



## Telehealth FAQ Sheet

### **What is telehealth?**

Telehealth is a way to visit with your healthcare providers, such as your doctor, therapist, case manager, or other providers that are part of your care team, for a wide array of clinical and supportive services offered at Central.

### **How do I use telehealth for a visit?**

Telehealth visits are similar to regular in-person visits except that you and the provider are in different locations. You will talk to your provider by cell phone, computer, or tablet. For telehealth visits, you will use video so you and your provider can see each other. If you come to the office for your scheduled telehealth appointment, a telehealth trained staff member will be present to assist you if you need help. Any documents that require your review and signature will be emailed to you for completion with your permission. If the documents cannot be emailed, you will need to come into the office to sign them in-person as soon as possible. If medication is prescribed, a prescription will be sent electronically to your pharmacy.

### **How does telehealth help me?**

Telehealth visits can make it easier and quicker for you to access any of the behavioral health services offered at Central. With telehealth visits, you don't have to go into an office to see your provider, which can reduce the stress and anxiety you might experience with an office visit. Telehealth visits can also help reduce issues with transportation, child care, and scheduling conflicts.

### **Can telehealth visits be bad for me?**

You and your provider won't be in the same room for telehealth visits, so it may feel different than an in-person visit. Your provider cannot examine you as closely as at an in-person visit, so they may not be able to detect changes in your behaviors, movements etc. It will be very important for you to be very forthcoming with any changes that you may have experienced regarding your mental health since your last visit. You may experience technical problems which may interrupt or stop your visit before you are done. Your provider may decide you still need an office visit.

### **Do providers get special training to provide services via telehealth?**

While there is no state or national certificate for providing telehealth services, providers employed through Central Behavioral Health will complete a telehealth training prior to providing services and annually thereafter. Providers will follow all telehealth policies, best practices, and guidelines developed by Central Behavioral Health and the Office of Mental Health and Substance Abuse Services and service standards established by Magellan Behavioral Health.

### **Will my insurance cover telehealth visits?**

Most insurances cover telehealth visits. Our office will notify you if we find that your insurance does not cover telehealth visits.

### **Will my telehealth visit be private?**

We will protect your privacy and confidentiality the same as with an in-person visit. In order to protect your privacy, you should not share the telehealth appointment link or information with anyone not allowed to attend the visit. We will not record your visit with your provider without your written permission. We will continue to provide telehealth to you even if you don't consent to recording your visit. You are not permitted to record visits. If people are close to you, they may hear something that you do not want them to know. You should be in a private place for your telehealth visit, so other people cannot hear you. If you are in a public place (grocery store, pharmacy, Target, etc.) at the time of your visit, your provider will ask you to relocate to a private place. If you are unable to find a private place to have your visit, your provider will reschedule your appointment for another time. For safety reasons, your provider will not continue your visit if you are driving a vehicle. We encourage you to try to prevent interruptions from children, other family members, and other household members whenever possible. Your provider will tell you if someone else from their office can hear or see you. We use telehealth technology to protect your privacy. If you use the internet for telehealth, use a network that is private and secure. There is a very small chance that someone can use technology to hear or see your telehealth visit.

### **How do I decide if telehealth visits are right for me?**

Your provider can help you by discussing the factors that you should consider in making this decision. These may include your preference for how you receive services, any barriers you might be experiencing with coming to the office for a visit, your access to the technology needed for telehealth services, and your access to a private space for visits. Your provider may discuss other factors to consider as well.

### **What if I want an office visit, not a telehealth visit?**

You can decline a telehealth visit at any time and request an in-person visit.

### **What happens once I decide I want telehealth visits?**

Once you decide you would like to receive services via telehealth, your provider will ask you to sign a consent to receive services in this way. You will receive a link to connect to your provider for your telehealth visit.

### **What should I do if I can't connect for my visit or get disconnected during my visit?**

If you are unable to connect to your provider at the time of your visit, please contact the office right away so a staff member can assist you. If you get disconnected from your telehealth visit, please try to reconnect using the appointment link. If you are unable to reconnect, please contact the office for assistance. If your provider experiences some type of technical difficulty

that cannot be resolved quickly, a staff member will contact you to let you know and make arrangements for you to be seen.

**What will happen if I experience an emergency during my appointment?**

At the start of every visit, your provider will ask to confirm your location and address in the event there is an emergency. If you and your provider are not in the same location, your provider may need to confirm emergency numbers for your location. If you are expressing statements indicating concern for your safety or the safety of someone else, your provider will ask you questions and review your safety plan to determine if the situation can be managed effectively by following your safety plan. If not, your provider may suggest you meet with the psychiatrist. If the psychiatrist is not available or the situation is urgent, your provider may contact mobile crisis or the police to outreach to you and provide assistance.

**If I travel out-of-state, can I still have a telehealth visit?**

No. You must be in the state of Pennsylvania to have telehealth visits.

**What if I try telehealth visits and don't like it?**

You can stop telehealth visits at any time, even during a telehealth visit, and request an in-person visit.