Guide to Maven

You're almost there!
Please complete these last steps:

① Download and register for MPractice app
Please use the same email address and password used with the Maven Clinic (member) App

② Set up payment for direct deposit
Enter bank account information in account settings in MPractice to receive monthly payments

③ Set your schedule
Set times in MPractice to meet with members. You can set your schedule up to one month in advance and edit availability as needed.

④ Complete a Practice Appointment
See email for instructions and a sample invite to send a friend to conduct a demo appointment

⑤ Read this **Guide to Maven packet** for additional information on:
- Platform + technology instructions (launching appointments, etc.)
- Clinical expectations (documentation, prescribing)
- Policies + procedures (cancellations, payments, security, etc.)

How Maven works

Hello and welcome to your go-to guide for how to provide care using our intuitive Maven platform.

Remember, if you ever have any questions, we're here to help!

FOR ONBOARDING SUPPORT:
providers@mavenclinic.com
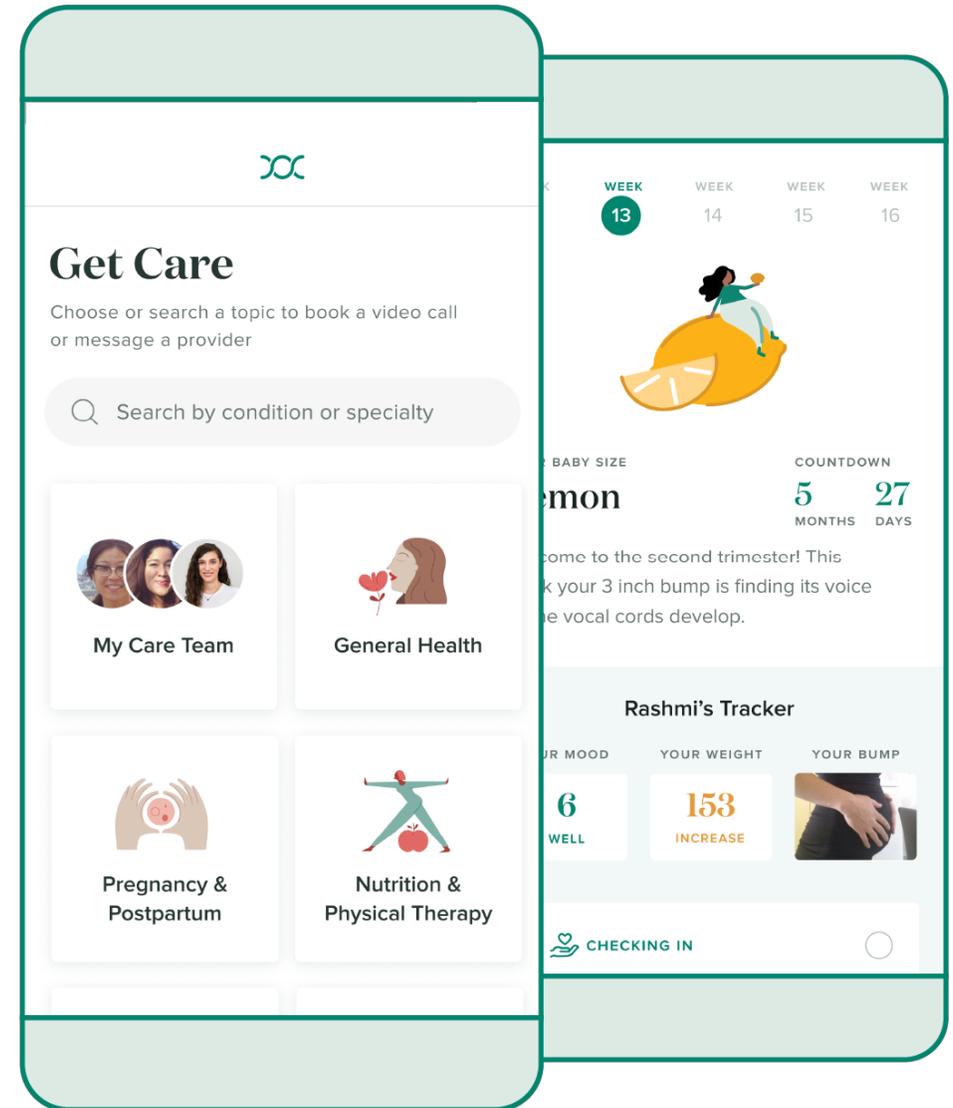
FOR APPOINTMENT SUPPORT:
providersupport@mavenclinic.com

