

Frequently Asked Questions

Telehealth Visits – COVID19

Q. What is a Telehealth visit?

A. Farnum’s Telehealth visits connect clients through a secure and confidential live, interactive video system. This service allows you to receive the care you need at a convenient location or in the comfort of your own home. Telehealth visits are similar to face-to-face visits, as the provider will review your symptoms, answer questions, and discuss next steps.

Q. Why should I schedule a Telehealth visit?

A. Telehealth visits make it easy for you to get the care you need through a mobile device or computer. This helps to save you time and travel costs. You can even invite family members and guardians to join your Telehealth appointment if prior arrangements are made with your clinician.

Q. Who pays for a Telehealth visit?

A. Telehealth visits are billed and paid the same way as a regular office visit – either through your insurance company or by self-pay. You will still need to pay any applicable co-payments for an office visit. If you need any medication, testing or labs after the Telehealth visit, these will be billed separately by the third-party vendor directly to your insurance or you.

Q. Will my insurer cover the Telehealth visit?

A. You can verify insurance coverage for a Farnum Telehealth visit by calling your insurer and asking the following:

1. Do I have a Telehealth benefit as part of my member plan?
2. Can Telehealth services included in my benefit be provided by Farnum? (Note: Some insurers have their own Telehealth platform. To participate in a Farnum Telehealth visit, you must use Farnum’s platform(s).)
3. Is there a co-pay associated with my Telehealth visit and if so, what is the amount?
4. Is an in-person visit required and if so, how frequently?

Q. How does a Telehealth visit differ from an in-person visit?

A. A Telehealth visit is very similar to a face-to-face office visit. To begin your visit, you will access a secure video link. Once in the Telehealth waiting room, your clinician will connect with you through the video system. You will be able to interact in real time, share diagrams, review

any lab results or medications, and communicate just as you normally would in a face-to-face visit.

Q. What technology is needed for a Telehealth visit?

A. You can access a Telehealth visit via any smartphone or tablet such as an iPhone, Android or iPad. You may also connect via a laptop or PC that has internet connectivity, a built-in or attached camera, and a speaker/microphone. You will need to access Zoom or Facetime.

Q. How may family members or guardians join my telehealth visit from other locations and devices?

A. You may invite family members and/or guardians to join Telehealth visits by sharing the secure guest link and instructions that you receive in your Telehealth visit appointment confirmation email. Please note that you will need to sign a Release of Information for anyone participating in your Telehealth visit.

Q. I want to schedule a Telehealth Visit. Now what?

A. Call Farnum’s admissions team at 603-263-6317 to schedule your Telehealth visit. Please supply the scheduler with your hardware preference, email address, and phone number. You will be asked to acknowledge consent of Farnum’s intake paperwork. The scheduler will send you instructions as to how to connect to your telehealth appointment. You may view the intake paperwork on www.FarnumCenter.org/Resources.

Q. How will the Telehealth visit begin?

A. After your Telehealth visit is scheduled, you will receive a confirmation email or text with a secure link to access your Telehealth visit. Please follow the instructions in the email to download the software in advance and plan to join your Telehealth visit 15 minutes before your appointment begins.

Q. What if I need technical help?

A. For technical support, please reach out to Zoom’s at <https://support.zoom.us/hc/en-us> or Facetime at <https://support.apple.com/en-us/HT204380>.

Q. What if I have questions or need to cancel/reschedule my Telehealth visit?

A. If you have questions or need to cancel/reschedule your Telehealth visit, please call 603-263-6317.

**Thank You For Your Interest In Scheduling
A Farnum Telehealth Visit**