

20/20NOW@HOME
THE DOCTOR
IS ALWAYS IN!



Dear Valued Patient,

The novel coronavirus (COVID-19) pandemic has quickly changed our daily lives and 20/20 Vision Services, PC is doing everything we can to help during this public health crisis with **20/20NOW@HOME**.

As part of our ongoing efforts to help contain the spread of COVID-19, we are now offering Telehealth Office Visits with eye care doctors as an alternative to office, urgent care or emergency room visits. Our eye care doctors will be available to discuss your ailments, help determine a diagnosis and prescribe medications if needed.

For online scheduling and to request your appointment just go to:

<https://www.for2020now.com/2020nowhome/>

What is a Telehealth or Virtual Visit?

A telehealth visit is similar to an office visit, only instead of traveling to see your doctor you can video conference with them from your home. Our providers can assess your symptoms, make a diagnosis, recommend treatment, and send prescriptions electronically to your pharmacy. This visit will attempt to replicate your office visit, however we may have limitations due to the communication method.

How do I schedule a virtual appointment?

Either schedule online using the link above, or call 1-844-843-2020 ext 428 and request a virtual visit. We remain here to serve you!

How does a Virtual Visit work?

Virtual visits take place using our HIPAA secure patient portal. **20/20NOW@HOME** is extremely simple and easy - no need to download software or apps. Just use your web browser on a computer or device with a camera and microphone. You can access from your desktop, tablet, or smart phone. We have provided simple instructions for you on our site. Sign up takes less than 3 minutes!

What if I need further treatment or want to see an eye care doctor in-person?

If you require further treatment by an in-person doctor we will arrange for your referral.

Will my insurance cover a Telehealth Visit?

It's free to sign up with 20/20NOW @Home and your visit price is always shown upfront— with no surprise bills later. You will be able to pay for your telehealth consultation via credit card or FSA card. While insurance may not cover your visit upfront, we recommend sending a detailed receipt of your visit to your insurance company for a possible out-of-network reimbursement. (Reimbursements vary based on specific insurance plans.) This will help ensure you are able to visit with your eye care doctor from your home, without having to go to a doctor's office or hospital, which puts you and others at risk of exposure to COVID-19.