

Provider FAQ

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▶ What is KeyCare?

KeyCare is an Epic-based virtual care platform designed to help forward-thinking health systems improve access and quality by expanding their virtual care options for patients. KeyCare offers health systems access to a network of independent virtual care providers working on KeyCare's Epic-based platform. Health systems can start with nationwide virtual urgent care coverage, and then may add other virtual health services based on their virtual care initiatives.

The company was founded in 2021 in response to a huge increase in telehealth demand related to the COVID pandemic. We created a solution that allows health systems and health plans to outsource a wide assortment of virtual visits across a shared EHR architecture to ensure the best experience and quality possible.

▶ What kinds of services does KeyCare provide?

We provide care for conditions appropriate to on demand virtual care such as sinusitis, UTI, sore throat, rashes, and other minor illnesses. Through Epic's Care Everywhere functionality, providers using the KeyCare platform have access to existing patient data for use in care delivery. As KeyCare solutions continue to expand, more clinical conditions will be covered.

▶ When will KeyCare be seeing our patients?

KeyCare can provide access to care 24 hours a day, 7 days a week in all 50 US states plus the District of Columbia. Patients do need to be within one of those jurisdictions when seeking care. We work with your health system to determine where your needs are and create a patient experience to match those needs.

► How does a patient access On-Demand Video Visits?

KeyCare supports multiple workflows for a patient to request and schedule an appointment for On-Demand Video Visits.

- KeyCare supports open scheduling for specific clinical areas. This allows patients to view and schedule an appointment without logging in or activating their MyChart (portal) account.
- KeyCare supports patients scheduling appointments after logging into MyChart. This is recommended for more complex clinical areas to make sure appointments are being scheduled accurately based upon scheduling rules for clinical appropriateness.
- KeyCare supports the ability for your staff to schedule appointments on behalf of their patients. Patients would receive notification via email and text to join the appointment and/or activate their patient portal to access care.

► What kinds of providers work for KeyCare?

KeyCare offers healthcare organizations and health plans access to a network of independent virtual care providers working on KeyCare's Epic-based platform. Our initial focus is virtual urgent care and behavioral health, and we are looking to expand into many other areas, such as primary care, chronic care, maternal care, Men's Health, nutrition, PT/OT/Speech therapy, and various specialties. We have partnered with a provider group that has a tech-enabled work force that includes physicians, nurse practitioners and other specialists who provide 24/7, 50-state coverage virtually.

► Will they have access to my patients' medical records?

KeyCare leverages Epic's Care Everywhere and CareQuality interoperability network. KeyCare is able to query, find, and retrieve a member's medical record as a part of requesting an appointment. This will allow for KeyCare to avoid asking the member to re-enter certain medical history like medications and problems. If a record was successfully retrieved, the note from a KeyCare virtual visit would be shared back to the health system where the medical record was retrieved.

KeyCare's unique connection to Epic's Care Everywhere interoperability network offers a unique advantage to retrieve and share patient records for all patients with an Epic-based medical record.

► Will I get copies of the note for KeyCare visits?

KeyCare will automatically send a summary of care document back to the patient's home organization after the encounter is closed.

▶ **How do my patients access their information from their visit?**

Patients will access their after-visit summary (AVS) within MyChart. In addition to the after-visit note, patients will also be able to find patient education and/or their work/school excuse.

▶ **How are KeyCare visits billed?** (answer will be specific to the client depending on whether they're patient-pay or insurance billing model)

Health system to enter Billing Model they have chosen here.

▶ **When will we go live with KeyCare?** (client specific)

Health System and Client Success Manager to complete.