



IMO Telemed Questions & Answers

- 1) **Q** - When did IMO launch its Telemed program?
A - The IMO Telemed program was launched on December 1, 2019.

- 2) **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.

- 3) **Q** - Does the IMO Med-Select Network include other doctors who can perform telemedicine in addition to RediMD?
A - Yes, other doctors will be credentialed and contracted. However, Dr. Holmsten with RediMD will be IMO's Telemed Advisor. If other doctors want to be trained and contracted under RediMD, then they will be provided oversight through Dr. Holmsten and his RediMD team.

- 4) **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, except injuries such as major lacerations that require stitches.

- 5) **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.

- 6) **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.

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

- 8) **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.

- 9) **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.
- 10) **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.
- 11) **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.
- 12) **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.
- 13) **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.
- 14) **Q** - Does RediMD follow the Official Disability Guidelines (ODG)?
A - Yes, RediMD doctors have extensive experience in workers' compensation and follow the ODG guidelines.
- 15) **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.
- 16) **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.
- 17) **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.

18) **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.

19) **Q** - Q- How does the Triage process work? What is the cost?

A - The injured employee calls 888-733-4635 and the doctor will conduct the telemedicine visit. There is NO cost to the employer/ insurance carrier if the doctor determines that the injured employee needs to go to the ER or see a medical doctor in person due to the nature of the injury. This is a free service RediMD provides 24/7.

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

A - IMO Med-Select Network is currently accessing the feasibility of Impairment/MMI exams. We hope to be able to offer this service soon.

21) **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.

22) **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.

23) **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.

24) **Q** - Does the IMO Med-Select Network include specialists who can perform telemedicine?

A - Coming in the near future, specialties such as psychiatry, counseling, psychology and orthopedics, MMI, physical therapy and occupational therapy will be added.

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