



June 23, 2020

To our valued patients and families,

We hope that this letter finds you as well as can be expected during these difficult and uncertain times.

We have been in contact with many of you during the past few weeks and are taking this opportunity to send a letter to each of you to address three primary areas of questions:

1. Insurance coverage of telehealth services
2. How services will continue to be provided: telehealth or in-person
3. General health and safety guidelines being followed at WHW.

Insurance Coverage of telehealth services

Your insurance company may or may not continue covering telehealth throughout the next few months.

*****Please contact your insurance company prior to your next appointment to determine their plans for covering telehealth services.*****

It is imperative that you make this call because:

(a) Telehealth benefit changes are specific to each insurance company (e.g. BCBS, Moda, Aetna) AND to each plan (e.g. those plans offered at your place of employment or the plan you chose through the marketplace).

(b) Your specific benefit plan may affect your patient responsibility portion of your WHW bill if your insurance plan makes changes to telehealth coverage.

(c) Only the subscribing insurance member can obtain the most accurate up-to-date information.

(d) As always if you and your clinician decide that a particular service is the most appropriate care for you and your insurance company does not pay for it, you will be responsible for payment. This is no different for telehealth services.

How services will continue to be provided: telehealth or in-person: telehealth and/or office visits

We continue to consider when and if we should be re-opening our doors for face-to-face appointments. Our priorities will always focus on the safety and wellbeing of both the people we serve as well as our employees. Currently, our evaluation and planning must balance the risks/benefits of various factors when considering how to best benefit patients while mitigating the potential risks of COVID-19 transmission.

Balancing these factors will likely mean ongoing changes which you may have questions about. Our clinicians may phase back to in-person appointments at different times and rates. Please work with your clinician to understand their plan. All clinician voicemails will have updated information on whether they are seeing clients via (a) Telehealth only (b) Telehealth & office visits or (c) office visits only. You may also check our website at www.whwpdx.com



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General health and safety guidelines to be followed at WHW.

We are monitoring and following recommendations from the CDC, WHO, and local authorities, and taking appropriate steps to reduce risk where possible. In addition to other precautions we will have hand sanitizer and disposable masks for those who don't have their own. It is important to continue to check our website for updates and additional information:

<http://willamettehealthandwellness.com/please-read-covid-19-and-your-appointment/>

We plan to communicate with you about the following questions as outlined below:

- Is my clinician scheduling in-person visits?
 - Listen to the greeting on your clinician's voicemail and/or speak with your clinician.
 - Call (and leave a message for) reception if the above sources are not clear
- Is telehealth still covered on my insurance?
 - Call your insurance directly. You may follow up with our biller (ext 105) if you need further support after speaking with your insurance company.
- What do I need to know about WHW, COVID, coming to the office, scheduling an in-person visit, filling out forms or informed consent documents, etc?
 - Check our website at www.whwpx.com. There will be regular updates.

We continue to appreciate being able to support you and your family.

Sincerely,

The entire Willamette Health & Wellness Team

"Providing Opportunities for Health, Healing, Growth and Change."