

Policy

- Telemedicine may be used when health information privacy is assured.
- In order to access recommended telemedicine services, missions must receive approval from Missionary Medical.
- Downloading of apps or websites for telemedicine services must be approved by the Missionary Department.
- Missions using telemedicine services must direct missionaries to providers who are in-network (contracted) through Missionary Medical.
- Missionaries must obtain approval from mission leaders or those they authorize prior to accessing telemedicine services.
- The missionary must report the result of the telemedicine visit. The missionary must report if any other treatment is needed.

Guiding Principles for Medical Care for Full-time Young Missionaries

Missionaries have the primary responsibility for maintaining their own health through exercise, eating nutritiously, and so forth.

Missionaries should be sufficiently healthy to maintain a regular missionary schedule with reasonable accommodations.

Medical care should be provided according to local reasonable standards of care.

Care that is high cost or prevents missionaries from maintaining a missionary schedule should be received at or near the missionary's home using local medical providers and local financial resources.

The Church does not cover pre-existing conditions.

Administration

Telemedicine Definition:

Telemedicine, also referred to as telehealth or e-medicine, is the remote delivery of healthcare services, including exams and consultations, over the telecommunications infrastructure. Telemedicine allows healthcare providers to evaluate, diagnose and treat patients without the need for an in-person visit. Patients can communicate with physicians from their homes by using their own personal technology or by using a dedicated HIPAA compliant telehealth application or website.

Frequently Asked Questions:

Q: If I have a medical provider in my mission that is willing to visit with the missionaries over a virtual visit platform (phone call, video application, or website), can I send my missionaries to them?

A: Yes, if the following are in place:

1. *The platform is HIPAA compliant and approved by the Missionary Department, and*
2. *The provider is in-network (contracted) with DMBA (Utah, Southeast Idaho, and Hawaii areas) or United Healthcare (all other areas in the United States).*

Q: If the medical provider I would like to use is not contracted, can they become contracted?

A: It is possible, but they should follow the contracting arrangements of DMBA or United Healthcare:

1. *If the provider is within the DMBA network area (Utah, Southeast Idaho, and Hawaii areas), they can call 800-777-3622.*
2. *If they are in the United Healthcare network area (all other areas in the United States), they can call 866-574-6088 to see if there is an open contract spot for their specialty in their area. They can also apply for contract status by visiting <https://www.uhcprovider.com/en/search-results.html?q=credentialing>.*

Q: What is the difference between using the Connect Care app (used inside the United States) and seeing a local contracted provider through a virtual visit?

A: Connect Care is available 24 hours a day, every day of the year within the United States, and is generally used for rapid consultation for acute, urgent medical issues. Many of the conditions that can be treated at an urgent care facility can be treated through Connect Care. Conditions such as stuffy/runny noses, allergies, sore throats, eye infections, earaches, coughs, painful urination, lower back pain, joint pain or strains, and minor skin problems may be able to be treated through Connect Care.

A local contracted provider can possibly treat some of the same issues and may also have access to labs and other diagnostic tools. However, they may have scheduling constraints, and if they use a specific virtual visit communication platform, the missionary may not be able to access it.

Q: Are there telemedicine mental health services available to our mission?

A: Mental health services are not currently available through Connect Care. However, individual providers located in your mission may offer virtual or telephone visits. See question 1 and 2 above about using contracted providers. Missionaries should have their mental health conditions managed by a provider locally in your mission.

Q: There is a contracted provider in my area that can see the missionaries virtually, but the virtual visit platform (specific app or website) has not been approved for a missionary to access on their smartphone. How can I get it approved?

A: To request that missionaries receive access to additional apps or websites on their smartphones, please visit [this page](#) on the Missionary Portal (accessible to mission presidents and mission office staff) and follow the instructions listed under the "Apps" or "Websites" sections.

Q: Do missionaries still have copays with virtual visits inside the United States?

A: Yes, missionaries still have the same \$10 copay whether they are seen in the office or on a virtual visit with a contracted provider. For Connect Care, the \$10 copay is only charged if the provider is able to help them and does not refer them elsewhere.

Pre-Approval Requirements:

Pre-approval is required to ensure Missionary Medical is aware of the request for treatment and so that payment can be made when bills are sent for payment.

Senior Missionaries:

Senior missionaries are responsible for their own telemedicine services and related expenses.

Exceptions:

Requests for an exception to this policy must go through the Medical Treatment Review Committee (MTRC). To make that request, complete the *Request for Exception for Medical Care* form found under the Mission President Resources tab. Email the completed form to mmexception@dmba.com.

Related Documents

Secure Electronic Communication Policy

Missionary Department Notice, *Medical Tests and Procedures*, November 15, 2019

Telemedicine

General Policy (GP-00025)

Last Approved: 12/11/2020

Disclaimer

This policy was determined by the Missionary Department of The Church of Jesus Christ of Latter-day Saints. Any adjustments to this policy must be made by the Missionary Department in consultation with Missionary Medical.

Policy History

Status: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised	Origination Date: 05/08/2020
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Approval Body	Approval Dates
Missionary Medical	11/05/2020
Missionary Health Policy Committee	11/19/2020
Chair Committee	12/11/2020
Executive Directors Meeting (EDM)	Not Applicable
Missionary Executive Council (MEC)	Not Applicable

11/05/2020	Added sentence "Telemedicine may be used when health information privacy is assured" under Policy section to be consistent with Missionary Department document <i>Policies Related to Physicians or Therapists Who Serve Missionaries</i> , 21 October 2020.
06/03/2020	New policy.

Location on www.missionarymedical.org

Policies -> Policies -> Administration -> Telemedicine Policy

Policies -> Missionary Department Pre-Field and In-Field Health Guidelines -> Alternative Treatment - Telemedicine Policy

Medical Care -> Missionary Department Pre-Field and In-Field Medical Guidelines -> Alternative Treatment -> Telemedicine Policy