

## Pediatric FAQs

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### **How can I create an account for my child to see a health care provider\* through Texas Children's Anywhere Care?**

To have a visit for your child, create your own account first and add any children under the age of 18 to your profile when prompted. When you start a visit, you'll be asked who the visit is for. From the drop-down menu, select the child as the patient for the visit. Any individuals over the age of 18 must have their own account with unique email address, due to privacy and security requirements mandated by the Health Insurance Portability and Accountability Act (HIPPA).

### **Will my insurance cover my child's Texas Children's Anywhere Care visit?**

When you create your Texas Children's Anywhere Care account, you'll be able to enter your Texas Children's® Health Plan member ID. Visits are fully covered for STAR and STAR Kids. CHIP members will have a co-pay that ranges from \$5 - \$25 based on each family's income.

### **Why do I need to create a Texas Children's Anywhere Care Account?**

Your Texas Children's Anywhere Care account is created to ensure that your child can be seen by a board-certified provider as quickly as possible. Your member ID and selected pharmacy and medical history will be available to the provider that you see.

After your visit, you can share a post-visit summary with your child's primary care provider.

### **What do I do if I'm not sure my child's condition can be treated via Texas Children's Anywhere Care?**

First, assess whether your child's condition is an emergency. If there is a shortness of breath or difficulty breathing, uncontrolled bleeding, loss of consciousness or disorientation, injury involving the neck or back, or broken bones, go to the nearest emergency room or call 911.

If the condition is less serious and you're still not sure whether your child needs to be seen in person or can be treated by a health care provider using Texas Children's Anywhere Care, we can help. The provider you see using Texas Children's Anywhere Care will assess your child and refer you to an in-person visit with your primary care provider if necessary. Infants less than 30 days old should be seen by their primary care provider.

### **How long does the visit last?**

Texas Children's Anywhere Care visits usually last about 10 minutes. The health care provider will interact directly with you and your child and if more time is needed, the visit will be extended.

### **What if my child needs medication?**

If your child needs a prescription for the condition being treated, the health care provider you see using Texas Children's Anywhere Care can send a prescription electronically to the pharmacy you select when you create your account. He or she can also provide a doctor's note regarding your child's condition for school or work.

If prescription refills are needed, the provider on Texas Children's Anywhere Care will assess your child's health history to determine if a refill is safe at this time or whether it is necessary to see your primary care provider.

### **Is there a cost for the online health care visit?**

There is no cost for STAR and STAR Kids. CHIP members will have a co-pay that ranges from \$5 - \$25 based on family income. If you believe your co-pay amount is incorrect, please contact the Texas Children's Health Plan Member Services team by calling the phone number provided on your member ID card.

### **What conditions can be treated through an online visit?**

Through Texas Children's Anywhere Care health care providers can treat a range of children's conditions, including:

- Allergic reactions
- Coughs, colds, or congestion
- Ear pain
- Fevers in children older than 8 weeks
- Pink eye
- Rashes
- Skin infections
- Sore throat
- Vomiting and diarrhea

\*Texas Children's Anywhere Care providers may include doctors and advanced practice providers.