

## TELEHEALTH TECHNOLOGY

The ground-breaking telecommunication allows you and your psychiatric provider to be in different places and still see each other face to face. This provides you an opportunity to go to a clinic close to you and see your provider of choice on a regular basis. Through telehealth, you can receive initial consultations, clinical services, and medication management without having to drive hundreds of miles or taking hours out of your day.

Similar to a Face Time or Skype experience, you and your psychiatric provider will talk to each other over a secure network through a large monitor equipped with a camera and microphone.

## TESTIMONIALS

*"It's cool! It's awesome. It's like my skype."*  
- Teenage customer

*"I can (finally) see my psychiatrist."*  
- Adult customer

## AT HOME TELEHEALTH SERVICES

Some appointments may be conducted virtually from your personal device. Such visits will need to be attended in the same manner as in-office visits. For example:

- You will be expected to be in a private setting, free of distractions.
- You must be fully clothed.
- The appointment will be immediately terminated if you are in a moving vehicle.

In order to determine eligibility for virtual appointments, the following criteria must be met:

- Approved financial eligibility
- Internet must be capable of conducting an audio/video appointment
- Deemed clinically appropriate

Compass Health Network uses technology to provide increased access to our team of experienced psychiatric providers.

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**Our hotline number:**  
**1-888-237-4567**



844.853.8937  
compasshealthnetwork.org



PSYCHIATRY  
TELEHEALTH  
SERVICES



## CANCELLATIONS OR MISSED APPOINTMENTS

Keeping your appointments with the doctor is important; however, we realize that on occasion, it is necessary to cancel. In that case, we require you to provide notice of cancellation at least 24 hours in advance. Please respect others who also need services well as our doctors and nurses' time.

## PAYMENT OF SERVICES

Compass health Network is an approved provider for many health plans, including Medicaid, Medicare and TriCare. With your consent, we will bill your insurance company. During your visit, you will be:

- **Expected to pay your insurance co-pay before the services are provided.**
- **Provide us with all necessary information to bill your insurance. PLEASE BE SURE TO HAVE YOUR INSURANCE ID CARD WITH YOU.**
- **Inform us of any changes that occur with your insurance or status with Medicaid or Medicare.**

Financial assistance is available for individuals unable to pay for services and is based on specific financial qualifications. If you need assistance, please let our Customer Relations Specialist know, and they will assist with the process. Future services may be denied for lack of payment or delinquent balances so it is important to keep your account current.

## WHERE IS TELEHEALTH AVAILABLE?

Telehealth services are available at any Compass health Network location. For more information please visit [compasshealthnetwork.org](https://compasshealthnetwork.org) or call 844-853-8937.

## COMPASS HEALTH NETWORK TELEHEALTH SERVICES

- **Telehealth sessions:** Avatar(BH): 274120, NextGen 806
- **Telehealth Individuals(NextGEN & Avatar):** Avatar(BH) had 33426 Distinct telehealth clients, NextGen 645 Distinct TH clients
- **Unduplicated clients served:** 81443

