

About Telemental Health

What Families Need to Know

It is extremely important to seek care if your child is struggling with a behavioral health problem. Behavioral health includes substance use and mental illness. A mental illness affects how we think, feel and act and can account for the breakdown of relationships in our lives. Many social emotional difficulties and mental illnesses start in childhood and the sooner kids can receive services, the better the outcome. Sometimes these services can be delivered via telecommunications.



What is Telemental Health?

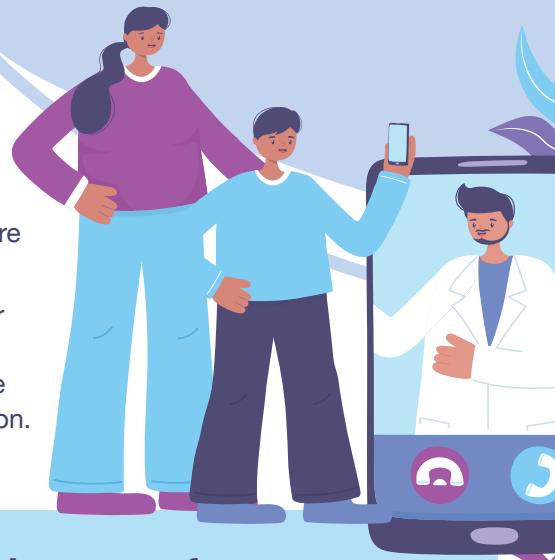
The term typically describes the delivery of behavioral health care (for example, therapy or psychiatry) through telecommunications technology, usually videoconferencing. It will allow your child to interact with a behavioral health provider while they are both in different locations.



What will I need for the appointment?

You may need to go to your pediatrician or primary care provider's office for your child's appointment.

If you are at home for the appointment, your provider will send an appointment link to your email address or instructions on how to connect. Please refer to the checklist on the reverse side for other helpful information.



How should I be involved?

As a parent or caregiver, you are your child's best advocate. Be sure to ask any specific questions you have. If your child needs special accommodations during their video appointment (snacks, special place to sit, has difficulty sitting, etc.) be sure to discuss those with the provider to ensure a positive experience. Additional involvement will depend on your child's specific needs.



To learn more, please visit your insurance company's website or the Maryland Department of Health at <https://bha.health.maryland.gov/pages/index.aspx>.

Will the cost of care be covered?

Medicaid will cover some telemental health services and in Maryland private insurance companies are required to cover telemedicine. If your child has Medicaid, you will need a referral from your pediatrician or primary care provider. Your private insurance company may or may not require a referral. It is important to check with your insurance company for specific coverage information.

Information brought to you by:



Appointment Checklist

Use this convenient checklist to prepare for your child's appointment.

- Convenient day and time
- Quiet space to have the appointment
- Appropriate device (computer, tablet or smart phone) and internet connection
- Paper and pen/pencil available for writing things down
- Notes with questions you or your child may have about the process, future treatment, medications, and dosages, etc.?



Additional Questions to Consider

- How does my child log on?
- Will the appointment be private and secure (HIPPA compliant)?
- What platform (Zoom, WebEx, etc.) do we need?
- Will our insurance cover the cost?
- What can we expect next?
- What happens if the technology fails (the video freezes or the call drops)?

