



## **Gilman Behavioral Health-FAQ Handout**

Please note Gilman Behavioral Health is not an emergency service. If you have an emergency, call 911 or local emergency services number immediately. I want to make sure you know how to access services efficiently and effectively. Please review the following information.

### **1. What is a telehealth visit? How do I use it?**

Telehealth is a way for you to meet with your provider through HIPPA compliant technology from your home computer or smartphone. When you schedule telehealth, you will receive a confirmation email or text message with a link to join your scheduled session and information to download an app if you prefer to use a smartphone for your appointment. If you do not require controlled substances prescribing (Adderall, Vyvanse, Xanax, etc.), you may use Telehealth for your initial and follow-up visits. If you do require controlled substances prescribing, your initial visit may have to be in person and follow-up visits may be done through telehealth. This is depending on the current state laws.

\*Currently, controlled substances can be prescribed through telehealth. This is due to the public health emergency under 42 U.S.C. 247d (section 319 of the Public Health Service Act), as set forth in 21 U.S.C. 802(54)(D) in response to COVID-19.

### **2. What is the benefit of telehealth?**

When you participate in your appointment via our secure, HIPAA compliant platform, you are getting prompt and convenient care. No more traveling to an office, no more endless waiting in a waiting room! Gilman Behavioral Health values your time. Your appointment will start promptly as scheduled. This means you no longer need to take large amounts of time off work or out of your day for your healthcare appointment. Gilman Behavioral Health provides convenient and efficient appointments with flexible scheduling.

### **3. What is the client portal?**

The client portal is a secure and easy way for you to communicate with your clinician, request appointments, sign documents, and even pay your appointment fees.

The link to the portal is: <https://gilmanbehavioralhealth.clientsecure.me/>

### **4. Do I have to have special equipment?**

No, no special equipment is needed. You can participate in your appointment with almost any device. All you need is a smartphone, laptop, or tablet that has a camera and an internet connection or wifi. You can even complete your onboarding documents after you sign up for your initial appointment on your phone.

#### **5. Do I have to come to an office?**

For most clients, the answer is no, you can participate from anywhere you feel comfortable. Some insurers do have different requirements for telehealth. When that is the case, Gilman Behavioral Health will help you with this.

#### **6. How does scheduling work?**

Clients enjoy 100% self-scheduling and rescheduling done within the client portal. As a client of Gilman Behavioral Health, you are welcome to schedule with an at any time you wish to do so. Scheduling can be done anytime from 6-months ahead to 12 hours before an appointment date and time. Scheduling is closed 12 hours prior to allow for waitlist scheduling and administrative tasks.

Here is the link to schedule an appointment: <https://gilmanbehavioralhealth.clientsecure.me/>

#### **7. How do I get refills of my medications?**

Gilman Behavioral Health will prescribe enough of your medications to last until your next required follow-up. If you are running low on medication, it is time for you to follow-up for re-evaluation. For non-controlled medications, you may contact me by sending a portal message to request a one-time 30-day refill to last until your follow-up. Your provider will not refill a controlled substance without an appointment. Be sure to schedule follow-ups ahead of time within your portal account so you get appropriate reminders and do not have lapses in medications.

#### **8. What is your policy on prescribing benzodiazepines (Clonazepam, Alprazolam, Lorazepam etc.). What is your policy for refills?**

Controlled substances are regulated by the DEA and cannot be refilled without a follow-up within the required timeframe. Gilman Behavioral Health will not authorize early refills of controlled substances. It is the policy of Gilman Behavioral Health to decrease dosing and begin to eliminate benzodiazepine use after 90 days. This is because long term use of benzodiazepine medications is unhealthy and can lead to tolerance and withdrawal, thereby increase anxiety symptoms.

#### **9. I am prescribed Adderall, Vyvanse, or another stimulant and need a refill. How do I get that sent to my pharmacy?**

Schedule II medications can only be ordered from retail pharmacies for 30-days at a time and cannot have automatic refills. Gilman Behavioral Health will automatically send refills two (2) to three (3) days prior to the end of your prescription to your pharmacy for doses within 90 days of the last follow-up. The DEA requires at least 90-day re-evaluation follow-ups for Schedule II medications. There are no exceptions to compliance with this rule.

#### **10. When are follow-up medication management appointments required?**

Gilman Behavioral Health requires you to follow-up, when necessary, based on your individual needs. You must follow-up in the following situations and I will tell you when to schedule at the end of your session.

- A. Evaluation after a new medication or new dose is started (typically 2-4 weeks)
- B. Medication changes or dosing changes (typically 2-4 weeks)
- C. If symptoms worsen after you have been feeling better (on a case-by-case basis)
- D. As required for Schedule II medications (at least every 90 days)
- E. At least annually if you are stable (3 months-1 year)

#### **11. What other services do you offer?**

Gilman Behavioral Health offers psychiatric medication evaluation and medication management services.

#### **12. When is payment due? How do I know what I owe with my insurance?**

Payment is due at the time of service and may be collected anytime between the time of your visit and when your claim processes through your insurance. If Gilman Behavioral Health is unsure of your financial responsibility, then Gilman Behavioral Health may wait until your claim is processed so I know exactly what you owe for your services. This is a courtesy to you, so you are not paying more than what you owe. Your insurance coverage depends entirely upon the plan you selected, and we have no way to be certain of your responsibility until claims are processed.