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Setting your availability

In order for patients to schedule appointments with you, you must first set availability in MPractice

1. Log in to MPractice

2. Click "Set availability"

3. Select the date you would like to set availability for

4. Click "Add availability"

5. Set the desired start and end time

When a patient books an appointment with you, you will get a notification on your mobile device

Please note: Members can book appointments **within 10 minutes of scheduled appointment start-time** (i.e. appointment "booking buffer"). Please only set time when you will be available in a quiet place with strong wifi. You can adjust your availability at any point.
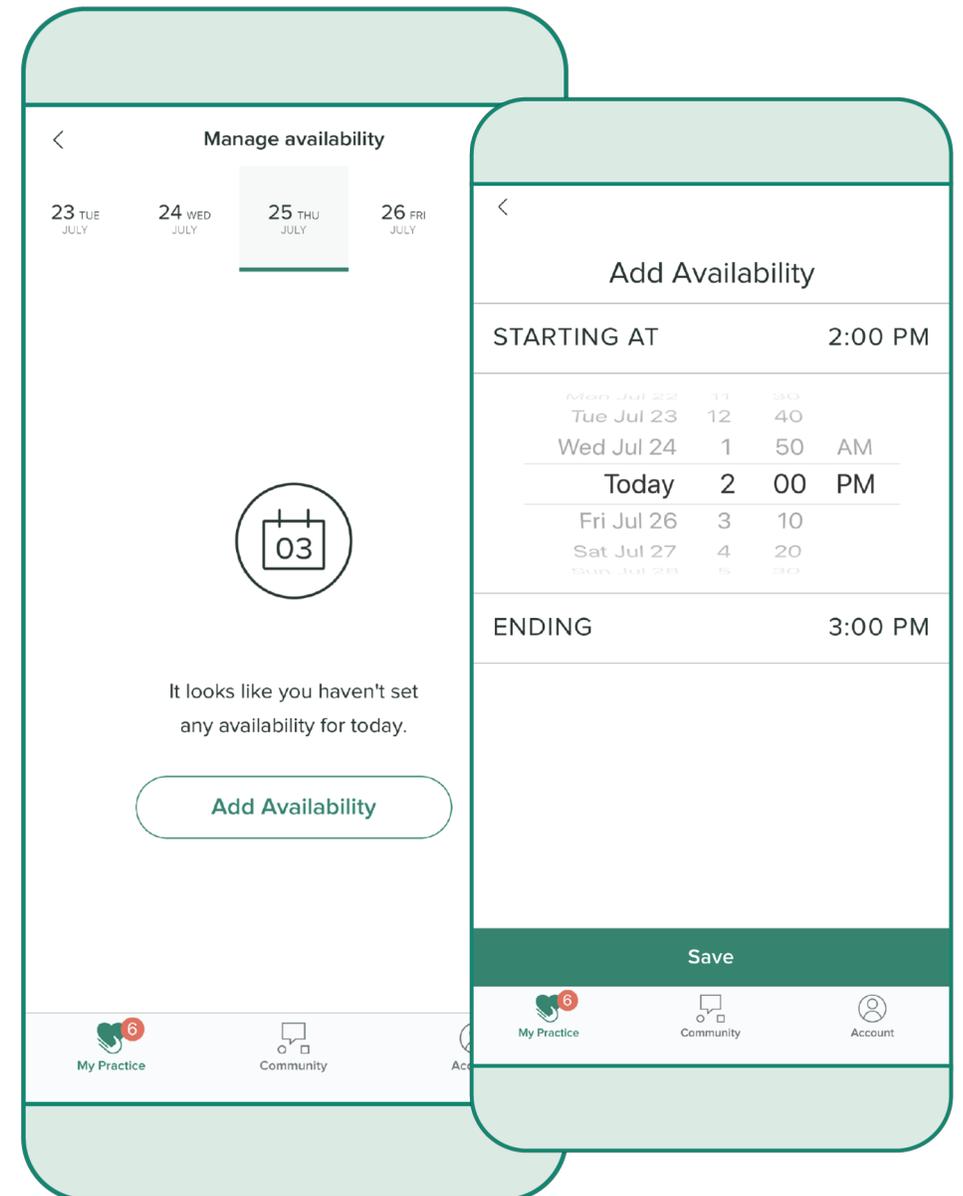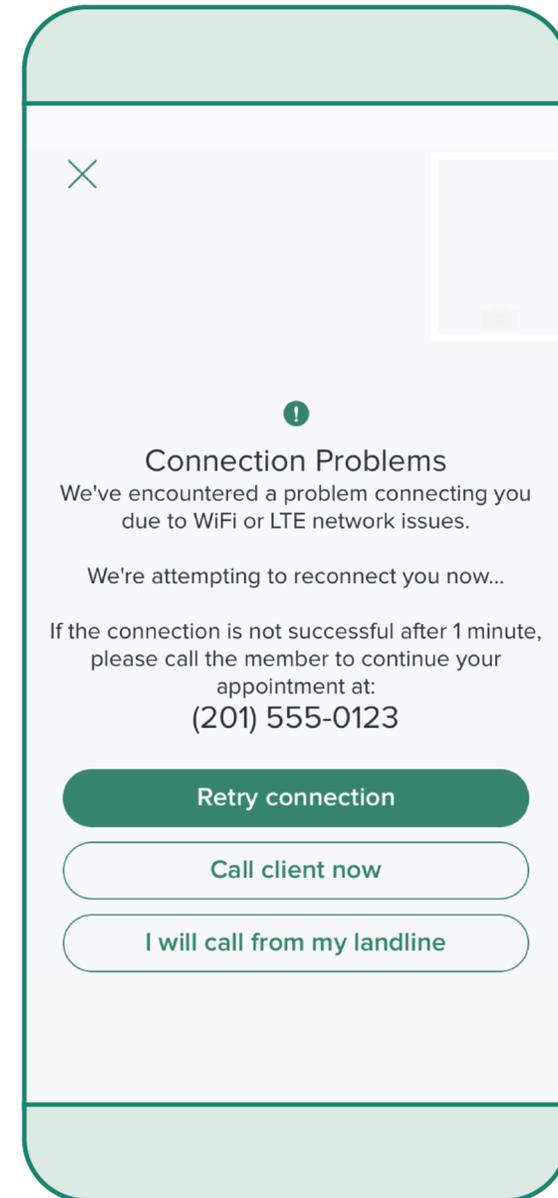
Launching an appointment

