Kavira Health – Frequently Asked Questions

General

What is Kavira's house visit service area?

Here is a link to a view of our house visit service area: www.kavirahealth.com/service-area For specific geography questions, we can analyze a list of zip codes.

What will Kavira's house visit service area be in North Dakota for 2025?

Kavira's house visit service area will start 4/1/2025 in Fargo and the surrounding area (within an hour drive of Fargo). The house visit service area map (www.kavirahealth.com/service-area) will be updated 4/1/2025 to reflect this.

What is Kavira's telehealth service area?

Kavira's telehealth services are available in the entire state of Minnesota, North Dakota, and Wisconsin.

What are Kavira's hours of operation?

House visits are available weekdays from 8am-7pm. Telehealth is available weekdays from 8am-7pm, and weekends 10am-2pm.

Who are Kavira's providers?

Kavira employs Board-certified, licensed Family Nurse Practitioners. Nurse Practitioners have full scope of practice in Minnesota, meaning they can diagnose, treat, and prescribe, without MD supervision. We carefully select experienced providers with excellent patient communication skills, and specialties in family medicine, urgent care, pediatrics, and behavioral health, which allows us to effectively care for our entire patient population.

Eligibility

What constitutes a dependent?

For the purposes of Kavira, a dependent is defined as spouses and children, where children are defined as under 26 (to align with the Affordable Care Act definition of children). If dependents reside within Kavira's service area, dependents may live separately from parents and still receive access to Kavira (for example, a child at college, living away from home, can have access to Kavira's services).

Will a provider see multiple family members during a single visit?

Yes.

Is there a maximum number of visits an employee or their dependents can have?

There is no limit to the number of times an employee or their dependents access the services.

Services

Where can I find a list of Kavira's services?

A full list of our services is posted on our website at: www.kavirahealth.com/services.

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What are the "additional fee services?" Can these be submitted to insurance?

Additional fee services include labs (bloodwork). Kavira provides the 30 most commonly ordered labs for free, to our members. For all other labs, Kavira will pass through our cost of processing the labs to our members. Most of these labs cost $5-$15 when paid out-of-pocket. If the patient would like to use insurance instead of paying out-of-pocket, we can collect the patient's insurance information and bill their insurance. In most (but not all) cases, it will be more expensive for the patient to bill their insurance than it would be for us to bill the patient out-of-pocket.

Can an Rx be sent to my local pharmacy?

Yes, an Rx can be sent to your local, preferred pharmacy.

Does Kavira offer physical therapy?

No, Kavira does not offer physical therapy.

Does Kavira offer in-home x-rays?

Yes, Kavira does offer in-home x-rays. These are available throughout most of MN, and a 40-mile radius of Fargo.

Does Kavira offer mental health counseling?

Kavira offers counseling for mild to moderate depression and anxiety. For any severe form of anxiety, depression, or any diagnosed mental health disorder, Kavira will refer the patient out to a specialist. Kavira may prescribe SSRIs (such as Prozac or Zoloft) if medically necessary. Kavira will not prescribe controlled substances.

Does Kavira offer substance abuse counseling?

Kavira does not offer substance abuse counseling.

Does Kavira offer healthy living and wellness support?

Kavira does provide healthy living and wellness support.