

# DOCTOR ON DEMAND FAQs

## Overview

The telemedicine services made available through Doctor on Demand are provided by licensed physicians practicing within a group of independently owned professional practices collectively known as “Doctor on Demand Professionals.” These professional practices provide services via the Doctor on Demand telemedicine platform.

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## References

- [Telemedicine Options](#)
- [Doctor on Demand](#)
- [Telemynd](#)
- [TRICARE Telemedicine](#)
- [Find Care](#)

## Bene FAQs

### Who is eligible?

Since Doctor on Demand is a pilot program, ADSMs are not currently eligible for visits. All other TRICARE eligible beneficiaries (ADFM, Retirees and their family members enrolled in Prime or Select) are covered, however TFL beneficiaries are not currently covered under our agreement.

**Note:** TFL could be covered under Medicare. Please contact TFL for more information, (866) 773-0404 or [TRICARE4U.com](#)

### Where can ADSMs receive Telemedicine care?

While Doctor on Demand is not currently available for ADSMs, they are able to consult with their MTF and search our [Find Care](#) locator for network providers that offer telemedicine. For Behavioral Health telemedicine needs, they can also seek out assistance from TeleMynd. For more information on the services TeleMynd provides, please see [Telemedicine Options FAQs](#)

### How can the beneficiary find a Doctor on Demand?

They will need to visit the [Humana Military Doctor on Demand](#) page. All Doctor on Demand doctors are in-network.

### Are Behavioral Health Services offered by Doctor on Demand?

Doctor on Demand offers telemedicine services for behavioral health, except for tele-psychiatry, ABA, MAT or SUD telemedicine services. If a beneficiary needs tele-psychiatry (Rx), they will need to utilize the TeleMynd platform or search Perspecta for an in-network provider who offers telemental health services.

**Note:** TeleMynd does not offer ABA, MAT or SUD telemedicine services. Please see [Arcadian TeleMynd FAQs](#) for details.

### Can beneficiaries use Doctor on Demand to determine if they have COVID-19?

Yes, you can also direct the beneficiary to our [COVID-19 Risk Assessment Tool](#).

Please review [TRICARE COVID 19 \(Coronavirus\) FAQs](#) for more information.

### What are considered Urgent Care Services?

Cold and flu, cough, nausea and vomiting, asthma, fever, sinus infections, headaches, and more. For a more comprehensive listing of conditions Doctor on Demand can help with and treat, visit [doctorondemand.com/what-we-treat/urgent-care](#)

### What services can Doctor on Demand not treat?

Traumatic brain or spinal cord injuries, chest pain/numbness, vomiting/coughing blood, lacerations, loss of consciousness, broken bones, severe burns, pediatric ear infections.

Doctor on Demand providers are unable to write prescriptions for controlled substances such as codeine or oxycodone. The bene will need to see a doctor in person if they require medication classified as a controlled substance.

### What if the beneficiary need tele-psychiatry services?

Although Doctor on Demand does offer tele-psychiatry telemedicine services through their site, it is not a covered benefit for our Beneficiaries. However, the bene is able to access this service using another vendor, Telemynd.

**Note:** You may still have the tele-psychiatry visit with Doctor on Demand if you agree to pay in full for the service without a cost share.

Review [Arcadian TeleMynd FAQs](#) for more information.

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## Is a referral required?

A referral is only required for Active Duty Service Members. No, referrals are not required.

**Note:** Reminder, ADSM are not eligible for doctor on demand visits.

## What is the cost of Doctor on Demand?

Every visit Doctor on Demand will provide a message explaining a cost for each visit. The beneficiary will be required to pay for this visit before proceeding.

For more information about what telemedicine services TRICARE covers, please visit [Telemedicine Options FAQs](#)

## How does the beneficiary register for Doctor on Demand?

They can visit [doctorondemand.com](https://doctorondemand.com) and select “Join Now” or download the Doctor on Demand app.

## Will the beneficiary need to register for their family members?

They must be 18 or older to register for Doctor on Demand. Once they register, they can add any minor children and the minor children can access visits.

## Where will the beneficiary go if they need lab work done?

The beneficiary will be guided to the appropriate lab. Typically, this will be either LabCorp or Quest.

## Where will the beneficiary go if they need radiology?

Doctor on Demand or the beneficiary should access our [Find Care](#) tool to find an in-network provider.

## The beneficiary was overcharged for their telemedicine copay.

If the bene was overcharged for their telemedicine visit copay, they will be reimbursed the amount of the overpayment.

For questions, please have them contact the Doctor on Demand customer service line toll free at: (800) 997-6196 TTY: 711. They can also complete a Contact form on the Contact Us page

## If services aren't covered, what form of payment can be used to pay for Doctor on Demand services?

Doctor on Demand accepts the following: All major credit cards (VISA, Mastercard, American Express, Discover), PayPal, HSA or FSA debit card (VISA or Mastercard logo).

## Does Doctor on Demand provide language interpretation?

Doctor on Demand is able to provide ASL (American Sign Language) interpretation and language translation for medical visits by appointment. These visits are completed via Google Hangout sessions where the patient is able to connect with a licensed Doctor on Demand physician and an interpreter.

## Provider FAQs

### How do urgent care providers enroll for Doctor on Demand?

You will need to work directly with Doctor on Demand via their website at [doctorondemand.com](https://doctorondemand.com)

### My patient utilized Doctor on Demand during Covid-19, how do I request those notes for the patient's file?

The patient can locate their meeting details via the website or app after the visit.

### Where can I find instructions to assist my patients in accessing Doctor on Demand?

You can visit the [Humana Military Doctor on Demand](#) page or the Doctor on Demand [website](#)

### Are there currently any telemedicine options that ADSMs are able to utilize?

While Doctor on Demand is not currently available for ADSMs, they are able to consult with their military hospital or clinic and search our Find Care locator for network providers that offer telemedicine. (link to Perspecta FAQ) For behavioral health telemedicine needs, they can also seek out assistance from TeleMynd. For more information on the services TeleMynd provides, please see [Arcadian TeleMynd FAQs](#)

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