

WellVia Frequently Asked Questions – Behavioral Health

Q. What is WellVia?

WellVia is a premier Telehealth company providing access to Board Certified Doctors 24/7 who diagnose, recommend treatment, and when clinically appropriate issue a prescription. WellVia provides members with access to high quality doctors via telephone, smartphone or computer for non-emergency medical needs. All of WellVia's U.S.-based and board-certified physicians are credentialed utilizing NCQA standards. WellVia has an average doctor response time of less than 15 minutes. Our doctors can diagnose your symptoms, prescribe medication if necessary, and send prescriptions to your pharmacy of choice.

(WellVia provides Medical Consultations and Behavioral Health)

Q. Do I need to schedule an appointment?

All Behavioral Health visits are scheduled. WellVia does not support an on-demand option at this time.

(Yes)

Q. How long is the typical Behavioral Health visit?

Our first time Behavioral Health visits average 45 minutes. Psychiatry visits vary in length based on the patient need.

(45 minutes)

Q. Can I use the Behavioral Health service for an emergency?

This program is not intended to be used for emergency situations. Visit requests require an advance scheduling notification.

(No)

Q. Are there Behavioral Health issues not treated by WellVia?

There are some prescriptions not provided by our service, but the licensed specialist will determine if you are best seen for an in-person visit for further evaluation.



Q. What should I expect during my Behavioral Health visit?

After completing a quick intake assessment, you will have a conversation with the Behavioral Health professional just as if you were in person.

Q. Can I speak to the same specialist each time I request a visit?

Yes. A member can choose to see the same specialist or a different one. It's your choice.

(Yes)

Q. How secure is the communication line who retains my medical record?

Confidentiality is very important to WellVia and we follow the same strict security protocols as we do for our core services. All medical records are kept in a secure environment and WellVia does not share the information with anyone outside of the patient's specific request or as required by law.

Q. How do I access this service?

Members can access the Behavioral Health service by logging into their account or by calling our Member Service team at 855-WELLVIA.

Q. What type of Behavioral Health specialists does WellVia have?

Psychiatrist, Psychologist, Counselor, Clinical Social Workers, Therapist (Marriage and Family).

Q. What do I do if I feel I am in immediate danger or self-harm?

This is considered an emergency and the member should immediately dial 911 for assistance.

