**NJCU/Diligent Urgent Care Covid-19 Partnership**

**Frequently Asked Questions**

**What is telemedicine?**

In this age of Covid-19, telemedicine has become the new norm. At your appointment, you can expect to be evaluated by a medical clinician remotely through telecommunications technology using a video conferencing platform. You will be discussing your medical history as well as your COVID history, which will be used to determine whether you need to be tested. This telemedicine appointment takes less than 20 minutes.

1. You should have already received an email that was sent to your school email with a link to schedule your telemedicine appointment. You also may receive a reminder text to schedule your appointment.
2. To schedule the telemedicine appointment, click the link.

**What to expect when you click the** [**bit.ly/3ftq02A**](http://bit.ly/3ftq02A) **to schedule an appointment**

Step 1: Are an existing patient (check new patient, verify that you are not a robot)

Then you must agree to the terms and conditions (check to agree), and you are brought to the scheduler page.

Step 2: Why do you need to be seen: choose NJCU student from the dropdown menu

Step 3: schedule telemedicine appointment with provider: choose day and time convenient for you

Step 4: Confirm appointment

Step 5: Enter your personal information - name, address, phone, etc. **You will need to add your insurance information here.** Please know that the Family First Coronavirus Response Act and the Cares Act, as well as Bulletin No. 20-7 under Governor Murphy’s Executive Order 103, covers telemedicine visits that result in an order for Covid-19 diagnostic testing without cost-sharing (co-payment) at this time. **There is no out of pocket cost to you**.

If you do not have medical insurance, choose “NONE” from the dropdown menu. Please know that there is **no cost to you** at this time, as telemedicine visits that result in an order for Covid-19 diagnostic testing are covered under the Family First Coronavirus Response Act and the Cares Act.

**Why do I need to give my insurance information?**

While there is no cost to you for the telemedicine visit, you will need to include your insurance information so that they can be billed by Diligent Urgent Care for your visit. As long as the Family First Coronavirus Response Act and the Cares Act, as well as Bulletin No. 20-7 under Governor Murphy’s Executive Order 103, is in effect, telemedicine visits that result in an order for Covid-19 diagnostic testing are covered without cost-sharing (co-payment) at this time. **There is no out of pocket cost to you**.

**What if I don’t have insurance?**

If you do not have medical insurance, your telemedicine visit is covered at **no cost to you** at this time. As long as the Family First Coronavirus Response Act and the Cares Act is in effect, telemedicine visits that result in an order for Covid-19 diagnostic testing are fully covered.

**Why do I have to give a social security number?**

Social security numbers are needed so that the screening gets covered by the Cares Act. However, if someone doesn't have a social security number, they can either enter "000-00-0000" or call [(201) 834-8887](tel:(201)%20834-8887) to schedule an appointment.

**What will the telemedicine appointment cost?**

$0 will be charged to you. Only your insurance company will be billed for the visit.

**What if I went to my own physician to get tested?**

You are welcome to use results from your primary care provider for testing if you would like. You will still need the screening as you will also be receiving information pertaining to coming back to school, however, Telemed will be happy to work with what you have already done. There is NO CHARGE to upload outside results to your Telemed visit.

If you wanted your doctor to speak directly with Telemed regarding results or other medical questions, there is an $85 out of pocket fee that is not covered by insurance or the university.

**What will the Covid-19 test cost?**

As per section 6001, the Family First Coronavirus Response Act and the Cares Act requires comprehensive private health insurance plans to cover testing needed to detect or diagnose COVID-19, and the administration of that testing, without cost-sharing (co-payment). Although serological tests (antibody) should not be the sole basis for COVID-19 diagnosis at this time, plans and insurers must cover these tests (among other services) without cost-sharing as well.

For any uninsured patients, the First Coronavirus Response Act and the Cares Act will provide Covid-19 testing at no cost.

**What happens during the telemedicine visit?**

Your telemedicine visit will last less than 20 minutes. Similar to a routine physical, you will be asked about your medical history, Covid-19 history, and other pertinent information. This is how the clinician will determine if a Covid-19 test is required.

**Who am I speaking with at Telemed?**

Diligent Urgent Care has a team of medical clinicians including Physician Assistants (PAs), Registered Nurses (RNs) and doctors (MDs)  who will consult with you during your telemedicine appointment about your medical history, COVID history and which test (if any) is needed.

**Is my medical information kept confidential?**

Diligent Urgent Care is HIPAA compliant, and the privacy of your health information is protected and secure.

**Where can I get tested for Covid-19?**

After your telemedicine appointment, you can go to one of the Diligent Urgent Care sites listed below to get your test, OR you can go to any LabCorp location nearest to you.

Diligent Urgent Care Center

3807 Bergenline Ave, Union City, NJ

West Orange Testing Site

100 Executive Drive

West Orange, NJ

North Bergen Testing Site

The North Bergen testing site is a mobile site. You will be told where the exact location is during the telemedicine visit if a test is needed. A message that includes the updated location is also sent to all patients who are scheduled.

**I already had Covid-19. Do I still need to get tested?**

Schedule your telemedicine appointment and discuss it with the medical clinician. Please have the results of your positive antibody test available at your telemedicine appointment.

**I already had a Covid-19 antibody test that was positive. Do I still need to get tested?**

Schedule your telemedicine appointment and discuss it with the medical clinician. Please have the results of your positive antibody test available at your telemedicine appointment.