

Dear LTTS families,

After much consideration, LTTS will temporarily close both clinics at the end of business today. We will offer Telehealth visits during this closure. If your child receives home-based services, and your therapist is available to continue those services, that will continue at this time. The majority of our services will be offered via Telehealth, by way of live video sessions.

LTTS has taken every possible precaution to continue to offer clinic-based services safely to our patients, and we do not have any guidance or orders requiring us to close our clinics at this time. However, we believe this is an eventuality, and we have decided to act in advance of governmental orders in the best interest of our families, our staff, and our community. We want to take this time to get our therapists and your children up and running with Telehealth sooner rather than later.

Here are a few things to expect, as well as a few things we know will contribute to the success of Telehealth therapy sessions:

- Watch your email for a consent form that **must be signed & submitted BEFORE any Telehealth sessions can take place.**
- If your insurance requires a co-payment or co-insurance, and you do not yet have a credit card on file, our office will need to speak to you by phone to set up payment.
- Plan to have a caregiver present and available to participate/assist throughout the entire duration of the therapy session.
- Telehealth appointments will typically last 40-45 minutes for OT & PT, and 30-40 minutes for ST.
- Let your therapist know if you will be attending the session using a computer, tablet, or smartphone.
- Our current cancellation policies will also apply to Telehealth sessions. Please let your therapist know as soon as possible if you need to cancel or reschedule your appointment.
- Be aware that sessions will need to be set up and canceled separately with each therapist, if your child receives services with multiple therapists.
- Expect that it may take you, your child, and your therapist some time to adapt to this new way of delivering therapy services.
- Please keep the lines of communication open with your therapist so we can help your child receive the greatest benefit from Telehealth.

Reimbursement for Telehealth services:

- On 3/17/2020 the Texas Commissioner of Insurance, under the authority of Governor Abbott and in response to the current public health crisis, enacted an order that states health benefit plans **must** provide coverage and reimburse providers to the same extent and at the same rates for Telehealth visits as the plan would cover for in-person visits.
- Our past experience with insurance reimbursement tells us that things don't always go as smoothly as expected following a sudden change like this. Our billing department is prepared to spend time communicating with your insurance company to ensure that your current benefits are honored. We may ask for your help reaching out to your insurance company should challenges arise.
- Medicaid plans:
  - OT & ST: Services will be honored under current authorizations.
  - PT:

- We continue to wait for confirmation that Medicaid plans will cover PT via Telehealth under this order.
- If your child is covered under a commercial insurance plan with a Medicaid plan as a secondary, we can continue PT services via Telehealth by billing your primary insurance only. You will be responsible for any applicable copays, coinsurance, or deductible as required by your commercial plan. You will have to sign an agreement acknowledging that we will not bill Medicaid for PT.
- If your child's Medicaid plan is their primary insurance, we can continue PT via telehealth at private pay rates. You will have to sign an agreement acknowledging that we will not bill Medicaid for PT.
- We will update you if/when we receive confirmation that PT Telehealth will be covered by Medicaid plans.

We know this transition will pose some challenges, some expected and some unforeseen. We thank you in advance for your flexibility and grace as we venture into unexpected territory in providing Telehealth therapy services. You have our word that we will do everything possible to make it a fruitful and beneficial alternative for your child, until we can get back to doing what we do best.