

A Support Coordinator's guide to 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



StationMD.com

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

I/DD-Specialized 24/7 Telehealth Service

- Allows people to connect quickly with a 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

Enrolling in both 24/7 telehealth and telepsychiatry services provides comprehensive care to people with I/DD for common, acute medical concerns from StationMD's I/DD-specialized doctors.

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:

- 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 Vendor Code 47251608900.
- Access to StationMD lasts the full term of the ISP; however, the service can be added at any point in the year.
- 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.
- 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.

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 & 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

Next Steps for Support Coordinators:

I/DD-Specialized 24/7 Telehealth

- 01** Enroll individuals for StationMD's 24/7 telehealth service once a year during the annual ISP renewal process (see above for enrollment instructions).
- 02** Ensure individuals & families/guardians know how and when to use StationMD's service.
- 03** Remind individuals & families/guardians to use StationMD's 24/7 telehealth service anytime they need to see a doctor.

Telepsychiatry

- 01** StationMD's I/DD specialized telepsychiatry service is available to people with I/DD who have psychiatric needs. It is not a Waiver-funded service. For information on enrollment in telepsychiatry services, contact StationMD directly at 908-663-2929 Ext. 858.

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

Amanada Adams-Barnes
Mother to Cooper, a StationMD patient



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

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