

Erin Arwady, LMSW

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Dear Clients, Families, and Parents: 3/17/20

After consulting with my colleagues and reviewing the up to date and ever-changing information regarding the Coronavirus (COVID-19), I have decided to move all of my service offerings to telehealth services only (phone or video chatting sessions). As of today, Tuesday March 17, 2020 I will be suspending all in office and in person face to face sessions for the foreseeable future. I will be sure to update you with any changes throughout this process. I am utilizing text, my website, and email to update you. Please check your email regularly or access my website, [www.erinrwady.com](http://www.erinrwady.com) for up to date information. I am utilizing whatever phone numbers and emails I have on file for you. Please ensure that I have your most up to date information.,

I have recently added a digital, confidential, platform to conduct video chat telehealth services. In order to access this platform, please go to the following link: <https://doxy.me/arwadylmsw>. Insurance coverage for telehealth services for behavioral health services varies from plan to plan. Be sure to check with your insurance provider member services (most numbers are on the back of insurance cards) to find out about your coverage for behavioral telehealth services If you are unsure of how to do so, please do not hesitate to contact me. In addition, I also offer sliding scale fees for services that are not covered by insurance and I have attached them to this letter. Currently, several plans including Optum/United Healthcare, BCBSM, and multiple Medicaid HMO providers have greatly expanded coverage on these sessions. I will be collecting all copays/deductible electronically via square invoice and will send you out via the email I have on file.

Telehealth sessions are a way to maintain ongoing therapeutic relationships in the event that face to face therapy sessions are not viable, due to illness or other unforeseen events. However, telehealth sessions are not appropriate during a mental health crisis. In the event of a mental health crisis, the best and most effective protocol is to call mobile crisis (in Kalamazoo County – that’s the Gryphon help line (269)-381-help or dial 9-1-1.

As a clinician, I want to do my best to ensure the safety and peace of mind of my clients and their families as we navigate through the COVID-19. Please do not hesitate to contact me with any concerns or questions you may have.

Sincerely

Erin Arwady, LMSW