

## Frequently Asked Questions

### 1. Which services are eligible for virtual assessments?

The following assessing and prescribing services may be conducted virtually for patients who have barriers to attending in-person appointments:

- Prescription Renewals
- Allergic Rhinitis
- Cold Sores
- Gastroesophageal Reflux Disease (GERD)
- Uncomplicated Urinary Tract Infection (uUTI)
- Follow-up Assessments only for Mild Acne
- Follow-up Assessments only for Contraception Management

### 2. Who is eligible for virtual care under the Pharmacy Services Program?

Individuals may be eligible for virtual care under the Pharmacy Services Program if they face barriers to attending in-person appointments. This includes, but is not limited to, individuals with disabilities, those requiring caregiver support, or those without access to transportation.

The pharmacist must use their professional judgement to evaluate a patient's individual situation.

A patient's preference to receive virtual care in the absence of barriers to in-person care is not eligible for coverage.

### 3. Can virtual assessments be conducted via email under the Pharmacy Services Program?

No. Virtual assessments must be conducted in real-time (synchronous). Email is not considered real-time (synchronous) interaction and is therefore not eligible.

### 4. Are follow-ups conducted using an automated email or text survey eligible for coverage under the Pharmacy Services Program?

No. Administrative or clerical technological interactions, such as text message reminders or surveys, are not considered virtual patient care.

### 5. Are virtual services conducted off-site eligible for coverage under the Pharmacy Services Program?

No. The pharmacist must be physically present at the participating provider pharmacy location during the virtual assessment for the service to be eligible under the program.