Doctor?

A - Yes, the RediMD doctor will be the treating doctor for the claim.

19) **Q** - So if the injured employee then decides they would rather be seen by a local network facility, would the injured employee have to file a one-time change-of-physician request with IMO?

A - Yes, they will be able to change their treating doctor if needed.

20) **Q** - If it is determined the injured employee cannot be treated via TeleMed and they are referred to a network clinic, will TeleMed then be out of the picture for that claim?

A - Yes, Telemed would be out of the picture for that claim.

If you have any additional questions please feel free to contact IMO at 972.387.8297 ext.157 or email us at chadley@injurymanagement.com.



INJURED EMPLOYEE TELEMEDICINE PROCESS

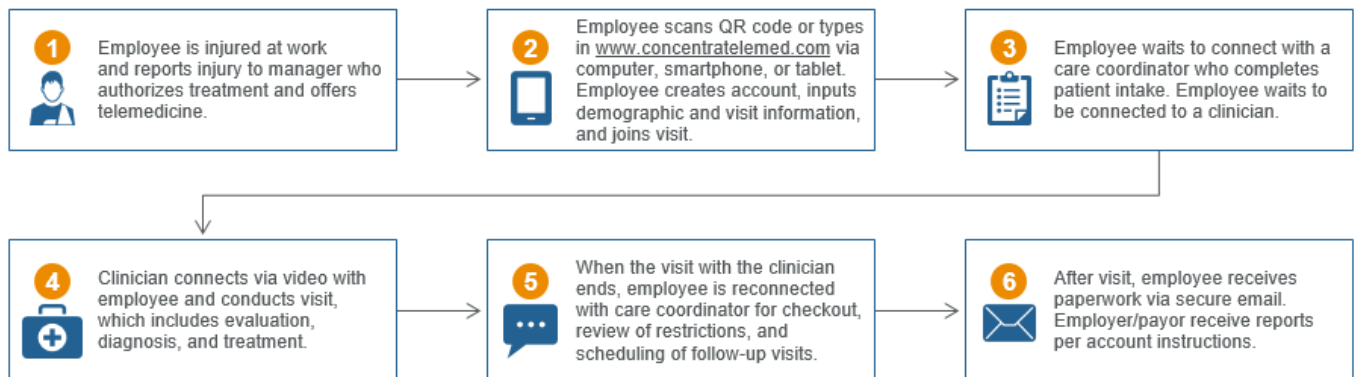
1. Supervisor or injured employee calls RediMD at **(888)-733-4635** and a customer service representative will then obtain necessary information and set up an appointment with the doctor.
2. The injured employee determines what time they would like to see/speak to a RediMD doctor. If the injured employee is requesting to see physician immediately a RediMD doctor will be available to see the injured employee within 10 minutes of requesting treatment. If the injured employee is requesting to be seen at a future day/time that appointment can be made.
3. The RediMD doctor will conduct a Telemedicine visit with the injured employee and confirm the injury reported by the injured employee. (The doctor will read back the exact statement the injured employee reported to RediMD to determine and agree on the injury and to confirm that the RediMD physician will be selected as his/hers treating provider). The RediMD physician will supply the valid diagnosis based on the nature of the injury and the examination. The adjuster will determine compensability.
 - If it is determined that the injury cannot be treated via telemedicine the injured employee will be transferred back to the RediMD customer service representative who will help them find the appropriate place for the medical care.
 - If this is outside of normal business hours for clinics/ urgent care centers, ER recommendation may/will occur (also this will occur for emergency care cases as well however recommendation will come from the RediMD doctor).
 - If this is during normal business hours the RediMD customer service representative will help the employee find a network provider/urgent care center for them to seek medical treatment by using the www.injurymanagement.com website and/or recommend they call the IMO network customer care line at (877) 870-0638. An IMO Customer Service Representative may assist if needed.
4. If a follow up Telemedicine visit is necessary, the doctor and the injured employee will schedule a time and date for the follow up visit. The injured employee will get a confirmation email or text immediately upon scheduling the follow up visit.
5. RediMD will notify/remind the injured employee the day before their scheduled visit via email and a phone call.
6. The doctor will complete the necessary paperwork and DWC forms. RediMD will send over all the notes/ forms via fax or email to all appropriate parties.

**The injured employee does NOT need any computer or software skills with RediMD's proprietary software FastChat. The doctor can send the patient a link on any device such as a Smart Phone and they click the link to start the telemedicine visit. For additional information please check out the RediMD website at www.redimd.com*

2. Concentra

Available 24/7

- Their telemedicine software is only accessible online you must visit www.concentratelemed.com - they do not have a phone number to call and set up an appointment that means the injured employee must visit their website directly and set up their visit.
- On the website they will then register and create their own profile which is easy to do and be moved through the steps seamlessly.
- There is also an app option they can download and go through the process that way.
- They will ask for authorization for the visit- the injured employee can show their UT badge during registration to valid authorization for the telemedicine visit. Or staff can emailed telemed@concentra.com with injured employee details giving authorization for the visit. (they will also need their ID/drivers license as well)



Anytime Access to Work Injury Care

At Concentra®, we believe that when you're hurt, you should be able to get care right away. **Concentra Telemed®** allows you to easily connect with a Concentra clinician for work injury care without visiting a medical facility.

What can be treated via telemedicine?

- Minor strains
(i.e., pulled muscles)
- Minor sprains
- Bruises/contusions
- Tendonitis/repetitive-use injuries
- Minor burns
- Minor cuts and scrapes
- Work-related rashes

What you need:

- Smartphone, tablet, or computer with a webcam and microphone
- Photo ID
- Active email address
- Internet access
- Quiet area for privacy during visit



Scan to access
Concentra Telemed

How to Use Concentra Telemed

After informing your supervisor or safety personnel of your work-related condition and receiving authorization to obtain care via telemedicine, you are ready to start your telemedicine visit.

Steps

1. Access Concentra Telemed

Scan the QR code or open your web browser to www.concentratelemed.com. Then, click "Create Patient Account" and follow the prompts to create a new account.

2. Visit Information

Enter the state you are currently in and some basic information. Then, select "First Visit Work Injury" for your initial center visit.

3. Login

Confirm your information by checking the acknowledgment box and selecting "Confirm Visit." Then, wait to be connected with a care coordinator for patient check-in. Do not minimize or hide the video screen in the background.

4. Check-in

A care coordinator connects with you to check you into the system and places you in a virtual waiting room until the clinician is ready.

5. Visit

The clinician connects with you via video for evaluation, diagnosis, and treatment. Once done, the clinician reconnects you with the care coordinator.

6. Checkout

The care coordinator completes patient checkout. You will receive visit details via secure email. Your employer can access pertinent visit details via Concentra HUB. Don't forget to tell us how we did!



3. Next Level Urgent Care

Available 7 days a week 9AM-9PM

- Next Level prefers workers compensation telemedicine visits to be initiated via phone call to them so the injured employee will need to call **832-706-2295**.
- You as the WCI Representative can give Next Level phone number to the injured employee and they can call and schedule their own appointment on their own time.

OR

- You can call Next Level Urgent Care with the injured employee on the line and help facilitate appointment and then drop off the call once IE schedules.