therapysites

# Tele-Counseling Q&A

Below you will find a list of our most commonly asked questions about our Tele-Counseling product.



# Your Tele-Counseling Account

#heading=h.bd6v791my6dfBy now, you should have received a welcome email with your username and temporary password. Please change your password once you have logged into your account.

## Accessing Your Account

Q: How do I access my Tele-Conseling Account?

A: Please click on the link below to access the HIPAA compliant portal:

https://pms.therapysites.com/users/sign_in

## Password

Q. How do I change my temporary password?

A. Once you have logged into your account, click on the Setting gear located at the top right corner of your screen. From there, you will be


## Profile Set-up

Q:  Why do I have to add my license number to my profile? Is it used for billing purposes or for something else?

A: In order to offer tele-health services, you MUST include your license for each state you're licensed to practice in, and these are the only areas that you can service. If you want to service other states, you would need to attain a license to do so in that state. There are federal and state level laws that require this.

Q: Do I need to add a photo?

A: For your personal account, you do not need to add a photo. However, if you choose to create a public profile for the WeCounsel directory then you will have to add a profile photo.

Q: I am trying to upload a photo but the system won't let me.

A. If the platform will not allow you to add a photo, send it in to [support@therapysites.com](mailto:support@therapysites.com) and specify that you'd like it uploaded into your telecounseling account. We'll work with the developers to make sure it gets added.

## Calendar

Q. How do I sync my provider calendar with my Google calendar?

A. Under Settings > Main, scroll down and select to turn Calendar Sync On. You will then be prompted to choose a Google account of yours to sync to. However, at this time there is a known issue that prevents the two calendars from syncing. WeCounsel is aware and has been working to fix it, but the issue lies on Google's end. We do apologize for the inconvenience.

## General Account Questions

Q: My message recipient has an option of an administrator named "Deanne Pipitone". Who is this and why is this showing up on my account?

A. Deanne Pipitone is an administrator with TherapySites in the event that we need to correct information on your account via your request.

Q. What happens to my information should I cancel my account?

A. Once the account is deactivated, any information in your Telecounsling account is archived and stored within the HIPAA Compliant platform. In the event that you reactivate your account, much, if not all of this will be accessible to you again.

# Billing

Q. Does the client pay the additional processing fee or is this taken off the fee by Stripe?

A. Stripe will take this fee off of what amount you bill your client. Some providers will include this in the price of their services in order to cover the fee as well as their rendered services.

Q: Where can I find Telehealth CPT Codes?

A. The Centers for Medicare and Medicaid Services offer a comprehensive list of CPT Codes, which can be found by clicking on the link below:

[CMS CPT Codes](#)

Q. When asked for the CPT code, do I always use the telehealth code or the usual CPT code?

A. This can depend on you or your client's needs. You would also potentially be able to use codes for general Therapy/Counseling services, but you will need to do some research to check what restrictions might be in place on a state-by-state basis.

Q: If I have a group practice, how does billing work?

A. Each provider needs to have their own separate TeleCounseling account and will be able to bill clients through their account.

Q: How do I bill clients who are in-network?

A. You can disable the billing from within your Settings, and bill through the insurance.

Q. Due to COVID-19, will insurance cover tele-counseling?

A. It is best to work with your insurance provider to determine what is covered.

Q. Is tele-counseling covered the same as an in person session?

A. Each insurance plan has different rules and considerations. Please check with your plan to determine coverage.

# Client Information

Q. How do I edit a client's information?

A. As a provider, you are not able to edit any information the client enters on their account. If there are errors, the client must update their information.

The TherapySites Support team can update a client's email. Please contact our team on your client's behalf to request assistance.

Q. What is the “medical purpose” for clients to select their gender? Who has access to this information?

A. This mainly relates to the coverage offered on a state by state basis as legislation is a little different on who or what is covered under Telehealth. The client selects ‘male’ or ‘female’, whichever gender they were assigned at birth, to ensure that they are covered should there be an insurance or state restriction based on gender identity.

Q. How does this platform work with clients who are minors?

A. Minors would need permission from their parent(s) or legal guardian in order to use the platform.

Q. How do I remove/hide some of the tabs on the client side?

A. At this time, the tabs cannot be removed or edited.

# Client Sessions

Q. Can my clients use Facetime?

A. Facetime cannot be used for Telecounseling as it is not a HIPAA compliant app/platform. However, clients can use their phones or tablets to log in to the telecounseling platform.

   Please direct your client to pms.therapysites.com to login to attend a session.

Q. How do I see more than one client in a session? (ex. I am counselling a husband and wife, parent and child,etc.)

A. You are able to invite multiple clients/attendees when creating a session; it’s the first step to set up a session. You can also invite attendees from within a session and this option appears in the right hand menu. If adding an attendee this way, just keep in mind that they will not be added as a client in your network.

Q. Is a client considered a user?

A. Yes

Q. Is there a way to track how long I've been in a session?

A. If you click Manage Schedule and then select the session, it will tell you the length of the session from the time both parties started the session to when it was completed. The platform itself doesn't track the time while in session.

Q. How long before a session should I click "Check-in"?

A. We recommend providers first starting out should check into their sessions as early as possible, in the event that there are any technical issues on your end or with your client.

