

Telehealth | *Important Information for Your Appointment*

Thank you for making your online appointment. Please carefully review this information ahead of your appointment. If you have any additional questions, please call 303-321-2458.

Telehealth Alert: We have scheduled your visit to be done by telehealth. This means you do not need to come to the health center.



Information Regarding Your Visit

- We have scheduled your visit to be done by Telehealth. **This means we will conduct your visit through video.**
- Prior to your appointment, you will receive a link for your video appointment either through email or text to your cell phone.
- You must be in the same state as where your appointment is scheduled. For example, if you scheduled your telehealth appointment through our system at a Las Vegas health center, you must be physically in Nevada at the time of your appointment. The same is true for New Mexico and Colorado health centers.
- You may need to come to the health center before or soon after your appointment to receive specific services, such as lab tests, injections, ultrasound, etc. We may call you about this before your appointment, or we will discuss it during your visit.



Important Payment & Insurance Information

- We request payment in full at the time of your visit. Credit card information will be collected, and payment will be processed during your visit.
- If you need help paying for your visit, please let us know.
- If you need assistance with travel arraignments for your abortion, please text ACCESS to 57890.
- **We accept most major private and public health insurance plans.** It is your responsibility to ensure your services are covered prior to completing your visit. During your visit we will instruct you on how to provide a copy of your insurance card and photo ID.
 - **Prior Authorization:** Some insurance companies require additional paperwork to be completed before covering specific services. We will help you complete this process, but you may want to call your insurance company before your visit to understand what you will need for your services to be covered.



Enroll in PPRM Patient Portal

- We encourage you to activate your Patient Portal.
- You can message your provider, check your lab results, or pay a bill.
- Visit www.PPRM.org or speak to one of our staff members to complete your enrollment or login.



Tips for a successful video visit

- Please be on time.
- We advise you to be in a safe, secure and quiet place for your visit so you are not interrupted.
- You can cancel or reschedule your appointment online, or by calling us at 303-321-2458.
- If you have questions, please call us at 303-321-2458.
- **It is important to follow these instructions to make sure you can be seen.**