

## Virtual Acute Care - Summary of Maine Provider Options

**Introduction:** This document is intended to provide a summary and overview of Maine provider organizations that are currently offering virtual urgent care services via telehealth to individuals located in Maine, with a focus on services available to MaineCare members. The summary includes information obtained through meetings with Maine providers from June – August 2025 and will be updated as programs evolve and/or additional Maine provider organizations develop virtual acute care programs.

Provider Organization (Primary Contact(s))	Virtual Acute Care Program Name	Currently available to all individuals?	Hours of Operation	How Patients Access Care / Video required?	Insurance & Max Visit Price	Inclusions/ Exclusions	Staffing model
MaineHealth • Tracy Jalbuena MD • Lizzy Mulcahey DNP	<b>MaineHealth Virtual Quick Care</b>	1. <i>Current:</i> any person in Maine with MaineHealth MyChart account 2. <i>Near term (CY26):</i> Any person in ME at time of encounter, regardless of Epic/MyChart access	M-F: 9A-6P Sat: 10A-2P	1. <i>Current-</i> o Patients use “Direct Scheduling” within Epic/MyChart o Visit on Zoom within Epic o Pt must have both audio & visual connection 2. <i>Near term (CY26)</i> – additional pathway (“On My Way”) for individuals without Epic/MyChart accounts	<ul style="list-style-type: none"> <li>Accepts MaineCare &amp; all major insurances</li> <li>Estimated visit price without insurance: \$146 (rarely could be as high as \$402)</li> </ul>	<u>Exclusions:</u> <ul style="list-style-type: none"> <li>Children &lt; 2yrs (may change)</li> <li>Chronic disease management</li> <li>Behavioral Health chief complaints</li> <li>No workers’ comp</li> </ul>	<ul style="list-style-type: none"> <li>Acute Care team with scheduler, MAs (“room” pt), physicians, NPs, PAs</li> <li>No BH-specific staff</li> </ul>
MaineGeneral Health • Laura Mrazik	<b>MaineGeneral eCare</b> ( <a href="#">link</a> ) (through MaineGeneral Express Care)	Yes	M-F: 8A-7:30P. Sat, Sun: 8A– 5P	<ul style="list-style-type: none"> <li>Pts call Express Care can select “9” to sign up for telehealth visit, OR</li> <li>Pts walk into Express Care (with appropriate complaints); if waiting, are offered option of telehth visit</li> <li>Pt must have both audio &amp; visual connection</li> </ul>	<ul style="list-style-type: none"> <li>Accepts MaineCare &amp; all major insurances</li> <li>Max visit price without insurance: \$275</li> </ul>	<ul style="list-style-type: none"> <li>Not for children under age 3</li> <li>Not for workers’ comp cases</li> </ul>	Express Care providers from across 3 MEGenl sites (Wtvl, Augusta, Gardiner)

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	<b>MaineGeneral Virtual Primary Care</b> (some)	No – pts of MaineGeneral providers only	Practice office hours	<ul style="list-style-type: none"> <li>• Pts of participating practices calling to request same-day care may be offered option of telehealth visit</li> </ul>		<ul style="list-style-type: none"> <li>• Only patients of MaineGeneral practices</li> </ul>	MEGenl primary care providers
Northern Light Health <ul style="list-style-type: none"> <li>• Bethany McKnight</li> </ul>	<b>Northern Light Primary Care</b> (some)	No – pts of NLH providers only	Practice office hours	<ul style="list-style-type: none"> <li>• Pts of participating practices can call to request same-day care &amp; may be offered option of telehealth visit, or may self-schedule within NLH EMR</li> </ul>	<ul style="list-style-type: none"> <li>• n/a</li> </ul>	<ul style="list-style-type: none"> <li>• Only patients of NLH practices</li> </ul>	NLH primary care providers
Convenient MD <ul style="list-style-type: none"> <li>• Stacia Stickney, PA-C</li> </ul>	<b>Convenient MD Virtual Care</b> <a href="#">(link)</a>	Yes	7D/wk: 6A-8P	<ul style="list-style-type: none"> <li>• Pts register on website &amp; schedule visit, or can call &amp; get assistance to register</li> <li>• Pt walking into Convenient MD sites (with appropriate complaints) are offered option of telehealth visit</li> <li>• Pt must have both audio &amp; visual connection</li> </ul>	<ul style="list-style-type: none"> <li>• Accepts MaineCare and all major insurances</li> <li>• Price for all visits without insurance starts at flat fee of \$160; max visit price without insurance: \$250 (labs extra)</li> </ul>	<ul style="list-style-type: none"> <li>• Not for children under age 3</li> <li>• Behavioral Health services available for adults 18yo and over</li> </ul>	<ul style="list-style-type: none"> <li>• Convenient MD physicians, NPs, PAs, PNPs</li> <li>• 1 BH clinician available daily</li> </ul>
InterMed <ul style="list-style-type: none"> <li>• Theresa Falcon</li> </ul>	<b>InterMed On Demand</b> <a href="#">(link)</a>	No – pts of InterMed providers only	7D/wk: 8A-5P	<ul style="list-style-type: none"> <li>• Pts log onto website, register, initiate a visit via answering a series of questions (\$20/visit; credit card not charged if determined visit is not appropriate for InterMed on Demand at onset)</li> <li>• InterMed clinician reviews responses &amp; creates treatment plan (may include</li> </ul>	<ul style="list-style-type: none"> <li>• \$20 up-front charge for all visits (charged to CC)</li> </ul> <p>Max visit price without insurance for patients who require telehealth visit: <b>TBD</b></p>	<ul style="list-style-type: none"> <li>• Patients 16yo and over</li> </ul>	InterMed NPs & PAs

