



April 21, 2020

Dear Clients/Family

Merakey is taking significant precautions to protect the individuals and families in our care, as well as our staff in response to the Coronavirus (COVID-19) pandemic.

Our goal is to continue to provide support during this challenging time, so we will be moving our DDTT services to Telehealth services starting March 16, 2020.

Your Merakey staff member will be contacting you with more details about Telehealth services in the next few days. Below are questions and answers about Telehealth services. If you have any other questions, please discuss them with your staff member.

**What are Telehealth services?**

Telehealth services involves your staff member calling you on the telephone, instead of coming to your home to provide services in person. Having services provided over the telephone eliminates the spread of germs and viruses.

**Will I receive the same type of attention with Telehealth services?**

You will receive the same interaction and attention from your staff member as you do when you are meeting in-person. However, the services will all be done over the telephone.

**Does my insurance cover Telehealth services?**

Yes. Insurance companies are now paying for these services in response to the COVID-19 pandemic.

**How long will I receive Telehealth services?**

At this time, we don't know how long we will need to provide Telehealth services since the decision is largely based on how long the COVID-19 pandemic is in effect. We will keep you updated on any new information that we receive on the timeframe of Telehealth services.

**Will I be able to go back to receiving in-person visits from my Merakey staff member?**

The goal is to resume your usual in-person services with Merakey after the pandemic is over.

Respectfully yours,

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