



We are here to work through the CoVid19 crisis together! With that, we want to continue to provide the best care for you, your family or for the community that we can. If you would like a telehealth session or an “in-person” session, please call us at 217-508-8080 so that we can get your appointment scheduled.

TELEHEALTH FAQ's

Q. How do I request a telehealth session?

A. Please call our office at 217-508-8080 and let the secretary know you would like a telehealth session.

Q. How does a telehealth session work?

A. Your clinician will talk with you on the phone or a computer, laptop or iPad. Before the time of your session, your therapist will send you an email link from their Neuro Harmony email. You will click on that email link and follow the instructions. You will be brought into the “virtual waiting room” (CoVid free!) and your therapist will join you at the time of your session.

Q. Will I need as special software to have a telehealth session?

A. Your therapist will send you a link to either Doxy.Me, Doxyme.com or VSee.com. We can also SKYPE you or lastly if all else fails, we can use FACETIME on your iPhone. SKYPE and FACETIME are normally not allowed, but during these times your insurance has allowed us to use some unorthodox methods we would not ordinarily be allowed to use.

Q. Can I just use my phone and have a phone-sessions without the video portion.

A. Yes, you can. Insurance has also allowed us to us just a telephonic

device to connect with you so that you are assured of getting the sessions you need.

Q. What will a telehealth session be like?

A. You will see your therapist and your therapist can see you on the screen. Your session will take place just like you are in the same room with your therapist at the office.

Q. How long is a telehealth session?

A. A telehealth session is the same time frame as your in-person session – 53 minutes. So be prepared to continue sessions as normal.

Q. How will the telehealth session be paid for?

A. All insurances are paying for telehealth and have made special accommodations and have allowed for work arounds in order to make sure you get your sessions. We will still be billing your insurance company for your sessions and you will be paying your copays/coinsurance.

Q. What if I cannot make my session time/date?

A. If you need to make changes or cancel your session time/date, please contact our office at 217-508-8080 or your therapist via email AT LEAST 4 HOURS before your scheduled session. Our normal no show fee of \$75 will be charged for any type of telehealth session not cancelled timely. If you are not on the session call by 15 minutes past your session time, your therapist will mark you “missed” and a no-show fee will be charged. Your therapist will NOT be accessible after your time unless you have planned ahead with your therapist.

Q. What should I do to get ready for the telehealth session?

A. Get to a quiet room and be ready with your computer, IPAD, laptop or phone. Have your battery charged or be sure to plug in for 53 minutes. You may need earphones or at least limit your distractions for 53 minutes.