- Prepare your **"workstation"** – a quiet, private space with strong WiFi connection. Appointments should never occur on the go.

- **Review member's medical history and pre-session note** before the appointment begins (if available)

- Have a pen and paper or electronic device accessible for **note-taking**

- **Prop your phone / device** so the member can see your entire face, neck, and even some of your torso centered in your screen

- Click **"Go to appointment"** at bottom of screen when appointment is about to begin; then **"Launch"**


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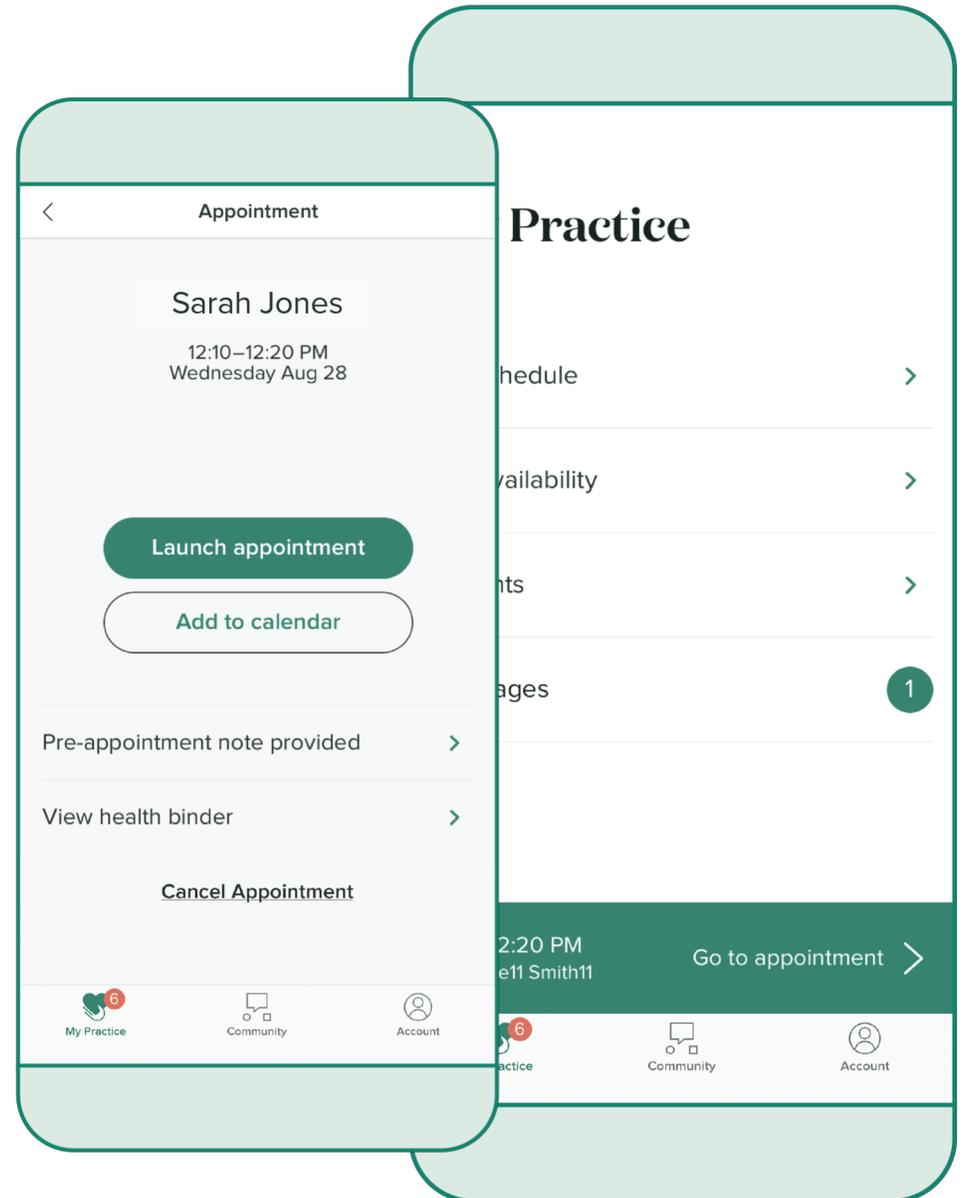
Handling a bad connection

- Patients have the option to provide a phone number if a poor connection occurs

- If the appointment connection drops and a phone number was provided, a screen will pop-up giving you the option to "Call client now"

Please note: Through MPractice, your number will automatically be blocked by using *67 and the patient will not see your number.

Connection Problems
We've encountered a problem connecting you due to WiFi or LTE network issues.

We're attempting to reconnect you now...

If the connection is not successful after 1 minute, please call the member to continue your appointment at:
(201) 555-0123

Retry connection

Call client now

I will call from my landline

Writing post-session notes

- Please make sure you leave a post-session note within 24 hours of every appointment

- Post-session notes **are shared with the member.** They are a great way to summarize what you talked about and provide additional instructions or reminders

- After each appointment, you'll be prompted to write a post-session note, just click "Write an appointment summary"