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				<p>prescription if necessary)</p> <ul style="list-style-type: none"> <li>• Pt notified when clinician response is available, usually within 1 hour during office hours, or next morning if visit is initiated by the pt after hours</li> <li>• If clinician determines that pt needs to be seen, pt contacted for video telehealth visit or informed to call the office/urgent care for care (\$20 fee waived and insurance charged)</li> <li>• Requirement for video for telehealth visit?</li> </ul>			
Community Care Partnership of ME (CCPM) <ul style="list-style-type: none"> <li>• Sandy Nesin</li> <li>• Jonnathan Busko MD</li> </ul>	<i>Pending</i>	n/a	n/a	n/a		n/a	n/a

**APPENDIX: Maine Virtual Acute Care Program Appropriate/ Inappropriate Conditions for Care**

Provider Organization	Virtual Acute Care Program Name	Appropriate conditions	Inappropriate conditions (if specified)
MaineHealth	<b>MaineHealth Virtual Same Day Care</b>	<ul style="list-style-type: none"> <li>• Mild back pain, muscle or joint strain/sprain</li> <li>• Mild symptoms of possible or confirmed COVID-19</li> <li>• Eye issues (stye, pink eye or itchy eyes)</li> <li>• Digestive issues (nausea, vomiting, diarrhea, constipation or bloating)</li> <li>• Mild headache</li> <li>• Insect bite (including tick bites or concerns about Lyme disease)</li> <li>• Mouth sores or dental discomfort</li> <li>• Concerns about sexually transmitted infections or vaginal yeast infections</li> <li>• Skin issues or rashes</li> <li>• Cold or flu-like symptoms (such as cough, sore throat, runny nose, wheezing, asthma or congestion)</li> <li>• Sinus issues or sinusitis</li> <li>• Urinary tract infection (UTI) or other urinary symptoms</li> </ul>	N/A
MaineGeneral Health	<b>MaineGeneral eCare</b>	<ul style="list-style-type: none"> <li>• Allergies</li> <li>• Headache</li> <li>• Rash</li> <li>• Cold and flu</li> <li>• Nausea</li> <li>• Respiratory problems</li> <li>• Pink eye</li> <li>• ... and more</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency situations (Bleeding, heart attack)</li> <li>• Sexually transmitted diseases (STDs)</li> <li>• Urinary tract infections in males</li> <li>• Urinary tract infections in females under 18 years of age</li> <li>• Most ear pain complaints- especially in children</li> <li>• Point of Care testing - ie A1C</li> <li>• Children under 3</li> <li>• PE (Physical exam)</li> <li>• Blood Glucose: under 80 or above 300</li> <li>• Chest pain</li> </ul>

Provider Organization	Virtual Acute Care Program Name	Appropriate conditions	Inappropriate conditions (if specified)
			<ul style="list-style-type: none"> <li>o Chest tightness, pressure</li> <li>o Squeezing</li> <li>o Palpitations or rapid heart rate</li> <li>• Consciousness/Mental status</li> <li>• Sudden change in               <ul style="list-style-type: none"> <li>o Orientation</li> <li>o Consciousness</li> <li>o Confusion</li> </ul> </li> <li>• Elimination: sudden loss of bowel or bladder control</li> <li>• Numbness/tingling/weakness in face, arm or leg: new or worsening</li> <li>• Post-operative patients (first 5 days)               <ul style="list-style-type: none"> <li>o Temperature</li> <li>o Bleeding</li> <li>o Wound change</li> </ul> </li> <li>• Respiratory symptoms:               <ul style="list-style-type: none"> <li>o Shortness of breath on exertion</li> <li>o Difficulty breathing (acute, not chronic)</li> </ul> </li> <li>• Seizures:               <ul style="list-style-type: none"> <li>o Uncontrollable tremors, twitching or jerking movements</li> </ul> </li> <li>• Allergic Reaction:               <ul style="list-style-type: none"> <li>o Swelling of the face, tongue, lips</li> <li>o Rash</li> <li>o Difficulty breathing</li> <li>o Difficulty swallowing</li> </ul> </li> <li>• Bleeding:               <ul style="list-style-type: none"> <li>o Rectal bleeding</li> <li>o Vaginal bleeding unrelated to menses</li> <li>o Vomiting blood</li> <li>o Nosebleeds: unable to stop bleeding</li> </ul> </li> </ul>

