

Policy

Missions Are to Obtain Approval to Use Telehealth Application Services

1. In order to access recommended telehealth services applications, missions must have them be reviewed by Missionary Medical to ensure health information privacy is assured.
2. If approved, downloading of apps or websites for telehealth services must be approved by the Missionary Department.

Missionaries Are to Obtain Approval to Access Telehealth Care

1. Telehealth may be used with approval in advance by mission leaders (or MHA or area medical adviser [AMA] if authorized by the mission leaders) when:
 - a. it is legal in the area where the missionary is serving,
 - b. health information privacy is assured,
 - c. the technology needed is easily available to the missionary,
 - d. the type of visit is amenable to a telehealth visit (i.e., the quality of care will not be compromised by having a telehealth visit instead of an in-person visit),
 - e. the provider is in-network (contracted) through Missionary Medical.
2. The missionary must report the result of the telehealth visit, including if any other treatment is recommended or needed.
3. Missionaries are not to use telehealth services for providers from their home for in-field treatment.

Guiding Principles for Medical Care for Full-time Young Missionaries

Missionaries have the primary responsibility for maintaining their own health through exercise, eating nutritiously, and so forth.

Missionaries should be sufficiently healthy to maintain a regular missionary schedule with reasonable accommodations.

Medical care should be provided according to local reasonable standards of care.

Care that prevents missionaries from maintaining a missionary schedule should be received at or near the missionary's home using local medical providers and local financial resources.

Missionaries are strongly encouraged and expected to keep existing medical insurance while serving. Available insurance will be used to save Church funds for in-field care and provide for continuity of care for families upon returning home.

Administration

Telehealth Definition:

Telehealth, also referred to as telemedicine or e-medicine, is the remote delivery of healthcare services, including exams and consultations, over the telecommunications infrastructure. Telehealth allows healthcare providers to evaluate, diagnose and treat patients without the need for an in-person visit. Patients can communicate with physicians from their homes by using their own personal technology or by using a dedicated HIPAA compliant telehealth application or website.

Frequently Asked Questions:

Q: If I have a medical provider in my mission that is willing to visit with the missionaries over a virtual visit platform (phone call, video application, or website), can I send my missionaries to them?

A: Yes, if the following are in place:

- 1. The platform is HIPAA compliant and approved by the Missionary Department, and*
- 2. The provider is in-network (contracted) with DMBA (Utah, Southeast Idaho, and Hawaii areas) or United Healthcare (all other areas in the United States).*

Q: If the medical provider I would like to use is not contracted, can they become contracted?

A: It is possible, but they should follow the contracting arrangements of DMBA or United Healthcare:

- 1. If the provider is within the DMBA network area (Utah, Southeast Idaho, and Hawaii areas), they can call 800-777-3622.*
- 2. If they are in the United Healthcare network area (all other areas in the United States), they can call 866-574-6088 to see if there is an open contract spot for their specialty in their area. They can also apply for contract status by visiting <https://www.uhprovider.com/en/search-results.html?q=credentialing>.*

Q: What is the difference between using the Connect Care app (used inside the United States) and seeing a local contracted provider through a virtual visit?

A: Connect Care is available 24 hours a day, every day of the year within the United States, and is generally used for rapid consultation for acute, urgent medical issues. Many of the conditions that can be treated at an urgent care facility can be treated through Connect Care. Conditions such as stuffy/runny noses, allergies, sore throats, eye infections, earaches, coughs, painful urination, lower back pain, joint pain or strains, and minor skin problems may be able to be treated through Connect Care.

A local contracted provider can possibly treat some of the same issues and may also have access to labs and other diagnostic tools. However, they may have scheduling constraints, and if they use a specific virtual visit communication platform, the missionary may not be able to access it.

Q: There is a contracted provider in my area that can see the missionaries virtually, but the virtual visit platform (specific app or website) has not been approved for a missionary to access on their smartphone. How can I get it approved?

A: To request that missionaries receive access to additional apps or websites on their smartphones, please visit [this page](#) on the Missionary Portal (accessible to mission presidents and mission office staff) and follow the instructions listed under the "Apps" or "Websites" sections.

Q: Do missionaries still have copays with virtual visits inside the United States?

A: Yes, missionaries still have the same \$10 copay whether they are seen in the office or on a virtual visit with a contracted provider. When using Connect Care, effective January 1, 2025, there is no copay.

Pre-Approval Requirements:

Pre-approval is required to ensure Missionary Medical is aware of the request for treatment and so that payment can be made when bills are sent for payment.

Senior Missionaries:

Senior missionaries are responsible for their own telehealth services and related expenses.

Exceptions:

Requests for an exception to this policy must go through the Medical Treatment Review Committee (MTRC). To make that request, complete the *Request for Exception for Medical Care* form found under the Mission Leader Resources tab. Email the completed form to mmexception@dmba.com.

Related Documents

Secure Electronic Communication Policy

Missionary Department Notice, *Medical Tests and Procedures*, November 15, 2019

Notice

Policies and guidelines are written to support the *Guiding Principles for Medical Care for Full-Time Young Missionaries* as approved by the Missionary Executive Council.

Policies define what is acceptable when administering missionary medical care. Exceptions to policies require a specific, established process. Exceptions by definition should be rare.

Guidelines are written to provide consistency and equality in the medical care of missionaries. The unique nature of each missionary circumstance may require some deviation, but guidelines are considered overall direction from the Missionary Department Health Services.

Any adjustments to this document must be made by the Missionary Department in consultation with Missionary Medical.

Policy History

Status: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised	Origination Date: 05/08/2020
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Approval Body	Approval Dates
Missionary Medical	08/26/2024
Missionary Health Policy Committee	06/23/2023
Chair Committee	08/04/2023
Executive Directors Meeting (EDM)	Not Applicable
Missionary Executive Council (MEC)	Not Applicable

08/26/2024	Updated document to reflect that a \$10 copayment is not required when using Connect Care (for use inside the United States). Adjusted the wording for Guiding Principles for Medical Care for Full-time Young Missionaries for the pre-existing condition policy adjustments.
04/27/2023	Renamed policy to Telehealth and updated wording to reflect that change. Updated the policy statements to provide clarity about the approval process to telehealth application services and missionary approval to use telehealth care.
11/05/2020	Added sentence "Telemedicine may be used when health information privacy is assured" under Policy section to be consistent with Missionary Department document <i>Policies Related to Physicians or Therapists Who Serve Missionaries</i> , 21 October 2020.
06/03/2020	New policy.

Telehealth

General Policy (GP-00025)

Last Approved: 01/01/2025

Location on www.missionarymedical.org

Policies -> Policies -> Administration -> Telehealth Policy

Policies -> Missionary Department Pre-Field and In-Field Health Guidelines -> Alternative Treatment - Telehealth Policy

Medical Care -> Missionary Department Pre-Field and In-Field Medical Guidelines -> Alternative Treatment -> Telehealth Policy