

COVID-19 UPDATE

Please check regularly as the information below may change as the governmental regulations and requests evolve.

Robin and I are here for you and will try to answer any questions you may have. We got You!

In light of COVID-19, the recommendations of the CDC, WHO, and Governor Cooper's request for limited gatherings, I am **currently** offering virtual visits and phone visits for those that would prefer not to come to the office. Robin and I will be at the office for those that would prefer face-to-face visits. We will do our best to keep the office as clean as possible to reduce any potential spread of infection among patients.

If you have a fever or cough, please do not come to the for the sake of others. We will change your appointment to a virtual visit.

Should you decide that you would like to meet online or over the phone, please call us at 704-847-0424 and let us know which you would prefer. If we don't hear from you, we will see you at the office at your scheduled appointment time.

SESSION INFORMATION

Telehealth/video calls will be provided on a HIPAA compliant platform called doxy.me. It may be helpful to go to their website (<https://doxy.me/patients>) and watch some of the instructional videos. These sessions are supported on Chrome and Firefox browsers. If you are using an iphone or ipad then use your Safari browser. If you do not have one of these browsers available, you will need to download them to your computer beforehand.

Please also download and sign the Telepsychiatry Consent Form prior to the visit and fax to 704-847-0454 if able or mail to 212 W. Matthews St # 106, Matthews, NC, 28105

The link for our telehealth appointments is: <https://doxy.me/drschacter>

You will be asked to enter your name to join the "waiting room" and it will ask for permission to use your microphone and camera on your device. Instructions will appear on the screen to help guide you after you've signed into the waiting room. There is also a chat box in the lower left-hand corner if you have any problem. Please be patient with me as although I have played around with this program over the weekend to be as prepared as possible, it is new to me as well.

When you call to let us know that you are doing a virtual visit/telehealth visit please also let us know the best contact number to reach you in case the system is not working properly for some reason.

INSURANCE INFORMATION FOR VIRTUAL VISITS & PHONE SESSIONS

Typically, insurance companies may vary in the reimbursement rates for telepsychiatry (video appointments) from that of traditional in-person appointments. Many insurance companies are adjusting their policies given the recent changes related to the Coronavirus (COVID-19). If you are concerned about the specifics of reimbursement for your visit, please call your insurance company directly. Even if you've checked with them before about this, they are making adjustments continually due to the ongoing changes from the WHO and CDC. The procedure codes that will be used will be the same (99212, 99213, 99214, or 99215 and 90833, 90836 or 90837) but will now have a modifier code of GT. You may need to specifically ask what the reimbursement would be for a 99214-GT code or 90833-GT code for example. If they state that they will not cover it with that modifier, ask about a modifier code "95".

If you choose to do a phone session (audio only; without video), these may not be covered. But again, many exceptions are being made. You will need to call your insurance to determine reimbursement. The procedure code for phone sessions is 99443 for a 20-30 minute phone session.

If you have any questions we are here for you. Please call and we will do our best to help in any way we can. We will continue to keep you informed of any other changes as they occur. Thank you for your understanding.

Here are some links that may be helpful:

https://www.aacap.org/AACAP/Families_and_Youth/Facts_for_Families/FFF-Guide/Telepsychiatry-and-Your-Child-108.aspx

<https://ncpsych.memberclicks.net/assets/ENEWS/SAMHSA%20Quarantine%20Handout.pdf>

https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf