

# overview

## Say Hello to Telemedicine

Sagikor has announced that it will be honouring claims related to telemedicine - the practice of remote consultations by medical practitioners who utilise clinical solutions supported by technology. This has seen the launch of a phased programme, which makes healthcare more convenient and accessible for clients during this challenging time. Initially the programme will involve a specific pool of health and medical providers. Others, who have the technological capability to deliver a virtual, yet personable doctor-patient experience, are also invited to come on board.

Clients of Sagikor will be allowed to engage with their medical practitioners and specialists and submit claims for services relative to general practitioner consultations, specialist consultations, one-on-one psychiatrist/psychologist consultations, physiotherapy and speech therapy.

## Providers

Sagikor is happy to provide contact information for health care providers in your area who offer telemedicine services.

NAME	SPECIALTY	CONTACT INFORMATION
Dr. Phyllis Burnett	Physiotherapy	(246) 421-8994
Sandy Crest Medical	Emergency Care/Hospital	(246) 419-4911
Back into Motion	Physiotherapy	(246) 262-2436
Dr. Michelle Lashley	Paediatrician	(246) 427-3540
Dr. Brian Charles	General Practitioner	(246) 419-4911
Dr. Adrian Lorde	General Practitioner	(246) 436-9360
Dr. Jackie King	Physiotherapy	(246) 429-8269
Shareka Bentham	Speech Therapist	(246) 235-4361
Dr. Karen Bynoe	General Practitioner	(246) 435-3621
Dr. Tania Whitby-Best	General Practitioner	(246) 417-4867
Dr. Tonya Holder	Psychiatrist	(246) 417-4170

Dr. Delores Lewis	General Practitioner	(246) 233-2757
Dr. Kathy-Ann Manning	General Practitioner	(246) 421-9000
Dr. Jamiee Wilkinson	General Practitioner	(246) 417-4170
Dr. Trina Ifill	General Practitioner	(246) 421-7977
Nina Lashley	Speech Therapist	(246) 232-0301/(246) 256-0301
Louise Frazer	Speech Therapist	(246) 572-4644/ (246) 256-6081
Agape Medical	General Practitioner	(246) 228-3670/(246) 426-3267
Dr. Fatima Nana	General Practitioner	(246) 241-6203
Dr. Nya Maughan	Psychiatrist	(246) 435-3621
PhysioCare Inc	Physiotherapy	(246) 424-1012
Lifestyle Medical Services Inc.	Internal Medicine	(246) 845-0212 / (246) 271-6320
GOMEDIC	General Practitioner	(246) 238-3741
Dr. Dawn Maddalone	Chiropractor	(246) 251-4287
Infinite Physical Therapy Services	Physiotherapy	(246) 237-7059
Andrea Quintyne	Physiotherapy	(246) 420-3324
Jade Physical Therapy	Physiotherapy	246) 435-3252
Gabrielle de Villers	Occupational Therapy - Paediatrics	(246) 284-3897
Jessica Dash	Occupational Therapy - Paediatrics	(246) 821-4747
Melanie Büge	Occupational Therapy (Physical Dysfunction)	(246) 838-9410
Hilary Bethell	Occupational Therapy (Physical Dysfunction)	(246) 429-8266

Nadia Johnson	Occupational Therapy (Physical Dysfunction)	(246) 836-1876
Total Therapy Inc	Physiotherapy	(246) 435-0172
First Choice Healthcare	Physiotherapy	(246) 421-7977
Dr. Wayne Clarke / WSC Medical	Internal Medicine	(246) 435-7349 / (246) 231-0788
Dr. Chantelle Browne-Farmer	Paediatrician	(246) 271-0770
Dr. Natalie Moore	General Practitioner	(246) 250-9509
Dr. Cheryl Coppin	Physiotherapy	(246) 431-8651
Dr. Brian Marshall	General Practitioner	(246) 622-2036
Dr. Emma Dash	General Practitioner	(246) 266-9734
Dr. Shari Goring	General Practitioner	(246) 284-8232
Dr. Carol Gill	General Practitioner	(246) 430-1001
Dr. Shannon Carrington	General Practitioner	(246)245-7950
Dr. Nesha Gibbons	General Practitioner	(246) 271-0770
Dr. Lana Husbands	General Practitioner	(246) 438-0021
Dr. Ishmail Makda	General Practitioner	(246) 228-4566
One to One Physio	Physiotherapist	(246)-242-7272
Dr. Greig Millar	General Practitioner	(246) 237-9124

What is telemedicine?

A consultation with a Provider where you communicate using video conference or telephone, instead of having a physical face-to-face visit with a provider.

Can I access telemedicine services from my current doctor?

Is there an additional cost for telemedicine consultations?

How would this affect current premiums?

Is there a ceiling as to the no. of consultations?

Can I access coverage for telemedicine services if the provider is not my usual doctor?

Will I be able to use my CariCare Card for these services?

What do I do to get reimbursed?

How do I sign up for payment to go to my bank account (Direct Credit)?

I am a provider not on your pool of telemedicine providers. I am interested in offering this service. How can I become a part?

Can I open up my telemedicine consultation to new patients?

Can insureds go to any doctor who is offering this type of service and get their fees reimbursed?

## how it works

1. Patient calls their Physician to schedule a consultation.
2. Physician confirms telemedicine consultation is appropriate for patient's issue, schedules a consultation and provides payment instructions.
3. Patient pays Physician on-line and receives an e-receipt (which would include the words 'Telemedicine services') from the Physician for the amount paid.
4. Physician and patient have a telephone or videoconference consultation.
5. Physician fills-in the claim form identifying it as a 'Telemedicine claim' and forwards it to the patient.
6. Patient fills-in their information and encloses proof of payment and sends claim to Sagcor.
7. The same email received from the Physician with the filled-in claim form must be used as evidence of agreement for Telemedicine consultation and forwarded to us along with the following for the claim to be processed:
  - o Completed claim form (filled in with the Physician's information and the patient's information)
  - o e-receipt as proof of payment
  - o Any additional supporting documents
  - o Banking information (Bank name, bank address, bank account no.)
  - o Scanned copy or picture of your Caricare card and one form of national ID (country ID, driver's permit, or passport).

8. The e-claim 'package' is sent to the country specific dedicated claims inbox:

- Barbados - [Barbadoslocalclaims@Sagicor.com](mailto:Barbadoslocalclaims@Sagicor.com)

9. Sagicor processes the claim and sends the reimbursement via direct credit to the insured's bank account. An e-mail is sent to the insured's email address notifying them that the money has been sent to their bank account.

## contact

For more information, email us at [eservice@sagicor.com](mailto:eservice@sagicor.com) or call 1 800 744 7707.