



225 East Deerpath Rd., Suite 280
Lake Forest, IL 60045

Dear 360° Wellness & Coaching clients,

At this time, we will continue to support our clients on-line through telehealth only. We will not see patients in-person in order to avoid any potential further spread of the COVID-19 virus. For additional information, please go to our website, to watch the short you tube video from University of Chicago Professor Emily Landon, an Adult Infectious Disease Specialist (<https://m.youtube.com/watch?v=vevVLJk72w&feature=youtu.be>). Updates on the status will be available on our website at www.360wc.com under the News tab. Please feel free to call our office at 847.796.6400 or email us at contactus@360wc.com.

If you're interested in telehealth, please let your therapist know. We have created a telehealth consent form for you to review and sign. The consent can be emailed to you or accessed directly on our website under the Resources tab (<https://www.360wc.com/tele-mentalhealth-consent/>).

After you've reviewed, signed, and returned your telehealth consent form, your therapist will contact you to set up a session through our HIPAA compliant system called WebEx (by Cisco). You'll need an email address, Wi-Fi or hard line dial up for Internet. We recommend that you use headphones for the session and a hard line dial up, but Wi-Fi will work as well. Once the session is set up, you'll receive an email from WebEx with a link to follow and then again as a reminder 15 minutes before the session starts. Just follow the link and start your session. Additionally, on your smart phone or tablet there is an app for WebEx (look up: Cisco WebEx Meetings).

Our office will continue to text or email you your appointment reminders and in addition will call you the afternoon before your appointment to confirm.

At this time telehealth is starting to allow for behavioral health for Tricare (Humana Military), United Behavioral Health, BCBS and Aetna. We will bill for the services directly to these insurance companies as in-network, although we cannot guarantee that services will be covered as the plans slightly vary and the information is rapidly changing. We will appeal any denials and support the medical necessity of these claims. As of now, for the insurance plans that we are in-network with, but are not covering telehealth we can charge you your insurance providers' in-network rates. If your insurance companies agree to cover the telehealth sessions, we will appeal for reimbursement for all telehealth sessions received and refund you the difference upon reimbursement. Because there are several plans please ask our office or your therapist for your in-network rates. We are part of a group of Behavioral Health organizations that are currently petitioning all insurance companies including Medicare and are hopeful to win the petition. You can help by calling or writing your insurance company and asking that they approve telehealth services for all behavioral health providers.

Once again, we appreciate the challenge of living in this unknown as an ongoing and developing situation. We encourage you to use this time for self-care and practice self-compassion amidst this nationally felt anxiety. We appreciate your patience while more information is being gathered and systems are being put in place to support a larger and more long-term strategy. Thank you for understanding. We will be thinking of you and hope you will feel free to contact us if you need anything. Please let us know how you'd like to proceed for your next session.

Sincerely,
Sophia Shlain, LCSW, SSW Clinical Director

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Sophia Shlain
Clinical Director

360° Wellness & Coaching, LLC.

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