



eTherapy Services

eTherapy is now available for residents of KS and MO

OPS, LLC is proud to offer eTherapy which is psychotherapy from the convenience of your own home over the internet using secure, encrypted, HIPAA compliant videoconferencing technologies.

Advantages of eTherapy:

- **Accessibility** – you can access services if you live far away or if you can't be away from home, if you have mobility or transportation issues, when road conditions are bad, or when you are traveling.
- **Privacy** – no need to wait in a crowded waiting room for your appointment.
- **Convenience** – you can access services from the comfort of your own home avoiding traffic and other hassles.
- **Time and cost savings** - travel time and fuel expenses are eliminated, no need to arrange for costly child care.
- **Security** - the video flowing across the internet is encrypted and we use a secure, HIPAA compliant videoconferencing platform called [SecureVideoConference](#).

Limitations of eTherapy:

- At this time we do not accept insurance for eTherapy services. This is because most insurance companies are not reimbursing for such services.
- At this time we are only able to see adult clients (18 and older) who contact us from within the states in which we are licensed (KS and MO).
- Reliability issues can occur around the quality of your video or audio connection.
- Video conferencing is not right for everyone. Your initial on-site appointment will help us determine whether it might be right for you.

Equipment Needed

1. You will need a computer with a processor speed of greater than about 800MHz. Most computers manufactured within the last five years should be fine. To protect your own privacy, you should not use shared or public computers for eTherapy and you should pick a private location.
2. You will need a high speed internet connection such as DSL or a cable service in order to participate in videoconferencing. Dial up internet access is not sufficient and may not be as secure.
3. You need a video camera and good lighting in the room in which you will be accessing services. We use a [Logitech c910 HD Pro Webcam](#), but any good quality webcam should be fine.

4. You will need a microphone - preferably in the form of a headset. We find that the audio is much better when you use a headset during your videoconference. A laptop's built in microphone is usually not sufficient.

How to sign up for eTherapy

New clients can call 913-735-5566 or use our [online scheduler](#) to register and make a first appointment. **Your first meeting must be in person, on-site in our offices.** We find that meeting your therapist at least once face to face is a good way to get to know each other, see if the relationship is going to be a good match, and determine whether eTherapy is the right mode of treatment. While there are many benefits to choosing eTherapy, for some, on-site services might be more suitable.

Existing on-site clients should talk to OPS about the possibility of adding eTherapy to their services. It is important to note that although your on-site therapy sessions may be covered by insurance, your eTherapy sessions most likely will not be covered and you will have to pay out of pocket. You can call your insurer and inquire if you are not sure.

New clients will receive the initial paperwork via e-mail or you can download it from our [website](#) using a password. In addition to reading the Client Services Agreement and Privacy Notice and filling out and signing the Intake Form, new eTherapy clients must read and sign our eTherapy Informed Consent form.

All of our other eTherapy policies remain the same as our on-site policies and can be found in our Client Services Agreement. You may fax your paperwork to us (913-543-4060) in advance or bring your completed paperwork with you to your first appointment. It is not recommended to email your private health information unless you use a secure, encrypted email system – we use [Hushmail](#).

Fees and Insurance

You will be required to pay in advance to reserve your eTherapy appointment times and the most convenient way to do so is by filling out our credit card authorization form (your card will be charged within 24 hours of your scheduled eTherapy appointment).

All fees remain the same as with on-site meetings; however, OPS, LLC does not accept insurance for eTherapy. Most insurance companies are not covering eTherapy yet, but you can check with your insurer to find out for sure. *The regular insurance CPT code might need a "GT" (via interactive audio and video telecommunications system) modifier appended. Consult your insurance company directly to find more about their specific billing policies.*

Attending Your First eTherapy Appointment

It is advised that you practice using your video camera and headset with a friend or family member prior to your first appointment if you have never used them before. You can test your bandwidth at www.speedtest.net. Recommended bandwidth speed is a minimum of 800 kilobits per second.

Prior to your scheduled appointment, you will receive an email invitation and password from our offices to attend a videoconference. You must use this unique password in order to attend the conference.

Ten minutes before your scheduled session:

- close all other programs and windows on your computer to reduce delay and choppiness
- make sure your camera and microphone are plugged in and working properly
- locate and open the email containing your videoconference invitation
- make sure you have your phone nearby in case of technical difficulties

No more than five minutes before your scheduled session:

- click the link in your email invitation
- follow instructions in your browser to enter the conference, including entering your name and the password you were provided
- run through the audio and video wizard to set up your computer for the session
- make sure the “talk hands free” and “webcam” buttons at the bottom of the virtual office are engaged
- we will connect with you at your scheduled appointment time
- if you have any trouble connecting, call 913-735-5566

Do not be alarmed if it appears that your therapist is not looking you in the eye. This happens because of the placement of the camera – your therapist is looking at your image on the computer screen.

Your therapist will not purposefully disconnect with you without telling you first. If you become unexpectedly disconnected, it is likely due to technical difficulties. If you or your therapist experience a problem with your connection during the session, you will continue by telephone until your therapist can get the problem corrected.

eTherapy Articles

- [The Effectiveness of Telemental Health Applications: A Review](#). Canadian Journal of Psychiatry
- [Randomized controlled trial shows telepsychiatry is as effective as in-person treatment](#). American Psychiatric Association
- [Online therapy beneficial in treating mental health problems](#). University of New South Wales
- [Internet-based PTSD therapy may help overcome barriers to care](#). National Institute of Mental Health
- [Can telepsychiatry replace in-person psychiatric assessments? A review and meta-analysis of comparison studies](#). CNS Spectrums
- [Online behavioral therapy found effective in depression](#). ModernMedicine.com
- [Tele-therapy Helps with Depression](#). by Rick Nauert Phd, PsychCentral
- [Teletherapy for Mental Health](#). by Rick Nauert Phd, PsychCentral
- [On the Couch Online: Does Tele-Therapy Work?](#) by Alice Park for Time Magazine
- [Distance Therapy](#). Scientific American:
- [Myths & Realities of Online Clinical Work](#). International Society for Mental Health Online
- [Study: Psychotherapy Can Boost Happiness More Than Money](#). US News & World Report
- [Phone therapy gets good reception](#). Northwestern University
- [Internet videoconferencing found effective for substance abuse counseling](#). Johns Hopkins School of Medicine
- [The web: online psychotherapy effective](#). PhysOrg.com
- [Email therapy effective for treating eating disorders](#). Royal Free Hospital
- [Telephone-Administered Psychotherapy for Depression](#). Gen Psychiatry