



Thank you for choosing to participate in TeleRehab with us. Nearing the time of your appointment, you will receive an email from your therapist with a link to begin your video conferencing session. It will look similar to this:

Hello, this is your therapist- please join me for a secure video call:

Link will be on your email.

Use a computer or device with a good internet connection and webcam. Be sure your camera and audio are not blocked. If you run into issues connecting, restart your computer or check out the Doxy.me help site at <http://help.doxy.me>

When it is time for your appointment, click on the link with your therapist's name. It will alert your PT that you are in the virtual waiting room. He/she will then connect with you and begin your session.

How to Prepare for TeleRehab?

In order to be HIPPA compliant you need to have secure high-quality internet and a space where you have privacy as you would in the clinic setting. You'll need to use either Google Chrome or FireFox as your web browser. You also need to be a NO Fall Risk or we will require someone to attend your sessions at home with you. If you are unsure of your fall risk, please ask your therapist.

You will need to have a computer that has a camera and microphone. In the event that there is a technology or equipment failure during a TeleRehab session, we will ask for a phone number where you can be reached so we may call you and try to fix the problem and restart. If we are unable to restart the session successfully, your session will be cancelled, and you will not be charged.

You can be confident that:

- You are receiving high quality, safe, and evidence-based care
- Your anticipated outcomes are equivalent to in person care for that session
- It will be clear and easy to communicate with your therapist and/or receive an in-person consultation if needed
- You will be able to easily understand the provided information and navigate the technology
- Your personal healthcare data and care information is private and stored in compliance with the law and regulations
- Our therapists have fulfilled all required regulatory and professional requirements

- Cultural preferences have been considered and respected during the digital interaction

Will my insurance cover my TeleRehab appointment?

Medicare will cover one e-visit within a 7 day period as an initial consultation. Any additional TeleRehab following will not be covered by Medicare at this time. Therefore, additional telehealth would require you to sign an advanced beneficiary notice (ABN) and pay at a rate of \$25 per 15 minute increment (ex: for a 30 minute visit the charge would be \$50)

For other insurances: The state of Colorado has parity, which means that Colorado insurers cannot deny coverage solely because the service is provided through telehealth. During this time, we do expect most insurance companies to cover your TeleRehab appointment. We will bill your insurance as usual and you will be responsible for your typical co-pay or co-insurance. However, if your insurance does not cover your TeleRehab visit, we will charge at a rate of \$25 per 15 minute increment of TeleRehab time (ex: for a 30 minute visit the charge would be \$50).