

Tebra/Kareo Patient Portal Messages & Other Communication

Billed as a visit

If your medical need takes time (involves medical decision-making and takes 5 or more minutes of my time in back and forth communication over a 7-day timeframe), I may bill you or your insurance.

Why I bill

“Asynchronous” (non-real-time) communication involves my time spent on patient care outside of a telemedicine visit. Asynchronous communication includes requesting medication refill approval from me through a pharmacy, lab result review, evaluation of medication effectiveness and potential side effects, and medication changes.

I spend more time on asynchronous communication than I spend on any other aspect of my practice. I bill for communication that uses 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 care.

If you are not okay with possibly being billed for asynchronous communication, please schedule follow-up telemedicine visits for medication refills or changes, lab result review, evaluation, advice, referrals, letters, record requests, etc.

If you have Medicaid

All communication is free for you.

If you qualify for the Sliding Fee Discount Program

You will pay \$0 - \$2 for communication over a 7-day timeframe.

If you have commercial insurance or Medicare

You'll likely have a co-pay just like an in-person visit, usually \$15 - \$48 for communication over a 7-day timeframe. If you don't have a co-pay, the most you'll pay is \$48. Your deductible may apply.

If you don't have insurance

The most you'll pay is \$48 for communication over a 7-day timeframe.

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>