

Connect Care

Connect Care, Intermountain's new direct-to-consumer online care platform, allows patients to connect with Intermountain caregivers for urgent care needs using their computer, smart phone, or tablet, 24 hours a day, every day of the year. At just \$49 per visit, Connect Care represents an additional cost-effective and convenient choice for our patients to access Intermountain quality care.

As options for online care become more prevalent, Intermountain Connect Care represents an opportunity to set a higher standard in online care for the patients and communities we serve. Simultaneously, it helps us meet the increasing need to provide the most appropriate care at the lowest cost for our patients by providing another option, along with the InstaCare, emergency department, and physician office visits.

In fact, Connect Care can save patients up to 50% over the cost of equivalent clinical care at in-person locations like emergency room, Primary Care and Urgent Care locations. Connect Care offers opportunities for employers, payers and health care systems to decrease costs, increase patient and provider satisfaction, and improve overall healthcare access.

Intermountain Connect Care is:

- Available 24/7/365 to treat certain urgent conditions such as stuffy and runny nose, allergies, sore throat, eye infections, ear ache, cough, painful urination, lower back pain, joint pain or strains, and minor skin problems.
- Future opportunities may include specialty care services such as lactation, behavioral health, and primary care chronic disease management.
- Staffed by Intermountain advanced practice clinicians and physician assistants. These licensed professionals can prescribe patients appropriate, non-narcotic prescriptions, sent to the pharmacy of their choice, or refer patients to local in-person care options if their condition cannot be safely treated online.
- Covered by SelectHealth (in most cases—see details below) and other insurance companies, to encourage patients to receive appropriate care at a lower price.
- Accessible by patients using sound- and video-enabled devices, including computers, smart phones, and tablets, anywhere a patient can access the internet.
- Easy to use. A patient can easily start a visit with the provider of their choice in just minutes through either an online platform or the Connect Care app, available in both iTunes and Google Play Store.

What makes Connect Care unique: It's integrated with Intermountain's continuum of care. Most online care options on the market are disconnected from a patient's regular provider, insurance plan, and health record—essentially a one-off care interaction. Connect Care, however, is an Intermountain experience.

Led by Medical Director Will Daines, MD, and staffed by Intermountain-employed advanced practice clinicians, Connect Care follows Intermountain's evidence-based standards of care, including antibiotic stewardship and pain medication protocols. It also provides for continuity of care through access to the patient's electronic health record, and by documenting all visits in the patient's record for their regular Intermountain physician to see.

"We're committed to providing the highest quality online care available anywhere," says Dr. Daines. "Connect Care provides this service to our community and is integrated with the care they receive from their regular doctor, or in one of our InstaCares or hospitals. We want to ensure our patients have access to this convenient technology and are cared for appropriately both online and in person."

Connect Care is covered by SelectHealth. Connect Care uses "leading edge" technology to securely conduct real-time eligibility verification. During an interaction, the patients out-of-pocket charges are automatically adjusted based on their insurance benefit plan. This includes SelectHealth commercial, Medicaid, and CHIP (in Utah) plans. Members of the SelectHealth Medicare Advantage plan can utilize Connect Care but currently will have to pay for the services out of pocket.

More details about Connect Care:

- **Intermountain has partnered with American Well to launch this service.** Their robust technology platform has been customized and branded for Intermountain, and is both provider and patient-friendly. In addition, American Well's Online Care Group can serve as a backup for our providers if wait times exceed 10 minutes or if a patient is located outside Utah or Idaho.
- **Urgent care is just the beginning.** Initially built to care for the conditions listed above, the Connect Care platform and strategy will eventually expand to incorporate additional specialties (such as behavioral health, primary care, and dermatology) and access points (such as kiosks, affiliated providers, employers and partners).

