

Telebehavioral Health FAQ

QUICK ANSWERS FOR CURIOUS INDIVIDUALS

What is telebehavioral health?

Telebehavioral health allows you to receive mental and behavioral health services through secure, online videoconferencing with a behavioral health provider using your computer, smartphone or tablet. Therapy, medication management and assessment are all available through telebehavioral health.

Behavioral health providers who offer online sessions include counselors, therapists, social workers, psychiatrists and nurse practitioners with special training in psychiatry.

How do telebehavioral health sessions work?

You can find the Inpathy provider that's right for you by visiting www.inpathy.com. Search the Inpathy provider directory to sign up, select a provider and schedule a session. You can use the tools within Inpathy to securely message a provider, submit intake forms, do a test call or access additional technical or administrative support. When it's time for your session, you'll need to be in a private space with a tablet, smartphone or computer with a web camera to log in for your session. You and your provider will be able to see and hear each other throughout the appointment.

After your session, your provider will charge your credit care for the amount you owe and Inpathy will automatically submit a bill to your insurance company, if applicable.

What technology do I need?

Most people already have the equipment they need to connect to a provider through Inpathy. Individuals can access Inpathy sessions using smartphones, tablets or computers equipped with webcams. No special equipment, software or app downloads are needed.

What support does Inpathy offer?

Lots. Inpathy is designed to be user-friendly and easy to self navigate, but we have lots of resources for you when you need them. Inpathy has a 24-hour technical support line at 1.800.442.8938 and many how-to guides that you can search on the website.

You can also connect with our care navigation team at 1.800.442.8938 if you are have a question or need help signing up, picking a provider or booking an appointment. Before a session you can do a test call with a member of our care navigator team to check your video and audio connection.

Is my personal information secure?

Absolutely. Inpathy is a completely secure, HIPAA-compliant online platform that has been vetted by a number of major insurance companies, employers and other professional organizations. Inpathy's policies and procedures include the administrative, technical and physical safeguards required for the security of your information. Our staff is trained on HIPAA standards and does regular tests to ensure compliance.

What are the benefits of choosing telebehavioral health?

- **It's convenient.** Telebehavioral health means you don't have to leave home to have a session. It saves time traveling to and from appointments and eliminates waiting rooms. It makes it easier to connect with your provider on nights and weekends because you can both connect from home.
- **It's cost-efficient.** Seeing a telebehavioral health provider covered by Aetna can be more affordable than seeing a provider in person. You don't have to miss school or work or waste time and resources traveling to appointments.
- **It gives you options.** Telebehavioral health gives you more providers to choose from when booking a session because with online sessions you don't have to see a local provider. You can search for providers with appointment times, backgrounds and personalities that fit your preferences.
- **It's flexible.** You can meet with a provider using any device with a webcam and an internet connection in any private space.
- **It offers the right care for the right person.** Children, seniors, military families, minority groups and others face unique issues may need a specific specialist. Inpathy increases provider options to make it easier to find the right fit.
- **It's effective.** Many studies have found that telebehavioral health works as well, or in some cases, better than in-person care. Telebehavioral health is one of the most successful ways to increase access to care for individuals who might otherwise not have it.

What types of providers and services are available through this service?

Inpathy providers include:

- **Psychiatrists** (MDs and DOs) are medical doctors with training in behavioral health. They can diagnose behavioral health conditions and prescribe treatment, both medication and psychotherapy. They can also practice psychotherapy.
- **Psychiatric Nurse Practitioners** (Psych NPs) offer assessment, diagnosis, prescriptions and psychotherapy.
- **Therapists and Counselors** (LCSWs, LPCs, LMFTs) are professionals who are licensed to practice psychotherapy, also called "talk therapy." They do not prescribe medication to individuals, and most do not offer formal diagnoses.

What specialties do Inpathy telebehavioral health providers have?

Inpathy provider specialties include:

- Anxiety and depression
- Bipolar disorder
- Eating disorders
- Personality disorders
- Obsessive-compulsive disorder
- Autism spectrum disorder
- Substance use
- Trauma and abuse
- Parenting
- Marriage and relationships
- Life coaching and career guidance
- LGBT issues
- Grief
- Many more