# Forms

Q. Can forms be created that allows clients to sign electronically?

A. If you have signed up for the Telecounseling Preferred Plus package, then the PDF forms you upload into your library, in the documents center, will have the e-sign feature!

Q. Can I upload my own forms? How do I upload them?

A. You can! Simply go to your document center.

**Telecounseling Preferred Plus Accounts -** Use the Library tab primarily, as this is where PDF forms can be uploaded that will offer a client the e-sign option.

**Telecounseling Preferred Accounts -** Use the Personal tab to upload all PDF documents. From both Library and Personal, you can send, upload and delete documents.

Q. I have forms that I would like to upload and have the client fill out while online. How do I do that?

A. After ensuring that the forms are formatted as a PDF, login to your account and go to the Document Center.

   If you have the Preferred Plus package:
   - Click the Library section. Click Upload Templates, Select File, and then select the file/form from your computer. Then click Upload. Remember to upload any forms at least 45 min- 1 hour *prior* to the start of a session, as the system needs time to encrypt the form.

Q. How does a client send back a completed form to me?

A. If it is a form that they have electronically signed, the system will then attach that form to a message that the client can then send to the provider.
B. If it is a form that cannot be electronically signed, the client must download and then print out the form to fill it out. Afterwards, they can either upload it back to the platform and attach it as a message to send to their provider, or they can take it to an in-person session.

Q. What forms are available?

A. The following forms are available:
   a. GAD 7
   b. Therapy Note (a template for note taking)
   c. WHO 5 Well-Being Index
   d. Client Intake Form
   e. Client Health Questionnaire.

Q. Do you have any forms in Spanish?

A. At this time we do not have any forms in a language other than English. You are encouraged to provide your own and upload those to the platform!

# HIPAA

Q. I understand that the messaging component is HIPAA compliant.  Are my notes and client's information secure?

A. Yes, all information that is stored within the platform is secure as the platform itself is HIPAA Compliant. This includes client information, notes, documents, billing information, etc.

Q. Are texts sent through the platform HIPAA compliant?

A. Yes, text messages sent from the platform are HIPAA Compliant.

Q. Will I receive a BAA for this service?

A. The BAA is in the terms and conditions. After reading through the terms and clicking the 'I agree' box when setting up your provider account, you've essentially 'signed' the BAA.

# Messaging

Q. How are messages stored and sent?

A. If you click Manage Clients and then select the name of a specific client, it will bring up their client file. From here, you can select Message History, and this will show all the messages that you and your client have exchanged with one another.

Q. Can the messaging service be turned off?

A. If you do not wish to use the messaging service within the platform, you can go to the message center and click on 'settings'. This is where you can set a temporary or permanent away message as well as customize the actual messaging. You can include information on how to best get a hold of you beyond using the messaging center within the platform. This way the client will receive an auto-respond with your custom message and will know what to do next.

Q. Can I use the platform to send clients messages even if they are not utilizing tele-health visits?

A. They would need to be added as clients in your account to do so, but yes, this is an option.

# Notes

Q. Can my clients see my notes during a session?

A. No, only the provider can see the notes being taken during a session. The only way a client would be able to see any notes is if you are posting them on the whiteboard function.

# Technology

Q. Can a client use a smartphone or tablet instead of a computer?

A. Yes, mobile devices can be used for this platform. Just be sure not to use the PMS Telecounseling app. They should use their internet browsing app of choice to then visit pms.therapysites.com directly.

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Q. Is it important for both the client and provider to be on low bandwidth?

A. It can be. Many of our providers have noted a vast improvement on the quality of the video, sound, and connection in their sessions when toggling to the low bandwidth setting.

Q. What should I do if I'm unable to hear/see my client?

A.
- Refresh browser, or exit the session and re-enter it.
- We recommend using Chrome or Firefox whenever possible.
- If you're on a phone or tablet, use the internet browsing app and go to pms.therapysites.com. Do not use the PMS TeleCounseling app.
- Make sure both your devices and browser as well as the client's are as up to date as possible.
- Make sure your internet speed is AT LEAST 3mbps.
    - Click here to check your internet speed.
- Finally, to ensure your video and microphone are set-up properly, click on this link Tokbox Test to run a few diagnostics.
    - As soon as you click on the link, Tokbox will automatically begin scanning and testing your equipment.
    - Once complete, scroll down to the bottom of the page and click on the 'save this data as simple text' link.
    - Copy and paste this text and send it to support@therapysites.com and our team will work with the developers to resolve the issue.

# Additional Resources

For additional help, be sure to visit our online resource section where you can find topics on:

Software Navigation
- Settings
- Journaling
- Transfers
- Superbill
- Provider Plans and Subscriptions
- Making a Referral

* Payment Methods/Whiteboard
* Session Billing
* Billing and Payments
* eSign and Custom Form Templates
* Instant Chat
* Secure Messaging
* Video/Audio Troubleshooting

General Information

* About Telemedicine
* Device Requirements
* Internet Connectivity Requirements and Firewall Settings

Have more questions?
Please contact our team at:
Phone: 866-597-2674
Email: practicemgmt@therapysites.com