

# 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 they 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/Oregon Health Plan (OHP)**

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 \$25 - \$40. 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>

*MyChart Messages | OHSU MyChart Messages. (n.d.).*

<https://www.ohsu.edu/healthcare-now/mychart-messages>