

## COVID-19 FAQs

### **Is YFC open?**

Yes! As a counseling center, YFC is considered an essential healthcare provider and is prepared to deliver services during this national emergency. We are offering our services virtually through **teletherapy** out of our Libertyville office. To protect the health and well-being of our clients and staff, we are no longer doing in-person sessions. Current clients should talk with their therapist about what their treatment will look like.

### **What is teletherapy?**

Teletherapy is counseling by phone or using a face-to-face technology. YFC offers both.

Phone sessions are not reimbursable and must be paid or out of pocket.

Teletherapy video sessions are delivered via Doxy.me, a HIPAA compliant video platform.

While teletherapy can be an effective way to access treatment for many people, it may not be appropriate for all cases (for example, couples/family therapy and children's play therapy). If you have any questions about teletherapy, please call our New Client Coordinator, Bri at (847).748-0301.

### **What are the rates for teletherapy?**

	Standard Fee	Fee with Covid-19 emergency subsidy
Initial Assessment	\$180	\$75
60 minute session (53 minutes)	\$160	\$50 or full sliding fee scale
45 minute session (up to 52 minutes)	\$120	\$50 or full sliding fee
Cancellation/No Show fee	\$80	\$50 or full sliding fee scale
Interrupted sessions	\$80	\$50 or full sliding fee scale

While most insurance plans are covering teletherapy, YFC is not able to guarantee that your insurance plan will pay for this service. During the COVID-19 national emergency, we are able to offer a fee subsidy to clients using our telehealth services. This rate will expire May 1, 2020 or when the CDC removes guidelines around social distancing and gatherings. If you have questions, please call Bri at (847) 748-0301.

### **What if I have a mental health emergency?**

If you are experiencing a mental health emergency/crisis and fear for the safety of yourself and/or others, you should go to the emergency room. If you can, call the emergency room to let them know that you are coming in with a behavioral health issue.

YFC is not a crisis center and we are not able to respond to emergencies. Therapists are regularly checking their messages and will respond to client messages when they are able to do so.



# Youth & Family Counseling

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## **Other Resources**

If you need other kinds of assistance, please **call or text 211** for information on community resources.

If you are homeless, please contact PADS.

If you are worried about becoming homeless, please reach out to Catholic Charities.