Employer partner frequently asked questions



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Cost, eligibility, and insurance

What does it cost to offer Midi as a benefit?

Midi is a healthcare provider, not a vendor. In-network visit costs are covered by most PPO insurance plans. Employers with in-network plans can offer Midi to their employees at no additional cost.

How does Midi work with health plans?

We bill in-network health plans using standard E&M codes and two NPIs & TINs . Please review the Health Plan Guidance/Template Language document in your package to learn about next steps (if any).

Midi Health bills your health carrier when your members have a visit with Midi. The claims are paid just like any other in-network benefit where standard plan design & member cost sharing apply.

How do you verify eligibility? Do you need a file from us?

No, we do not need an eligibility file. We ask patients to upload an image of their insurance card when they register and use our EMR's built-in eligibility tool for verification. If the tool cannot connect with a payer, we use the payor's portal (e.g., Availity) or a payor's provider portal.

Are visits billed as preventive visits?

No, this is a specialist visit. Claims are billed as a specialist visit, just as if a patient had a normal office visit with a specialist. For example, if a person typically owes a $30 copay for any other kind of specialty care visit (e.g., dermatology, orthopedics), they will owe that same copay for their Midi visit.

What do Midi telehealth visits cost patients?

The patient responsibility for Midi services (*copay and/or coinsurance*) depends on their plan design for specialty care and treatment coverage. Patients are notified via invoice if there is a remaining balance after insurance is billed.

How do patients know their insurance is in network?

Patients can visit our insurance checker at: **joinmidi.com/pricing-insurance** to check if we are in-network with their health plan based on the state in which they live. In addition, after they upload an image of their insurance card during registration, our real-time insurance checker will review their coverage details to confirm their in-network status. Patients will be contacted within 24 hours of their scheduled visit if there are any issues. Questions about their exact benefits and cost-sharing are best directed to the insurance carrier.

Is Midi available to all members of a state-sitused Blues plan?

Currently, we only are able to see patients in states where Midi is in-network with the local Blue plan. Please refer to the Health Plan Guidance/Template Language document in your package for information on what to do if your carrier is a Blues plan and your workforce is nationally distributed.

Midi Care

Who is the ideal Midi patient?

Our target population includes those in perimenopause and menopause, typically in their late 30s to early 60s. Midi cares for all women, including those with a personal or family history of cancer, whether they reached menopause naturally or due to medical treatment. Midi also sees women age 18+ with preventive health concerns, regardless of their menopause status.

What is Midi's approach to care?

Midi delivers comprehensive healthcare for women using *multi-disciplinary clinical protocols*. Our protocols are develop by experts in the menopause space and rooted in the latest science. We take a holistic approach that helps women manage a variety of perimenopause and menopause symptoms related to hormonal change.

We believe that care should be personalized and guided by shared decision-making. Clinicians collaborate with patients to create a Care Plan tailored to their medical history, symptoms, and treatment preferences. Treatments may include hormonal and non-hormonal prescription drugs, supplements, wellness therapies, and lifestyle coaching.

What services does Midi provide?

Midi offers virtual visits with specialized clinicians available 7 days a week during daytime and evening hours for ultimate convenience. All patients start with a Midi Essential Visit, a deep-dive that focuses on their top concerns and results in the creation of their Care Plan (see above). From there, shorter follow-up visits can be booked to discuss progress, address new concerns, and adjust their Care Plan if needed. Patients can also message their Midi clinician at any time via our portal.

In addition to our core menopause and perimenopause offerings, we offer specialized care programs in weight loss, sexual dysfunction, longevity, and cancer survivorship.

What credentials do Midi clinicians have? Can they prescribe?

Midi's clinical team is led by nationally certified nurse practitioners (NPs) with backgrounds in family medicine, primary care, OB/GYN, and women's health. Many also hold additional certifications (e.g., in behavioral health or integrative medicine). All NPs are licensed and credentialed through national boards such as the AANPCB or ANCC, following graduate-level training and rigorous certification.

Our physician staff includes OB/GYNs and internists who provide oversight, consult on complex cases, and support clinician education.

Midi clinicians can prescribe both hormonal (HRT) and nonhormonal medications.

Do you dispense medication or work with PBMs?

We do not directly dispense medications or with your plan's pharmacy benefit manager (PBM). Instead, we send prescriptions to patients' preferred pharmacies. Medications are billed through their pharmacy benefit.

When a clinician places a prescription in our EMR (Athena), they can see a note about coverage, an estimated cost, and any more cost-effective alternatives. While we don't have access to employee-specific formularies, our clinicians can view the covered options for each patient during the e-prescribing process.

Does Midi offer both hormonal and non-hormonal treatments?

Yes, and recommendations are made based on each patient's symptoms, health history, and preferences.

The hormones Midi prescribes are bioidentical, which means they have the same chemical and molecular structure as hormones produced by the human body. We choose from a range of FDA-approved preparations including pills, patches, and vaginal formulations. But not every person should take hormonal medication—or wants to. So, we draw from the full range of solutions.

Non-hormonal medications, supplements, and/or wellness therapies (e.g., acupuncture, cognitive behavior therapy) may be recommended instead of or alongside hormonal medication.

How does Midi handle in-person care and testing needs?

Midi clinicians work with patients to make sure they are up-to-date on recommended in-person care, including tests and screenings, and refer patients to additional specialists if needed. If a patient needs to be directed to a facility that's convenient to them, Midi can help. For bloodwork, we generally use Labcorp because of its vast network of drop-in locations, but we can order tests elsewhere if preferred. Midi clinicians review shared test results to see if changes to a Care Plan are needed. If results should be discussed with the patient, the clinician will recommend a follow-up visit.

Patient experience

Do you have an app?

Midi Health intentionally doesn't have an app. We find that our web-based, mobile-friendly portal makes it simple for patients to log in to Midi to access care. Employers can include Midi's landing page (joinmidi.com/menopausebenefit) in benefits guides, sites, and other employee communication materials for easy reference. From there, patients can register, book a visit with a Midi clinician, and join all virtual visits.

How can patients contact Midi?

Patients can message their clinician via our secure, in-portal messaging system. For non-care related inquiries, they can contact our patient services representatives team by messaging through secure message in their patient portal, emailing care@joinmidi.com, or calling 1-888-731-8994.

Can I receive reporting for my employee's visits?

An aggregated utilization report is available to qualifying groups once they reach 100 visits. To inquire, email hrsupport@joinmidi.com.

More questions? We're here to help.
Please email hrsupport@joinmidi.com

Midi