

# StationMD

Telemedicine for Individuals with Intellectual  
& Developmental Disabilities

## Enrolling Missouri residents with intellectual and/or developmental disabilities (I/DD) for:

1. StationMD's **I/DD-specialized 24/7 telemedicine** service through the annual ISP process
2. StationMD's **I/DD-specialized telepsychiatry** service through the individual's provider agency



Benefits of StationMD's HIPAA-compliant telemedicine services for individuals with I/DD and caregivers in Missouri:

### I/DD-Specialized 24/7 Telehealth Service

- Allows people to connect quickly with a medical professional via telemedicine at any hour of the day, 365 days a year, for any medical question or medical issue—whether urgent or not
- Assists people in deciding whether a trip to the ER is necessary
- Successfully treats and resolves most medical issues immediately without a disruptive trip to the ER or urgent care
- Reduces stress on caregivers, enabling immediate guidance on medical issues
- Prevents minor medical issues from becoming a medical crisis
- Available to Missouri residents on any of the four DMH-DD Waivers available for Health Assessment & Coordination

### I/DD-Specialized Psychiatry

- Offers regularly scheduled 30-minute telepsychiatry visits to individuals who want to establish routine care with an I/DD-specialized psychiatrist

StationMD's **I/DD-specialized 24/7 telehealth service** can be used for any medical matter that requires a doctor's attention, including:



An initial assessment to determine if a trip to the ER is needed



Fever, vomiting, cough, congestion, and seasonal illness



Rashes, abrasions, and pink eye



Urinary tract infections, constipation, and diarrhea



Seizures, falls, and minor injuries



Prescription refills, general medical guidance, and more



StationMD's **I/DD-specialized telepsychiatry service** can be used to:



Manage psychiatric medication regimens



Achieve mental health stability and maintain wellness

## Enrolling individuals for StationMD's 24/7 telehealth service through the annual ISP:

- 01** StationMD is considered a "Health Assessment & Coordination (HAC)" support service and is available to Missouri residents on any of the four DMH-DD Waivers. Support Coordinators will help individuals & families/guardians elect StationMD's service on the annual ISP using Procedure Code 99499 and SAM VendorCode 47251608900.
- 02** Access to StationMD lasts the full term of the ISP; however, the service can be added at any point in the year.
- 03** StationMD's service is authorized at 12 units per year (1 unit per month). If an individual wants StationMD on their ISP but has reached their annual Waiver cap, don't worry! DMH-DD will still approve StationMD's service.
- 04** Once an individual is enrolled for the 24/7 telehealth service, they can start using StationMD 24 hours a day, 7 days a week, for any medical concern.



## Enrolling in StationMD's telepsychiatry service:

- 01** Enrolling in both 24/7 telehealth and psychiatry services provides comprehensive care to people with I/DD. StationMD's telepsychiatry service is not a Waiver-funded service. For more information on telepsychiatry enrollment or any other questions, contact StationMD directly at: [clientservices@stationmd.com](mailto:clientservices@stationmd.com).

## What you need for your call to StationMD:

- ✓ A smart device (Android, iPhone, iPad, or tablet) and an internet connection or cellular data
- ✓ Patient information, including their birthdate, vitals, known allergies, current medications, pharmacy information, insurance & Medicaid information, and the reason for calling the StationMD doctor
- ✓ A callback number (and a fax number if available)

*"This was so easy, simple, and is exactly what these families need."*

**Amanada Adams-Barnes**  
Mother to Cooper, a StationMD patient

## How to start a telemedicine visit with a StationMD doctor:



Call StationMD at 1-877-STATMDS  
(1-877-782-8637)



The StationMD receptionist will collect patient information (please have insurance and Medicaid information ready)



A StationMD technical assistant will help the individual and/or caregiver complete patient check-in from a smart device (Android, iPhone, iPad, or tablet)



The StationMD clinician will join momentarily



StationMD is a unique medical service that understands the needs of people with I/DD



Use of StationMD typically leads to dramatic reductions in ER visits



92% of StationMD patients have their urgent medical issues resolved without going to the ER

Brought to you by:



Missouri Department of Mental Health  
DIVISION OF DEVELOPMENTAL DISABILITIES