- Examples of post-session notes for various provider types can be found in MPractice under Account > Frequently Asked Questions > Post-Session Notes
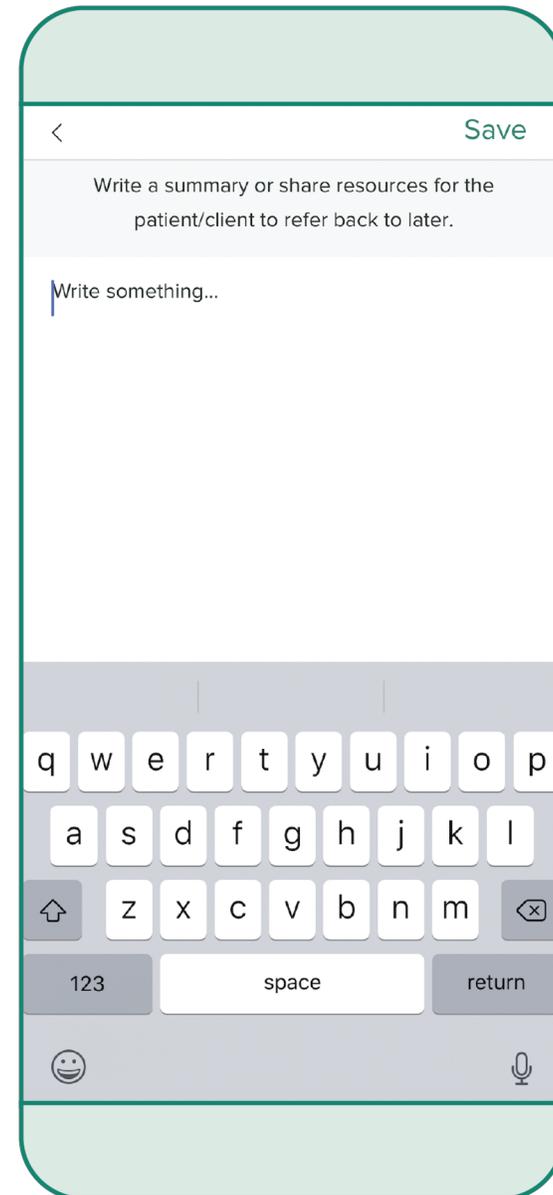
Completing post-session encounter summary

- In addition to post-session notes, you will be prompted to complete a post-encounter summary survey following each appointment

- Responses are **for internal-use only and not shared with members**. The data collected in this survey helps us to understand patient needs and outcomes

- Surveys must be completed **in addition to** the standard post-session note

- The summary survey will pop-up on your screen immediately following your completed appointment

Emergency situations

- We trust you to use your best clinical judgement**. If you are ever not comfortable treating a patient**, we ask that you recommend that they see an offline provider.

- In emergency situations, please try to keep the member on the line and gather as much information as possible including the **member's full name, physical location, and back-up phone number.** If in immediate danger, please try to keep member on the line and **ask them to contact 911.** If member is unable to contact 911 by him or herself, **please contact emergency services on their behalf.**

- Please email providersupport@mavenclinic.com with the **subject line [URGENT]** for any additional immediate support or to inform Maven of emergency situations

- The national suicide prevention lifeline (1-800-273-8255) and Text Crisis Line (text HOME to 741741) are also excellent resources in non-emergency situations

Responding to direct messages

- In addition to video appointments, patients can send you private direct messages

- When a patient sends you a message, you'll receive a text notification to check the "Messages" tab in your app

- Please **respond to all messages within 24 hours** to uphold our member experience; you are not paid for messages responded to outside of 24-hours
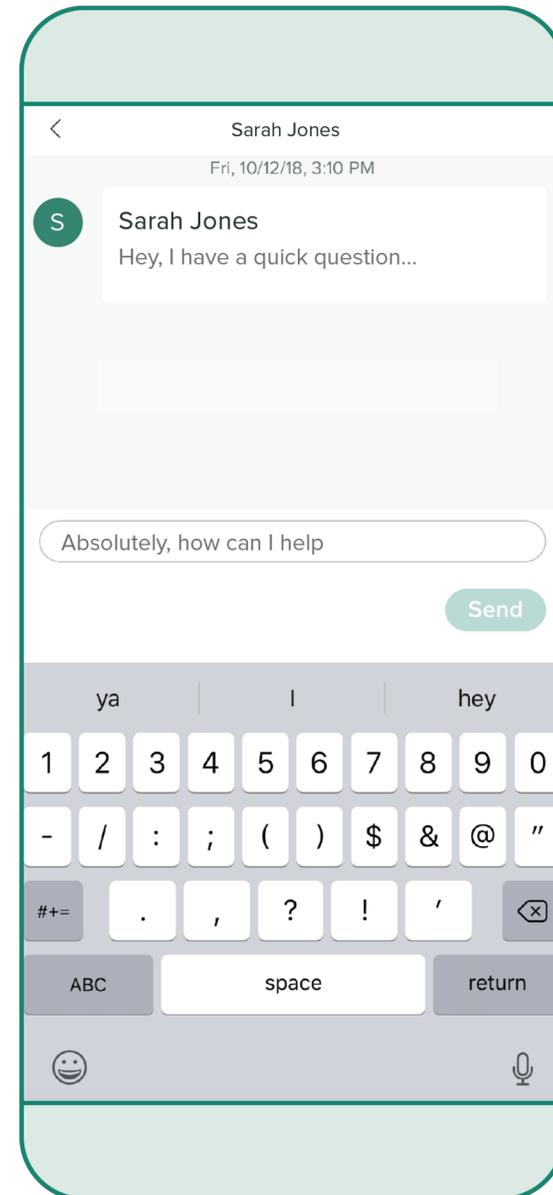
Standard vs. Anonymous appointments

