

## **Penn State Health OnDemand**

Getting sick is inconvenient, but getting care for you and your family shouldn't be. Thanks to the **Penn State Health OnDemand app**, you can talk with board-certified telehealth doctors by video on your smartphone, tablet or computer from anywhere in the U.S.

With **Penn State Health OnDemand**, you can see a doctor anytime for common conditions such as sinus infections, fevers, cold and flu, allergies and pinkeye.

Sign up today, so you have peace of mind when you need it. Enrollment is free. You simply pay your regular \$15 co-pay\* for each visit.

### **Benefits:**

- **On-demand video visits** with doctors from the comfort of your home or anywhere you travel
- **Doctor** "on call" 24/7 to provide quality care to you and your family
- **Prescriptions**, referrals and more

### **Here's how to get started:**

1. Download our iOS or Android mobile app (look for Penn State Health app) OR visit [pennstatehealthondemand.com](https://pennstatehealthondemand.com).
2. Complete registration.
3. Set up your username and password.

*\*As with in-person provider visits, Highmark-covered employees and family members will have a \$15 copay for each on-demand visit with a provider.*

### **OnDemand Mental Health Therapy Overview of Services**

Through the Penn State Health web or mobile app, you can see a licensed psychologist or counselor to address common behavioral health challenges, all from the privacy and comfort of your own home. Our virtual visits are HIPAA-compliant and secure so that you can safely and confidentially consult with a provider face-to-face. Sessions are not recorded. You do have the option of sharing session notes with your primary care provider through the service, or you can request a copy for your own records.

A typical OnDemand therapy visit is 45 minutes. Each patient receives an individualized treatment plan and the therapist may recommend a course for future visits.

The cost of the virtual visit varies, however, if you are enrolled in a Penn State Health medical plan, your copayment will be \$15 per visit, based on the experience and credentials of the therapist. Patients have the option to pay-out-of-pocket or we can bill through insurance. Depending on your insurance benefits plan, including Medicare and Medicaid,

your visit may not be covered. Check with your insurance provider prior to your visit to understand any costs you may incur. Your insurance will be billed after your visit.

OnDemand Mental Health Therapy visits are open to adults and children aged 10 and older. A parent or guardian must consent to a minor's visit by adding a sub-account to their own OnDemand account. Only the parent/guardian may schedule an appointment for a child.

Therapists do not provide medication. Therapists are there to listen, understand your situation, identify more effective coping strategies and help you through difficult stages of life. However, therapists work in collaboration with physicians and psychiatrists to connect you to services for getting the medications you may need.

Therapists commonly provide care and counseling for:

- Anxiety and panic attacks
- Bereavement/grief
- Couples therapy
- Depression
- Insomnia
- LGBTQ counseling
- Life transitions
- OCD
- PTSD/trauma
- Stress management

To schedule a therapy appointment, visit [PennStateHealthOnDemand.com](http://PennStateHealthOnDemand.com) and create an account. You can schedule appointments through the web-based experience there, or download our free Penn State Health OnDemand mobile app for iOS and Android. If you need help signing up, contact our virtual health concierge team at 1-833-774-3627.

### **OnDemand Psychiatry**

Through the Penn State Health web or mobile app, you can see a licensed and experienced psychiatrist for psychiatric assessments, evaluations, and treatment – all from the privacy and comfort of your own home. Our virtual visits are HIPAA-compliant and secure so that you can safely and confidentially consult with a doctor face-to-face. Sessions are not recorded. You do have the option of sharing session notes with your primary care provider through the service, or you can request a copy for your own records.

An initial OnDemand Psychiatry consultation lasts 45 minutes. Each patient receives an individualized treatment plan and the psychiatrist may recommend a course for future visits and/or medication. Some patients may be referred to additional resources, such as Penn State Health OnDemand Mental Health Therapy for a combination treatment of both talk therapy and medication. Only psychiatrists can prescribe medication.

For those covered under Penn State Health's medical insurance, the cost of each initial virtual psychiatric consultation is \$15. Follow-up visits are typically 15 minutes in length and cost \$15. Patients have the option to pay-out-of-pocket or we can bill through insurance. Depending on your insurance benefits plan, including Medicare and Medicaid, your visit may not be covered. Check with your insurance provider prior to your visit to understand any costs you may incur. Your insurance will be billed after your visit.

Psychiatrists have the ability to coordinate care with your primary care physician and other providers. They are not able to prescribe controlled substances through virtual visits, but when appropriate they can fax recommendations to your local PCP and request that they prescribe these medications for you.

Psychiatrists provide care and ongoing medication management services for:

- Anorexia/bulimia
- Anxiety disorders
- Bipolar disorder
- Cognitive disorder
- Depression
- Insomnia
- OCD
- Panic attacks
- PTSD

OnDemand Psychiatry visits are open to adults only. Children 10 and older may access counseling through our OnDemand Mental Health Therapy service with the consent of a parent or guardian.

To schedule a psychiatry appointment, visit [PennStateHealthOnDemand.com](https://PennStateHealthOnDemand.com) and create an account. You can schedule your initial appointment through the web-based experience there, or download our free Penn State Health OnDemand mobile app for iOS and Android. If you need help signing up, contact our virtual health concierge team at 1-833-774-3627.