

TELEHEALTH POLICY - Insurance considers Telehealth visits the same as office visits at this point in time. **Encounter Forms are due every visit** for proof of attendance, **Filled out by You, Date of Service, Time of Service, Signed and Dated and must be emailed back after each session by end of day.** Email for encounters: jcrissman@newhorizons4you.com Non-compliance may result in you owing for the visits that are non-reimbursable by the insurance company. You agree to be billed accordingly as private pay.

-As part of insurance compliance for Telehealth, **Treatment Plans** must be **signed by you in ink, not typed name** and **mailed back same day** after a Treatment Plan Review (**every six months**) by mail. **Mail to: Joan Crissman, 189 Tollgate Hill Road, Greensburg, PA 15601.** Noncompliance may result in six months of unbillable services. This is a very serious matter.

-Thursday appointment can be made to get all forms filled out and signed in person. **When Terminating services, all outstanding Encounter Forms and Treatment Plans must be completed and returned immediately. Noncompliance could require private pay of sessions.**

-Please read over **Telehealth Informed Consent** forms for HIPAA compliance and confidentiality in the home or workplace. Section 8. You are responsible for creating a confidential space for our sessions online. If you are unable to provide a confidential spot, the session will be rescheduled. This is for your safety and confidentiality.

TELEHEALTH TIPS: -LOG IN LINK: <https://doxy.me/newhorizons4you> it never changes. Very easy to use.

-Sign on 10 minutes before the start of the session. Do not wait for me. I cannot talk to you online when I am on with someone else.

-If I do not come on by 8 minutes after, call me. 724 972 6409 - Doxy possibly put you in wrong room and I can't see you to open up the online door.....rare but happens.

-On laptops, if need to log back in....just hit refresh button at top of page, rather than hanging up red phone button. Much less work...half the effort and time.

-Phones or tablets put on do not disturb so they can't interrupt the call. It still may happen when a call comes in. Oftentimes it shuts off your microphone. Might need to log back in about six times to get the microphone back. Helps to tell family not to call during the time for online visit.

ATTENDANCE AND INSURANCE POLICY -Cancels are to be 24 hours in advance so I can fill the apptmt. slot. Very late cancels equal a no show. Three or more No Shows or Repeated Late Cancel clients are being asked to discuss issues for scheduling needs or referrals. I just might not be the right practice for you.

-Insurance Plans change coverage. YOU are responsible to know your coverage for telehealth. Please call your insurance and find out changes to your plan. Some plans don't cover telehealth. Deductible and Copays are paid per visit. I also try to check coverage but insurance makes mistakes sometimes and may give incorrect information.

-New Insurance Cards - You are responsible to provide an updated copy asap and let me know of the change asap. I am not responsible for your coverage, but am responsible for billing for services and collecting deductible and copays per visit. There might be changes on your new plan. Do not assume they are the same. (The group number may change but not the Insurance Id no.)

Client Sign and Date

X _____