

Tebra/Kareo Patient Portal Messages & Other Communication

Billed as a visit

If your medical question needs an in-depth answer (involves medical decision-making and/or takes me more than 5 minutes to respond), I may bill you or your insurance.

Why I bill

Virtual options have become part of standard health care. I spend more time answering Patient Portal messages than ever before. I bill for messages that use clinical expertise and time so you can keep getting high-level care in a way that is most convenient for you. Billing lets me spend the time I need to look at your medical history and give you the best advice. Please only send a message if you are okay with possibly being billed.

If you have Medicaid

All messages are free for you.

If you qualify for the Sliding Fee Discount Program

You will pay \$0 - \$2.

If you have insurance or Medicare

You'll have a co-pay just like an in-person visit — usually \$15 - \$48. If you don't have a co-pay, the most you'll pay is \$48. Your deductible would apply.

If you don't have insurance

The most you'll pay is \$48.

For exact costs, all patients can refer to the Visit Fee Schedule available at <https://www.sallykrayniknpllc.com/faq>