

Empowering girls, families, and their circles of community.

PRACTICE PLAN DURING THE CORONAVIRUS HEALTH CRISIS

We have fully transitioned to Telehealth online therapy during the Coronavirus crisis. Please expect a call or email from your or your child's or teen's therapist, confirming your secure online Telehealth session. For those of you with small children and unique situations, your therapist will review treatment options and planning. Once your session is scheduled, you'll receive an email with an invitation to download the secure VSEE app and to RSVP for your session. We look forward to working with you online during this time.

On a daily basis, the Institute team is closely monitoring coronavirus (COVID-19) news and updates. Our goals are two-fold: supporting the physical health and safety of our community and world and providing ongoing therapeutic support to our client community. We will continue to update you about implemented preventative and educational actions as well as information about how best to access our services (all services online and via telephone for now).

THERAPY WHEN YOUR CHILD IS AT HOME – TELEHEALTH ONLINE THERAPY:

- We are set up with a ***secure, encrypted, HIPAA compliant platform called VSEE secure video***. We've been using this platform for years to ensure confidential video conferencing for clients who may not be able to come in for sessions due to illness or distance. It is a great way to maintain ongoing therapy for our clients. If this approach would benefit you or your child/teen, your therapist can share more with you about the process and the Telehealth Agreement.
- **Cancellation policy for Telehealth sessions:** Typically, you must cancel at least 48 hours prior to the session to avoid being charged. Please do your best to provide us with notice as soon as possible – even more than 48 hours if possible as we'll be adjusting schedules to meet needs. If you or your child are suddenly too ill to participate in Telehealth, let us know that as soon as possible as well. We will have a somewhat flexible cancellation policy for sudden illness for the next weeks.

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- **What you can do now?**

- Sign the Telehealth Agreement provided by your or your child's therapist. Schedule a session time with the therapist as usual.
- Once your Telehealth session is scheduled with the therapist, you'll automatically receive an email inviting you to your session. It will include a link for downloading VSEE. There is no cost to you to download the VSEE App.

GROUPS:

One of the effective and valued treatment modalities we offer at the Institute is group therapy. All group facilitators have developed plans for their groups. Your group facilitator will be calling you to discuss your group plan.

INSURANCE:

We will continue to provide you with Superbills / HCFA forms for insurance reimbursement. We recommend that you call your insurance company about their coverage for Telehealth.

These are the service codes we'll be using:

- "02" is the "place of service" code for telehealth in Box 24B
- "95" is the modifier we'll use with the procedure codes for treatment when provided via telehealth. These common codes will appear in Box 24D, under "modifier."
 - 90791 – 95 for intake sessions
 - 90834 – 95 for individual therapy sessions (45 minutes)
 - 90853 – 95 for group therapy sessions
 - 90846 - 95 for family sessions without the patient
 - 90847 – 95 for therapy sessions with the patient
 - 90832 – 95 for seasonal consult sessions for groups

RESOURCES TO HELP SUPPORT YOUR FAMILY'S RESILIENCE DURING THIS HEALTH CRISIS:

We have set up a webpage as a resource:

<https://www.instituteforgirlsdevelopment.com/coronavirus-readiness-2/>

We will continue to provide updated information that will help you access therapy and help your family build resilience.