

**F.A.Q. about  
CapstoneCare™ and Telemedicine**



**1. What is telemedicine?**

Telemedicine is a fast-growing way for people to obtain treatment for healthcare issues from U.S. doctors by phone, video, or devices from the comfort and safety of their homes, 24 hours a day, every day of the year.

**2. Is telemedicine safe and approved?**

Yes. Telemedicine has been used in the United States for more than 15 years. It is legal in all 50 states and is endorsed by the American Medical Association. The CDC recommends telemedicine to reduce the chances that people will contract or spread COVID-19.

**3. What kinds of health issues can telemedicine treat?**

The enhanced telemedicine program called CapstoneCare can treat the leading conditions people consult with a doctor about, such as the common cold, flu, fever, skin rash, nausea, earache, sinus infection, pink eye, and more. People can also ask telemedicine doctors questions about COVID-19 or other health concerns.

**4. What else is included in the CapstoneCare program?**

In addition to telemedicine, the CapstoneCare program includes short-term mental health counseling. In addition, for just \$10 more per month, patients can get savings of 10-50% on dental and chiropractic visits, hearing aids, vision services such as glasses, diabetes supplies, discounts on pet medications, and more.

**5. How much does the CapstoneCare telemedicine program cost?**

Traditional health insurance costs \$200 - \$1000 per month or more. Rx Outreach has negotiated special discount pricing for our patients. You can sign up for a monthly CapstoneCare membership starting at just \$12.75 per month.

**6. Can I cover my family with this program?**

Yes. You have the option to choose a CapstoneCare™ plan for an individual or one for families. The family plan covers you as the primary member, your spouse or significant other, *plus* your dependent children up to 26 years of age.

**7. Can I sign up for CapstoneCare even if I already have health insurance?**

Yes. You can sign up for the CapstoneCare program regardless of whether you are uninsured or you already have insurance. If you already have existing high-deductible health insurance, CapstoneCare can help you eliminate many doctor bills, co-pays, and deductibles. It can also provide services not found generally found in traditional health insurance, such as dental coverage.

**8. Is there a waiting period or exclusions for pre-existing conditions?**

No. You can sign up right away for the CapstoneCare program. There are no health questions to answer and no health exclusions of any kind.

**9. How long does it take to get help from one of the telemedicine doctors?**

Once you are enrolled, the average time to speak with one of Capstone's U.S. doctors from your home is 30-60 minutes.

**10. Can the doctors write prescriptions?**

Yes. The telemedicine doctors can write prescriptions for short-term, day-to-day, non-chronic health issues, for medications like antibiotics, and to treat acute conditions like earaches, pink eye, skin rashes, and more. Please note that refill of current treatments as well as prescriptions for other pathologies are not guaranteed and it is subject to the telemedicine doctor's medical judgment.

**11. Do I have to sign a contract or make a long-term commitment?**

No. The CapstoneCare program is month to month. You can cancel it at any time after a minimum of one month.

**12. Is there a limit on the number of times my family or I can obtain treatment from the telemedicine doctors?**

No. You can speak with one of the telemedicine doctors as often as you need with NO doctor bills, co-pays, or deductibles.

### **13. How do I use the CapstoneCare™ program?**

After you sign up, you will be emailed a Welcome Letter that explains the program in detail and includes a Membership Card that lists how you can contact the telemedicine doctors 24 hours a day via phone, video, or other devices.

### **14. Do I have to provide any type of confidential information?**

No. You do not have to provide a social security number, citizenship information, or answer any questions about your health.

### **15. How do I sign up for this program?**

There are three ways to sign up for the CapstoneCare program. 1. You can sign up right now. It will take about 5 minutes. 2. If you are not ready to sign up now, I can email you information about the CapstoneCare™ program. 3. You can learn more by going to the Rx Outreach website: **[www.rxoutreach.org](http://www.rxoutreach.org)**