
1. What is Telehealth and how is it used at C.A.S.E.?

Telehealth is a treatment modality that occurs via interactive video-conferencing (VC), in lieu of, or in addition to, sessions that occur in person at one of C.A.S.E.'s offices. Video conferencing (VC) is a real time interactive audio and visual technology that allows C.A.S.E. therapists to provide mental health services remotely. C.A.S.E. uses **Zoom** (zoom.us), a telehealth platform that meets HIPPA standards of encryption and privacy protection.

2. Do I need any special equipment in order to participate in Telehealth services at C.A.S.E.?

Clients do not need to purchase a plan or provide their name when "joining" a virtual session via Zoom, but clients must have a computer or other device with a webcam and access to the internet in order to participate in sessions remotely.

3. If I am already a C.A.S.E. client, can I use the Telehealth option?

Telehealth is not meant to replace in-person sessions for current clients, but may be an option to supplement your treatment in certain situations, such as: when you can't make it to the office due to inclement weather or lack of child care. Please talk with your therapist if you are interested in exploring Telehealth as an option.

4. Can my kids do therapy using Telehealth?

Telehealth is not recommended for elementary or middle school aged children. Telehealth may be an option for older teens, but would only be offered at the discretion of the therapist.

5. Are there any risks associated with using Telehealth?

As with any form of treatment, there may be some risks to Telehealth that may include, but are not limited to: interruptions in the session due to technological difficulties, discomfort with virtual face-to-face interactions vs. in-person treatment, and limited access to immediate resources if risk of self-harm or other harm becomes apparent.

6. If I am not currently a C.A.S.E. client, can I receive services using Telehealth?

If you live in Maryland, Virginia or the District of Columbia but live too far away to access services in one of our five office locations, you may be able to receive services exclusively via Zoom. Unfortunately, due to licensure requirements, we are not able to offer Telehealth services to clients living in other states.

7. What are the costs?

The rates for Telehealth services are the same as the rates for in person sessions.

8. Is Telehealth covered by my health insurance?

Many health insurance plans cover Telehealth services. Please check with your provider to see what is covered under your plan.