

Tele-Psychiatry Information



Fees for Tele-psychiatry

Standard out of pocket fees are expected to apply to your tele-psychiatry visit. However, it is the patient's responsibility to verify tele-medicine coverage. The patient is responsible for all non-covered treatment, not to exceed the customary regular fees of an in-person visit.

Tele-Psychiatry, State law and Insurance Companies.

All the insurance companies have relaxed regulations regarding tele-medicine services; however, we cannot predict when this may change.

In general, the provider must be licensed to practice medicine in the state the **PATIENT is physically in**. If you plan to be in a state other than Virginia or Maryland during the tele-visit (other than your documented regular state of residence), you must contact the office and notify this practice at least one week prior to your scheduled appointment.

If you fail to notify the office, and you are out of state for the appointment, and this is not permitted by law, your appointment will be cancelled, and you will be charged a \$200 fee. This is for both new patient visits and follow ups. If it is a new patient appointment, you will have to join the end of the waiting list to be rescheduled for your appointment.

Hardware Requirements and Procedures

Hardware and Software Requirements

- A reliable internet connection
- Computer/tablet with a camera and microphone is required. Smart phones can be used but are not recommended. The patient will need to enable the camera and microphone. A link to access the appointment will be emailed to the patient the morning of the appointment. No software download is required. No fee for the video service is required. Please attempt to check in at least 15 min prior if you are a new patient and 5 minutes prior if you are an existing patient to the appointment. We are not conducting new patient assessments over the phone.

Steps to avoid connectivity during tele-visits.

1. Use a computer with a web-camera or a tablet. Cell phones can be used, if using a cellphone please enable do not disturb on settings.
2. Prior to your telehealth visit close any open applications or windows and restart your device.
3. Let us know if you have traveled outside Maryland or Virginia.
4. Log on a few minutes prior to your appointment time.
5. Do not use the phone for checking your calendar, email, texts, calls, or attempt to flip the camera outward facing during the appointment. Doing this will often disable the sound or video functions.
6. Remain in a stationary, private location, preferably with a stable high-speed internet connection.
7. Do not conduct your tele-visit while driving or riding in a car.
8. Use headphones to both maximize your privacy and prevent sound feedback.
9. If the connection is interrupted, log out of the tele-medicine application and attempt to re-check in.

Frequently Asked Questions

1. Do you accept my Insurance?

Healthy Minds Psychiatry services INC. is an in-network provider for:

Cigna

CareFirst Blue Cross Blue Shield

Aetna

Anthem Blue Cross Blue Shield

Anthem Health Keepers

United Healthcare

Optum

Humana

Some Tri-Care plans

Medicare

Medicaid

United Health Care

United Health Care Community

2. How long does it take to complete New Patient Forms? Typically, it takes 10 to 15 minutes to complete new patient paperwork.

- Does Healthy Minds Psychiatry provide Emergency Services? We do not provide Emergency Services. If there is an Emergency, we suggest calling 911 or going to the nearest emergency room.
- What is the Process like for tele-Psychiatry Appointment? To register for an appointment, you must sign a consent form. Please call the office if you have not received the consent form.
- Do you offer E-Prescribing?
Yes, we send your prescriptions electronically to a prefer pharmacy to help save time.

3. What are the nearest Emergency Rooms near Healthy Minds Psychiatry Services?

- INOVA Emergency Room is on 224 Cornwall St NW Leesburg VA 20176
- Winchester Medical Center is on 1840 Amherst St Winchester VA 22601
- **The Leesburg CSB has a 24/7 phone line for psychiatric emergencies: 703-777-0320**

4. Do you offer psychotherapy? We reserve therapy for our patients only.

5. Are you open on Saturdays? We are open one Saturday a month.