STANDARD APPOINTMENTS

- Access to patient's name and health information

- Patient's state of residence / location matches state in which you are licensed to practice

- Education / coaching or limited medical services (i.e. prescriptions, if appropriate) in scope

ANONYMOUS APPOINTMENTS

- Cannot access health binder (i.e. will not see member's name or medical history)

- Educational / coaching only, rather than treatment or diagnoses; used for questions and information gathering

- Cannot prescribe

Prescribing in MPractice

OVERVIEW

- If you are licensed to prescribe medication, please send your **NPI and date of birth** to **providers@mavenclinic.com** so that we can set you up to electronically prescribe directly through MPractice

- Regardless of your state, **no controlled substances** may be prescribed via telemedicine

- Prescriptions are **not available for anonymous** visits

- Use **strong clinical judgement** by reviewing and assessing member's medical and Rx history both during the visit and through our prescribing platform

- Keep in mind **potential limitations** around follow-up care and ongoing monitoring

INSTRUCTIONS

- When your appointment ends, you will see a screen pop-up that says **"Appointment complete!"**

- If the member has entered their pharmacy information, you will be able to click **"Write a prescription"**

- You will then have the option to either **ePrescribe or directly call** the prescription into the member's pharmacy

- **If the member has not entered a pharmacy,** please remind them to update this information. Let them know that a notification will be sent to you, the provider, letting you know that a prescription can now be written once they have completed this step.

Cancellation policies

PROVIDER CANCELLATIONS

- Rescheduling, cancelling, or no-shows are understandably disappointing to members. Please avoid such issues by remembering to **edit availability** when no longer accurate.

- If you need to reschedule or cancel an appointment, please:

  - Go into MPractice

  - Select the appointment and scroll down to click "Cancel Appointment"

  - Update your availability

  - Leave a thoughtful note for the patient

MEMBER CANCELLATIONS

- For all appointments cancelled by members within 24 hours of the scheduled start (including no-shows), you will be paid in full for your time

- For cancellations prior to 24 hours, clients will receive a refund so that they can rebook the appointment

Payment policies

PAYMENTS

- Maven does not currently accept insurance from members

- **Video Appointment**: Rates vary by specialty and standard appointment length. Your individual rate is outlined in your **Provider Agreement.**
  - You will be paid the applicable rate less 30% deducted for **Practice Covered Expenses**, including platform, overhead, and other applicable operating costs
  - See next slide for **Professional Liability Insurance** information

- **Messages:** Providers are paid for messages responded to within 24-hours of receipt at a rate outlined in your **Provider Agreement.**

MONTHLY EARNINGS

- Your payment information must be updated in MPractice to receive payments

- You will be paid monthly via direct deposit for appointments help in the month prior

- After deposits are made, you will receive email notification

Professional Liability Insurance and Data Security

PROFESSIONAL LIABLITY INSURANCE

- You will be covered by Maven's malpractice insurance policy for appointments you provide through the Maven platform. Coverage begins immediately.

- $10 per month will be deducted from your monthly payment from Maven only in months where you have at least one appointment

- You're welcome to obtain your own supplemental individual insurance, but this is not required

- Maven will provide coverage for at least 3 years past last date of service in accordance with industry standards

DATA SECURITY

- Maven uses a HIPAA-compliant cloud for our technical infrastructure and has developed its own platform that exceeds industry standard security requirements to ensure data security and high-quality video appointments

Need help?

For more information, see our Provider Resource Library

ON DESKTOP:
- Log into mavenclinic.com with your MPractice email and password
- Click your profile photo or the Maven logo in the top right corner
- Click "Resource Library"

ON MPRACTICE:
- Log into your MPractice app
- Click "Account"
- Click "Resource Library"

Or, reach out to us:

FOR ONBOARDING SUPPORT:
providers@mavenclinic.com

FOR APPOINTMENT SUPPORT:
providersupport@mavenclinic.com

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