

PREMISE VIRTUAL

Frequently Asked Questions

What is a Virtual Visit?

A Premise Health Virtual Visit allows you to use the My Premise Health app or your online account at MyPremiseHealth.com to have an 24/7 on demand phone or video visit with a board-certified physician.

Is a Virtual Visit appropriate for every medical condition?

Virtual Visits are designed to treat non-emergency medical issues. If you are experiencing a life-threatening emergency, dial 9-1-1 immediately. Virtual Visits are not intended to replace your primary care physician, rather to serve as a substitute when you are unable to schedule a routine visit.

What are the common conditions treated?

You can schedule Virtual Visits for conditions such as:

- Allergies
- Back pain
- Cold/cough/flu
- Earaches
- Fever
- Follow-up appointment
- Headache
- Medication refills
- Nausea
- Rashes & bites
- Sinus infection
- Sore throat

What hours are Virtual Visits available?

Virtual Visits are available on demand, 24 hours a day, 7 days a week, 365 days a year.

Where are Virtual Visits available?

Virtual Visits are available anywhere in the 50 United States (not available in Puerto Rico and Guam). Our network of board-certified physicians will be provided to you based on the state in which you are located. We vet each physician to ensure they are fully licensed to practice medicine in your state.

Who will my Virtual Visit physician be?

Premise Health employs U.S. board-certified physicians licensed in each state.

Are there system requirements for scheduling a Virtual Visit?

You can access My Premise Health using most personal computers or mobile devices with an internet connection.

How quickly can I talk to a physician?

Typically, you will speak with a physician within a few minutes. The wait time will be displayed when you request your appointment. Average wait times are usually less than 15 minutes.

Is my Virtual Visit private and secure?

Yes. It is vitally important to maintain member privacy and keep information secure. All Virtual Visits will be conducted within an environment that ensures member privacy and is HIPAA-compliant.

Can a Virtual Visit physician write a prescription?

A Virtual Visit is just like an office visit. You discuss your medical needs with the physician, and they will diagnose and prescribe appropriate medications, if needed. Physicians cannot prescribe substances controlled by the DEA, non-therapeutic and/or certain drugs which may be harmful because of their potential for abuse.

How long is a Virtual Visit?

The length of a virtual visit is generally the same as an in-person visit with your physician. Simply login to your account online at MyPremiseHealth.com, or use the app. A physician will respond as soon as they become available.

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Why choose a Virtual Visit over an in-person visit?

Virtual Visits provide a convenient and time-saving option when you can't make it into your physician's office, or when your physician's office is closed.

How do I start a Virtual Visit?

Virtual Visits are available through the My Premise Health app or online at **MyPremiseHealth.com** using a mobile device, tablet or computer. Click the "24/7 On Demand Virtual Visit" option and follow the online prompts. If you have not previously set up a My Premise Health account, you will need to do that first.

How do I set up a My Premise Health portal account?

Montana University System, Montana Municipal Interlocal Authority, Montana Unified School Trust, State of Montana can simply download the My Premise Health app or visit MyPremiseHealth.com and click "SIGN UP NOW" and follow the instructions.

Eligible members should call the Montana Health Center at (855) 200-6822 to request an activation link. A link will be sent by email or text to complete the registration process.

Who can schedule a Virtual Visit?

All employees and dependents that are active on a State of Montana, Montana Municipal Interlocal Authority, Montana Unified School Trust, or Montana University System benefit plan.

How much does a Virtual Visit cost?

No cost unless a HDHP member.