



Dear Parent/Guardian,

We are pleased to offer the Children's HealthSM School-Based Telehealth Program at your child's school and hope you have found it a convenient option for care for you and your family.

As you may know, we use secure, advanced videoconferencing technology to provide the telehealth care at your child's school. As the fastest-growing Telehealth program in the country, we have already treated more than 6,000 children in just three years and have a 91% satisfaction rate with parents.

The benefits of Telehealth are numerous:

- Your child remains in school for the entire Telehealth visit.
- As parents, you do not have to take time off work for Telehealth visits.
- Telehealth is quick and convenient so your child can focus on learning and getting better.
- An After-Visit Summary can be provided to you and your child's primary care pediatrician to continue treatment as necessary

To continue providing this innovative program, at the start of the 2017-2018 school year, or thereafter, we will begin billing commercial insurance and Medicaid for Telehealth visits.

If you have commercial insurance or Medicaid, Children's Health will collect and verify coverage information. If you do not have commercial insurance or Medicaid, or if your insurance provider does not cover Telehealth visits, we encourage you to continue to use Telehealth, and we will send you an invoice of no more than \$50 after the visit. For all payers there are discounts available when you pay at time of visit.

Children's Health remains committed to serving families in the communities where they live, work, play and go to school, and to providing the highest possible quality of care to families throughout North Texas. Thank you for your continued partnership.

If you have any questions regarding this change, please call **(844)-4TELEMED, Option 1**.

Sincerely,

A handwritten signature in black ink, appearing to read "Julie HB", is written over a faint, larger version of the same signature.

Julie Hall-Barrow,
VP, Ed.D, Virtual Health and Innovation, Children's HealthSM

"I was scrambling to find someone to pick up my daughter and take her to the doctor until I remembered we had signed up for this. My daughter missed a minimal amount of class and I was able to pick up meds on my lunch break and bring them to her." - Participating Telehealth Parent