Provider Organization	Virtual Acute Care Program Name	Appropriate conditions	Inappropriate conditions (if specified)
			<ul style="list-style-type: none"> <li>• Speech: <ul style="list-style-type: none"> <li>○ Sudden onset difficulty speaking</li> <li>○ Sudden onset slurred speech</li> </ul> </li> <li>• New Trauma <ul style="list-style-type: none"> <li>○ Head injury/Burns/Chemical</li> <li>○ inhalation or ingestion/Fall/difficulty moving body part</li> </ul> </li> <li>• Vision: <ul style="list-style-type: none"> <li>○ Double vision/Difficulty seeing/</li> <li>○ Sudden blindness</li> </ul> </li> </ul>
Northern Light Health	n/a	n/a	n/a
Convenient MD	<b>Convenient MD Virtual Care</b>	<ul style="list-style-type: none"> <li>• Illnesses: <ul style="list-style-type: none"> <li>○ Cold and flu</li> <li>○ COVID</li> <li>○ Nausea and diarrhea</li> <li>○ Pink eye/conjunctivitis</li> <li>○ Seasonal allergies</li> <li>○ Sinus congestion</li> <li>○ Sore throat</li> </ul> </li> <li>• Injuries <ul style="list-style-type: none"> <li>○ Arthritis pain</li> <li>○ Back Pain</li> <li>○ Gout</li> <li>○ Tooth pain</li> </ul> </li> <li>• Aches &amp; pains <ul style="list-style-type: none"> <li>○ Arthritis pain</li> <li>○ Back Pain</li> <li>○ Gout</li> <li>○ Tooth pain</li> </ul> </li> <li>• Infections &amp; rashes</li> </ul>	<ul style="list-style-type: none"> <li>• If the patient is 2 years old or younger</li> <li>• If you need a physical exam, lab work, X-rays, or other procedures</li> <li>• If you have suffered a serious injury</li> <li>• If you are experiencing chest pain, difficulty breathing, or severe abdominal pain</li> </ul>

Provider Organization	Virtual Acute Care Program Name	Appropriate conditions	Inappropriate conditions (if specified)
		<ul style="list-style-type: none"> <li>○ Bladder infections</li> <li>○ Dental infections</li> <li>○ Impetigo</li> <li>○ Poison Ivy</li> <li>○ Rashes</li> <li>○ Skin conditions</li> <li>○ STI screening</li> <li>○ Tick bites</li> <li>○ Urinary tract infections</li> <li>● Mental health: can treat or initiate treatment for... <ul style="list-style-type: none"> <li>○ Anxiety</li> <li>○ Depression</li> <li>○ Postpartum depression</li> <li>○ Panic disorder</li> <li>○ PTSD</li> <li>○ Insomnia</li> </ul> </li> </ul> <p>(NOTE: do not prescribe controlled substances)</p>	
InterMed	<b>InterMed on Demand</b>	<ul style="list-style-type: none"> <li>● Acne</li> <li>● Athlete's foot</li> <li>● Bacterial vaginosis</li> <li>● Birth control medication refills</li> <li>● Burns (minor) &amp; sunburn</li> <li>● COVID-19 dx &amp; treatment</li> <li>● Canker sores</li> <li>● Chlamydia exposure</li> <li>● Cold sore or fever blister</li> <li>● Cold sore prevention</li> <li>● Cold, sinus infection, flu</li> <li>● Cracked lips</li> <li>● Dental pain</li> <li>● Eczema</li> </ul>	Not specified

Provider Organization	Virtual Acute Care Program Name	Appropriate conditions	Inappropriate conditions (if specified)
		<ul style="list-style-type: none"> <li>• Emergency contraception</li> <li>• Erectile dysfunction</li> <li>• Flu exposure</li> <li>• General skin conditions</li> <li>• Genital herpes med refill</li> <li>• Head lice</li> <li>• Heartburn or acid reflux</li> <li>• Impetigo</li> <li>• Insect bite or sting</li> <li>• Jock itch</li> <li>• Low back pain</li> <li>• Mastitis</li> <li>• Nail condition</li> <li>• Pink eye</li> <li>• Post-COVID discharge</li> <li>• Quit smoking</li> <li>• Ringworm (fungal infection)</li> <li>• Rosacea</li> <li>• Seasonal allergies</li> <li>• Shingles</li> <li>• Skin irritation (contact dermatitis)</li> <li>• Start birth control medication</li> <li>• Stomach issues</li> <li>• Stye</li> <li>• Swimmers ear</li> <li>• Tick bite</li> <li>• Travel health kit</li> <li>• Travelers diarrhea</li> <li>• Urinary tract infection</li> <li>• Vaginal yeast infection</li> </ul>	

Provider Organization	Virtual Acute Care Program Name	Appropriate conditions	Inappropriate conditions (if specified)
		<ul style="list-style-type: none"> <li>Whooping cough</li> </ul>	
Community Care Partnership of ME (CCPM)	Pending		

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