

Our Telehealth Services

We are pleased to announce the addition of telehealth services to our practice as of Monday, March 30, 2020 in order to better serve our patients.

Your health is of the utmost concern to us during this uncertain time of the COVID-19 pandemic.

In-network insurance companies who have approved mental health telehealth services are:

- Aetna
- Beacon
- Blue Cross Blue Shield of MS
- Blue Cross Blue Shield out of state policies
- Medicaid (Regular MS Medicaid, MSCAN and MSCHIPS)
- Medicare
- Tricare United Healthcare - including GEHA, MSCAN, MSCHIPS, Optum and UMR
- At this time, Lockard & Williams insurance **will not** cover telehealth visits.

Telehealth is still new in our area. Several factors determine how benefits might be paid, which may not have been entirely determined by your insurance company at this time. You may be responsible for more or less than we have estimated your copay to be on the day of your appointment. You are financially responsible for any balance due after your insurance company has paid, and if you are due a refund, we will get that to you promptly.

On the date and time of your appointment, Dr. Stoudenmire will initiate your session by sending you a link to connect by either your smartphone, iPhone, iPad or your computer/laptop. It is very important that we have your correct cell phone number and/or email address in order for this to work. We will ask you these questions when we set your appointment, and which type of device you wish to use for your session.

For your telehealth session, we require the following:

- A completed and signed **Informed Consent** form giving us permission to provide telehealth services to you or your child.
- Your correct smartphone number and/or email address in order to initiate your session.
- Your session takes place in a private physical place with no other persons present during your session.
- You, and your child if the appointment is for them, are to be viewable on the video so that we are aware of who is participating in the session.
- Your session is not to be recorded by you or anybody else. Doing so will result in you being terminated as a patient.
- You pay for the visit by debit or credit card **before** your session begins.

TECHNICAL REQUIREMENTS FOR YOUR TELEHEALTH CONNECTION:

Make sure you have the following:

- Computer or laptop with a good internet connection, or a smartphone, iPhone or iPad with a good cellular or wi-fi connection.
- Webcam, microphone and speakers enabled and working on your computer.
- The ability to conduct a video session on your smartphone, iPhone or iPad.
- Google Chrome or Firefox browser if using a computer.
- Safari if using an Iphone or Ipad.

Tips to check before your session:

- Make sure that you disable your adblocker, videoblocker and any other blocking extensions or programs if you have those on your computer or browser.
- Make sure that you have video autoplay enabled on your computer.
- Make sure that your antivirus software will allow Doxy.me to run.
- Turn off all apps and notifications on your computer or smartphone before and during session.

VERY IMPORTANT: We strongly urge you to watch the following videos instructing you how to connect your device for your telehealth session **BEFORE** your session to make sure that your computer, smartphone, iPhone or iPad will work with Doxy.me Telehealth. They are short and very informative.

Please be aware that if your device does not work during the session, we will have to reschedule your appointment for a later date.

Checking in as a patient on Google Chrome:

Youtube link: <https://www.youtube.com/watch?v=yJf9N9sjDLI>

Checking in as a patient on Firefox:

Youtube link: <https://www.youtube.com/watch?v=hlypaz-QjCY>

Troubleshooting if your microphone does not work:

Youtube link: <https://www.youtube.com/watch?v=zpeEL1wm-bo>