**Face-to-face, online consultations with your provider**

**What is a video visit?**
A video visit is an alternative to receiving an in-person visit at a Kaiser Permanente medical office with a Kaiser Permanente provider. You may be anywhere, as long as you have the proper technology and are registered on kp.org.

Video visits require you to have a good internet connection and a computer, smart phone, or tablet with a camera, microphone and speakers. Security is provided by Kaiser Permanente Colorado via the way you log in to the video visit on kp.org. Video visits are not available to Medicaid members.

Members who see network providers should ask their provider if they offer video visits*.  

**How do I know if I can make a video visit with my provider?**
Your provider will work with you to determine if the care you need can be met in a video visit. Care by video is an option that we are excited to make available for you. But please know that if you prefer to be seen in person, you have that option.

**How do I schedule a video visit with my provider?**
Your provider’s staff will schedule a video visit appointment with you after you and your provider agree that a video visit is right for you. You will receive a reminder of your visit via kp.org.

**Are video visits for specialty care or just for primary care?**
Kaiser Permanente physicians, advanced practice nurses, and physician assistants who provide scheduled outpatient care, in all specialties, and adult and pediatric primary care, can offer care by video. Whether or not your care can be provided via a video visit is determined by your provider.

**How much does a video visit cost?**
Beginning January 1, 2017, commercial (non-Medicare / non-Medicaid) members will be charged an office visit copay for a video visit. This means you will pay the same amount that you would pay if you saw your provider in person.

**What if I am running late to my video visit with my provider?**
If you are booked for a 20-minute video visit with your provider and are running 10 or more minutes late, you will need to reschedule your appointment.

If you are booked for a 30-minute video visit with your provider and are running 15 or more minutes late, you will need to reschedule your appointment.

* A network provider is a non-Kaiser Permanente Colorado Permanente Medical Group (CPMG) provider we contract with to provide services to members.