

Scheduling and Referrals



Patients are required to contact their providers to access telemedicine services. For your convenience, WellCare does not require authorization for referrals to telemedicine specialists. Your patients may inquire about these services, so please ensure that your staff is aware of scheduling procedures.

Call toll-free 1-866-754-4325 or visit www.gatelehealth.org to learn more about the program and identify participating specialists and locations.



Medicine That Reaches Out





How is WellCare Using Telemedicine?

Telemedicine is growing and becoming easier for patients and providers to use.

WellCare of Georgia has partnered with Georgia Partnership for TeleHealth, Inc., (GPT) to improve health care access for our members in rural and underserved areas. Your patients can connect with more than 200 specialists in 40+ adult and pediatric specialties. Telemedicine is ideal for patients who have mobility issues or live long distances from specialists. It reduces travel time, missed work days and the physical and financial costs of untreated health issues.

What is the Georgia Partnership for TeleHealth?

Georgia Partnership for TeleHealth, Inc., (GPT) is a charitable, nonprofit corporation offering telehealth services at more than 300 locations around Georgia, bringing world-class specialty health care to even the most rural locations. Using specialized medical cameras and high-speed telecommunications technology, providers evaluate, educate and treat patients who may have limited access to specialty care. As one of the most comprehensive and robust telemedicine networks in the country, GPT works toward:

- Improving and promoting access to specialty care in rural areas
- Educating and training staff in hospitals, clinics and medical offices
- Facilitating the exchange of health information
- Reducing service barriers for patients who are far from medical facilities

Available services include:

- Adult & Pediatric Specialties from Cardiology to Urology
- Primary Care
- Trauma Care
- Nursing Homes
- Behavioral Health
- Child Advocacy
- Stroke Care
- Teleradiology
- Continuing Education



Technology Requirements

Interactive audio and video telecommunications must be used, permitting real-time communications between the distant site provider or practitioner and the member. All interactive video telecommunications must comply with HIPAA patient privacy regulations at the site where the patient is located, the site where the consulting provider is located, and in the transmission process. All communication must be on a secure network in compliance with HIPAA Encryption and Redundancy requirements.

Non-Covered Services:

- Telephone conversations
- Electronic mail messages
- Facsimile
- Services rendered via a webcam or Internet-based technologies (i.e., Skype, Tango, etc.)
- Video cell phone interactions
- The cost of telemedicine equipment and transmission