

Medical Advice Through MyChart

Why Some MyChart Messages are Billed to Insurance

Messaging your provider has become a popular way to seek care, especially with an increase in demand for virtual health-care options.

While most messages sent through MyChart are handled quickly and never result in a bill to insurance, complex messages may be billed.

BJC HealthCare and Washington University Physicians are pleased to offer all these choices including medical advice messaging through MyChart, and we strive to provide timely, excellent care:

- In-person visits
- Video visits
- Phone visits
- eVisits
- Medical advice messaging through MyChart

Cost of Medical Advice Messages Through MyChart

Most messages are free, but starting May 24, 2023, complex messages may be billed to your insurance. BJC HealthCare and Washington University may bill for responses that require medical expertise.

If a message may be billed to insurance, BJC HealthCare and Washington University Physicians will handle the billing. (See the “What Counts” section below for examples of what might be billed and what will not be billed.)

There may be a copay based on your insurance company’s guidelines. To learn what your out-of-pocket cost for a medical advice message will be, please contact your insurance company to determine what you may owe for messages.

What Counts as Medical Advice Messaging

If the response requires your provider’s clinical time and expertise, the provider may bill this to your insurance.

Examples of messages (including but not limited to the following) that may be billed to insurance:

- ❖ New issues or symptoms requiring a medical assessment or referral
- ❖ Medication adjustments
- ❖ Chronic disease check-ins

- ❖ Flare-ups or changes in a chronic condition
- ❖ Requests to complete a form

What Messages Will Not be Billed

Examples of messages (including but not limited to the following) that will not be billed to insurance:

- ❖ Requests for a prescription refill
- ❖ Requests to schedule an appointment
- ❖ Messages that lead to your provider recommending a visit
- ❖ Follow-up care related to a recent surgery or delivery (within the past 90 days)
- ❖ Updates for your provider when no response is needed
- ❖ Messages that are answered by your provider's nurse (RN or LPN), medical assistant (MA), or medical secretary
- ❖ Messages that take a minute or two to answer