



FAMILY THERAPY INSTITUTE MIDWEST

23 March 2020

At this time, it is **NOT** being recommended that individuals cancel their mental health appointments. This is a fluid situation and we are closely monitoring the recommendations of the CDC. With this being said, if you are not comfortable attending your appointment, please reach out and let your provider know. Please be courteous to our cancellation policy which requires a cancellation 24 hours in advance. A \$50 NO SHOW fee will still apply when an appointment is missed.

An alternative to in-person visits is Telehealth, in which you would meet with your provider via a HIPAA secure video chat. At this time, **most** insurance companies are covering the charges for Telehealth. If this is something you are interested in, we highly encourage you to reach out to your insurance company to verify your benefits. Good things to ask them are: Does my plan cover Telehealth for psychotherapy? What are my outpatient mental/behavioral health benefits?

If your insurance does not cover Telehealth sessions, then there will be a \$50 cash rate charge that will be added to your account. This charge will cover the full cost of the Telehealth session. This policy is applicable **only** during this public health crisis relating to COVID-19.

Before you are able to complete a Telehealth session, please download and sign a copy of our Telehealth consent to treat form which is located on the forms tabs of our website as well as the COVID-19 (CORONAVIRUS) tab. After signing, please email the copy back to your provider.

If you have any questions about our policies during this time, please reach out to the office at 785.830.8299.