

March 22, 2020

To My Clients:

I know that there's widespread concern in our community about the Coronavirus Disease 2019 (COVID-19), and I want you to know that your health is my top priority.

With the increasing uncertainty and growing number of infected individuals around the world, I encourage you to take responsibility for yourself and your family. Though the risk remains low, it's important to take a proactive approach to minimize exposure.

- If you've recently been in any airport, please wait 14 days before coming in for an appointment.
- If you or someone close to you has recently traveled to or from Iran, South Korea, China, or Italy, we insist you postpone booking an appointment until further notice. If this applies to you, please inform me via email, and I'll put you on a dedicated wait-list for an appointment.
- If you're exhibiting symptoms of respiratory illness, I urge you to stay home, take care of yourself, and seek medical help when appropriate.

I want to let you all know that I have taken all of this into consideration over the last week, and have been working diligently to identify ways to continue to provide services to you during this time. I have updated my practice services to include telemental health services that include phone and video sessions. Although Governor Abbott has issued orders that temporarily loosen the HIPPA regulations to include these services for mental health services, this will be a service that I will continue to offer after the social distancing recommendations and orders are no longer in place. As a result, the video platform I have added is HIPPA compliant and secure. I will be attaching a consent for telemental health services to this email in an effort to make keeping your scheduled appointments or scheduling future appointments as easy as possible.

I would also like to alert you that I have been reviewing my contracts with insurance carriers to include...

**BCBS TX,
TriCARE East-Humana
Baylor Scott and White Health Plan.**

They are presently directed by Governor Abbott to continue to honor your copays and coverage at the same rates for teletherapy services. Please know that if you are using one of these 3 insurance plans, there will be no additional cost to you to change to a video or telemedicine session format.

I encourage you to schedule a secure video appointment with me. Research shows that they can be just as effective as in-person appointments, and we can continue your care without interruption. If you're interested, let me know and I'll make the necessary arrangements.

This is a difficult time for many of us. Many small businesses are suffering or bracing for a significant negative financial impact over the next few months. As a result, I am no longer going to be able to offer

invoicing as a payment option and will need to have payment at the time of service. I will do my best to be as efficient as I can be to alert and update any clients with outstanding balances and ask that you please pay any remaining balance as efficiently as possible.

Please refer to the [CDC's dedicated 2019-ncov](#) website for additional information, and maintain awareness by checking the official communications from the [Centers for Disease Control](#) and [World Health Organization](#).

Please be safe, practice selfcare, and love on your loved ones. We will be stronger on the other side of this experience.

Sincerely,



Kelly McCabe