



Telemedicine Basics for the Workers' Comp Industry

Summit supports and encourages the use of telemedicine, also known as telehealth, and will work with any provider who offers this service. Whether you're an agent, business owner or injured worker, Summit is here to help you navigate telemedicine. Here are answers to some frequently asked questions.

What is telemedicine?

Telemedicine is medical care provided by a medical provider through secure video conferencing technology that offers the convenience of providing health care services to injured workers remotely. These services include, but are not limited to assessment, diagnosis, consultation, screening, triage, treatment and monitoring.¹

Does Summit offer telemedicine?

Yes, Summit works with many medical providers who offer telemedicine. Most workplace injuries require an initial in-person visit to establish a treatment plan, but telemedicine is encouraged for some follow-up, consultation and physical therapy appointments.

What are the benefits of telemedicine for an injured worker?

Telemedicine provides injured workers with easier access to care, alleviates transportation issues, mitigates the spread of viruses and may decrease wait times.

How can I determine if a provider offers telemedicine?

The **Find a Medical Provider** tool on our website indicates telemedicine availability in some of the provider listings. You may also contact the provider directly to ask if telemedicine is an option.

Are telemedicine appointments for an injured worker billed differently?

Telemedicine appointments are billed and processed the same as in-office care.

As an employer, what accommodations do I need to make so that my employees can attend telemedicine appointments while at work?

Employers are responsible for providing a private space with internet connection and a computer or tablet for employees to participate in video calls with providers. Privacy requirements mandated by HIPAA must mirror those of in-person service to protect health information.

Do all states offer telemedicine services?

Not all states allow telemedicine at this time, but Summit can help you stay updated on legislation. You can also visit cchpca.org for current information on your state.

¹ Fla. Stat. Ann. § 456.47(1)(a) (West 2020)



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