



3/23/2020

RE: Telehealth Services through Lutheran Social Service of Minnesota

To our valued partner,

I am writing to inform you of the expanded services being provided through Behavioral Health at LSS of MN. During this challenging time, mental health services are more needed than ever, and Behavioral Health is prepared to take on additional clients via telehealth services.

Telehealth is provided through HIPPA compliant software utilizing Microsoft Teams. Therapists can conduct all intake and diagnostic assessment information and provide ongoing therapy services through this medium. Our support staff can assist clients via telephone in getting established with a provider. The set-up process for telehealth is fast and easy and clients can be seen for an initial appointment very quickly.

At this time, thanks to legislation passed in Minnesota, health care insurance providers are covering the costs for telehealth and phone-based therapy services. The state and insurance providers have realized that acute mental health concerns are on the rise due to increased social distancing and resulting isolation. If clients express concern over co-payments, we are prepared to utilize our sliding fee scale or set up payment plans as needed. Cost will not be a barrier for us providing services during this much needed time.

On the client side, the only requirement for telehealth is that they have access to a telephone (landline or cell phone) and access to a device that has internet (computer, tablet, iPad, cell phone) that can download the Teams application. Should a client not have access to technology to do face to face counseling, the state and healthcare plans have approved telephonic (telephone) therapy services during this pandemic. This will allow a therapist to bill insurance for providing telephone-based therapy services.

If you have questions, please feel free to reach out to me directly. Should you have clients who would like to receive support during this time, they can call our main scheduling line at 612-879-5320 or email our senior admin specialist at Susan.Campbell@lssmn.org.

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