

## **VIDEO-CONNECT SERVICES AVAILABLE FOR ALL PHC MEMBERS TOMS RIVER BOE, LONG BRANCH BOE AND BRICK BOE:**

### **BEHAVIORAL HEALTH COUNSELING and MEMBER CLAIM SERVICES**

**BEHAVIORAL HEALTH:** In addition to on-site counseling at PHCLB and PHCBR, we have expanded our services for our Partnership Health Center members to include confidential video-counseling with our licensed PHC therapist,

Changes to lifestyle due to current public health measures may trigger stress symptoms or worsen already existing anxiety or depression. Or, circumstances unrelated to anxiety over the coronavirus may prompt one to feel the need for counseling. Whatever the reason, video-counseling gives you the option of utilizing counseling services from a remote and convenient location.

To inquire about video-counseling with our PHC therapist, please contact your local Partnership Health Center (PHCBR Brick: 732-771-2222 or PHCLB Long Branch: 732-571-6680) and schedule an appointment to speak with our therapist. Below are procedures we use to conduct a video-counseling session. Our PHC therapist will review these procedures prior to your first video-counseling session.

#### PROCEDURES FOR MEMBERS TO USE VIDEO-COUNSELING

1. The member should have a video-counseling session appointment with the therapist.
2. The therapist will call the member on their cell phone at the time of the scheduled therapy session to ensure they are available for the video-counseling session.
3. Member should have access to a cell phone or computer with audio and video capabilities.
4. Member should download the free “Zoom” app on their phone or go to the “Zoom” website on their computer.
5. Member should open Zoom and click on “Join a Meeting” on the top right-hand side of the page.
6. Member will see a box in the middle of the page asking for a “Meeting ID.” Therapist will provide the meeting ID.
7. Another box will appear asking for a password. The therapist will provide the password.
8. The member should ensure they are in a private area for the therapy session. The therapist will be located at the PHC on a secure, encrypted line with the office door shut.
9. The member and therapist will remain on the telephone until the audio/video connection has been established.
10. The video-counseling session will begin. Sessions will typically be 50 – 60 minutes.
11. The member may schedule additional video-counseling sessions with the therapist.

The therapist will continue to be available on-site at her regularly scheduled hours: PHCBR in Brick on Monday, Tuesday, Thursday, Friday from 10-6. PHCLB in Long Branch on Wednesday 10-6. On-site appointments for counseling may be made by calling the main number of each office anytime during regular office hours.

As always if you feel you have a mental health emergency do not hesitate to call 911 or have someone accompany you to your nearest emergency room. If you have any questions about the coronavirus disease (COVID-19) or any other health concerns, please contact the Partnership Health Center’s professional staff at any of our PHC locations. We are here to help you through this difficult time.

**MEMBER CLAIM SERVICES:** Partnership Health Centers also offer members access to specialists for purposes of benefit coverage questions as well as trouble-shooting health plan hospital and provider claims. During this time of travel restrictions, video consulting for his purpose is now available to members so they can handle things remotely. Please contact your local PHC to set up a time and receive instructions for claims-related video consulting services: Toms River & Brick— Michelle Grossguth ([michelle@integrityhealth.com](mailto:michelle@integrityhealth.com)); Long Branch—Scott Perry ([Scott.Perry@integrityhealth.com](mailto:Scott.Perry@integrityhealth.com)).