

## **Fairview Organization**

Who we are

### **What Makes Fairview Different?**

#### **A health service that heals from the heart**

Fairview Health Services is Minnesota's choice for healthcare. We're an industry-leading, award-winning, nonprofit offering a full network of healthcare services. Our broad network is designed to be ready for our patients' every need, while delivering quality care with compassion.

Our care portfolio includes community hospitals, academic hospitals, primary and specialty care clinics, senior facilities, facilitated living centers, rehabilitation centers, home health care services, counseling, pharmacies and benefit management services.

We're built on a tradition of compassionate care. This is our home, and our patients are our neighbors. We're here to heal, we're here for you.

Our corporate office is located at :

Fairview Health Services  
Corporate Building  
2450 Riverside Avenue  
Minneapolis, MN 55454

## eVisit

### What is an eVisit?

An eVisit is a way to get care for certain conditions without needing to schedule an appointment or come in to the clinic. We'll ask you some questions about yourself and your symptoms, and a member of our eVisit team will respond with a care plan or recommendations for what to do next. An eVisit should be used only for non-urgent medical conditions, as it may take up to 1 business day to receive a response. If you need urgent medical care, please contact your clinic by phone or find a nearby urgent care center. For medical emergencies, call 911 immediately.

You may be asked to enter your credit card information before your eVisit is submitted. If the eVisit is cancelled, your payment will be refunded. If you are redirected to the clinic, you also may not be charged. The cost of an eVisit can be from \$52 to \$167, depending on the amount of time required by the provider to determine treatment. Most private insurance companies cover eVisits. Insurance coverage may reduce your out-of-pocket costs. If you have government insurance, please check with your insurance company for your specific benefit coverage for this service.

### How do I start eVisit ?

1. Log into the [M Health Fairview Mobile app](#) or [MyChart](#) with your M Health Fairview MyChart account.
2. On the app, click the eVisit button from the home screen. On the web, click the menu button in the top left corner of the home screen. Then select Start an eVisit under Find Care.
3. This will bring you to a page that provides overview of what an eVisit is, lists symptoms appropriate for visit type, and informs patient what to expect. Click "Continue" at the bottom of the page.
4. Select your current location.  
*Note: Our providers are only licensed in the state of Minnesota, so you must be in MN to participate in an eVisit.*
5. Select the reason for your visit. For most appointment types, you may choose whether you would like to send the eVisit to your primary care provider or the next available provider for faster results.

6. After confirming your eVisit details, you will be taken through a check-in process asking for personal information, insurance information, and any medications or known health issues and allergies.
7. The eVisit will then take you through a series of questions regarding your reason for the visit.
8. Some questions may require a written response and/or provide an opportunity to upload any photos of your symptoms.
9. After answering all the questions, you will be able to review your responses before submitting the eVisit to your provider. You can expect to receive a MyChart message with a response from your provider within 1 business day.
10. If you would like to check on the current status of your eVisit, select Visits from the home page.
11. Scroll down on the visits page until you find your desired eVisit. Then select the details button.

#### Can anyone use eVisits?

You must be an established patient with M Health Fairview to use our eVisits service. To schedule a primary care eVisit, you must have had an appointment with an M Health Fairview primary care provider within the last three years. For specialty care eVisits, like obstetrics or cardiology, you must have seen an M Health Fairview specialist within that specialty in the last year. You must also be in the state of Minnesota at the time of your eVisit.

The eVisit will be completed by an M Health Fairview provider. Most conditions we treat are for those up to age 75, but we evaluate all ages for COVID-19.

Not all patients and not all conditions are appropriate for online care. If you start an eVisit and we feel at any time we cannot safely provide care online, we'll offer advice on how to get the right kind of care. If you are redirected, we will not charge for the visit.

#### Can my child or teen use eVisits?

If you already have a MyChart account for your child and proxy access to their account, you can continue through the steps above. If you do not have access to your child's MyChart account or if you are new:

- **Children ages 0-11:** you may call [1-855-324-7843](tel:1-855-324-7843) and request to set up a MyChart account for the child. If you prefer, you can be seen by video in our virtual urgent care.
- **Teens ages 12-17:** at this time, you are not able to set up a MyChart account without a visit. A COVID-19 screening requires an order placed for teens which can be completed in a video visit with one of our providers through a virtual urgent care visit.

You do not need proxy access to your child's MyChart account to complete a virtual urgent care visit. Click here to [schedule a virtual urgent care visit](#).

Who makes the diagnosis?

Our MyChart eVisit will lead you through an interactive interview, created by doctors from M Health Fairview. Just like in the doctor's office, the questions will vary depending on your symptoms. After you hit submit, a doctor, physician assistant or nurse practitioner will review your symptoms and medical information, then develops a treatment plan unique to you. Patients always receive the most appropriate, evidence-based care. For certain conditions, a provider may need a little more information to make a diagnosis and may ask you to upload a photo, or talk by phone.

What does it cost to do an eVisit?

Each visit is between \$52-\$167, about the same cost as a co-pay for urgent care. We can bill your insurance, so that may lower your out of pocket cost. **Even if you have insurance coverage, your health plan may not pay for part or all of your eVisits.** You are responsible for what is not paid for by your insurance, any prescriptions, over-the-counter treatments and any follow-up visits you may need.

Remember, if we can't safely treat you online, there's no charge.

How do I use my insurance to pay for a visit?

You will have an opportunity enter your insurance information at the beginning of the eVisit, and we will bill your insurance after the session. Please note: The end of the federal COVID-19 Public Health Emergency on May 11, 2023, may affect whether your insurance covers telehealth appointments like eVisits. If you have questions about coverage, we recommend checking with your insurance provider before scheduling your eVisit. You will be responsible for the full cost if your insurance does not cover eVisits. You may also be responsible for a copayment, depending on your coverage.

If you are uninsured or do want to use insurance to cover the eVisit cost, you are welcome to pay for your eVisit out of pocket. You may use a credit card, debit card, or Health Savings Account (HSA) and Flexible Savings Account (FSA) cards.

What other options do I have to get care quickly?

M Health Fairview offers a range of choices, from virtual appointments or urgent care visits to emergency departments or our nurse triage line. Click [here](#) to find out which service may be right for you.