



## Notice to All Clients, New, Existing, and Waitlisted: COVID-19 Update - March 18th 2020

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The Couple and Family Clinic has decided to shift from in-person office visits to telehealth (video or phone) sessions **on a provider by provider basis** effective Thursday, March 19th, until further notice.

Robin Smith, LCMFT - No office visits  
Richard 'Pinny' Roth, LMSW - Office visits upon request

We are committed to adhering to [comprehensive social distancing](#) (no contact with others as much as possible). Things are going to get worse before they get better and we want to do our part in [acting responsibly as citizens](#) and [as providers](#). The clinic will be reaching out with more notices during this time of understandably heightened anxiety and stress to keep you up to date on our actions.

### Frequently Asked Questions

#### **What do I need to know so that things go smoothly when I show up for my video appointment?**

Currently, we only use [VSee](#) for video sessions. Be sure to do an [audio check](#) with your mic and speakers before your scheduled appointment time.

Robin can be found on VSee at [robinsmithmft@gmail.com](mailto:robinsmithmft@gmail.com)  
Richard can be found on VSee at [richard@coupleandfamilyclinic.com](mailto:richard@coupleandfamilyclinic.com)

#### **Will my insurance policy cover telehealth and video sessions?**

In short, yes. But please read on to be informed about your options.

Regarding how CareFirst BCBS is handling this, see their latest update at this page:  
[Healthcare Providers](#)

Particularly this section:

"Encouraged the use of telemedicine and virtual sites of care such as CareFirst Video Visit.

- For telemedicine accessed through a **CareFirst Video Visit, copays, coinsurance, and deductibles will be waived for the duration of this public health emergency—including behavioral health**, lactation support, nutrition counseling and urgent care services.
- For other **\*provider sponsored telemedicine, CareFirst will continue to pay providers for those services, but \*\*members may be subject to copays, coinsurance or deductibles.**”

The practice is currently trying to enroll in **CareFirst Video Visit** (we assume along with countless other providers) and there are technical difficulties at present with this process. Until we are enrolled, clients using their insurance will need to be seen using [VSee](#) for video sessions (\*provider sponsored telemedicine).

We have been assured by multiple colleagues who accept CareFirst BCBS on the local mental health listservs that from a billing perspective, **\*\*members should expect to pay exactly the same as they would pay for an in-person visit**. Since BCBS is committed to waiving copays, coinsurance, and deductibles for the duration of the crisis, we are doing our best to enroll and get set up using CareFirst Video Visit as quickly as possible.

## Resources for navigating COVID-19

We serve a diverse clientele at the CFC and many of our clients will benefit from taking the time to browse our list of relevant resources. We will be adding to this list as we move through this prolonged event.

[Advice for public](#)

[Key Facts | CDC](#)

[Helping children cope with stress during the 2019-nCoV outbreak](#)

[Coping with stress during the 2019-nCoV outbreak](#)

[Helping Children Cope with Emergencies](#)

[Coping with a Disaster or Traumatic Event](#)

[Emergency Responders: Tips for taking care of yourself](#)

[Mental Health and Coping During COVID-19 | CDC](#)

[Talking With Kids About The Coronavirus](#)

[Family Life In the Age of the Coronavirus: Parenting Survival](#)

[5 Ways to Help Your Community While Social Distancing](#)

[How to Help Others in the Community During Coronavirus](#)

We are all going through this together, and we are in this with you. As always, should you have any questions please don't hesitate to reach out to your provider directly.

Yours in health,

The Team at The Couple and Family Clinic