



# Telemedicine

## *Frequently Asked Questions*

- What are the benefits to me?
  - Our patients can opt to use Telemedicine in many different situations that may arise like the following:
    - During inclement weather
    - Transportation problems
    - Illness
    - Childcare restraints
    - Out of town
- What are the computer requirements?
  - You will need a webcam, microphone, speaker, and high speed internet on either a computer or a smartphone
- When can I use it?
  - You must have a Telemedicine appointment scheduled with your therapist to utilize Telemedicine. Please reach out to your therapist if you are interested!
- Does my insurance cover it?
  - Most insurance policies cover Telemedicine. We will do our best to verify that they cover it, however, information from insurance companies is not a guarantee and we strongly recommend you call them as well to verify they allow Telemedicine services.
- Forms I need to complete?
  - Prior to your first Telemedicine appointment, there are two electronic forms you will need to complete and submit. The two forms are the Telemedicine Consent Form, and the Telemedicine Credit Card Authorization Form. We require both of these to be completed, signed, and submitted prior to your first session. They will be emailed directly to you once your therapist has scheduled a Telemedicine appointment.
- How do I pay?
  - Your therapist will use the Telemedicine Credit Card Authorization Form to charge your credit card on file for the session cost.
- How much does it cost?
  - The cost is equal to the cost for an in person visit with your therapist. Whatever your co-pay, co-insurance, or deductible is in person, it will be the same via Telemedicine.
- Are there late cancellation fees?
  - Your therapist is reserving the time for you the same as an in person visit, so late cancellation and no show fees apply. If an appointment is cancelled within 24 hours of the scheduled time of arrival, a \$75 charge will be applied to your account, and subsequently charged to your credit card. If an appointment is cancelled PRIOR to the 24 hour cutoff, no fee will be charged.
- More questions? Speak to your therapist!