

September 3, 2020

RE: Continued Telehealth

Dear Friends of SLBMI:

Unfortunately, the status of COVID-19 is not improving. The good news is SLBMI will continue to offer telehealth services to best serve you by maintaining your care without disruption, continue our mission, and provide the least amount of potential COVID-19 exposure to you, your loved ones, and our SLBMI team.

Therefore, for the continued physical and emotional safety for each of our patients and our team members, **we will continue telehealth* operations for all services that can be performed through telehealth** at least through March 1, 2021 – likely extending beyond this time period until social distancing and masks are no longer required.**

We know that many of you prefer in-person services. Many of us here do too. Please know that we are here for you in the best and safest way that we believe we can be for you and others at this time. While we wish the situation was different and we could safely provide you services in the office, we have had to weigh the risks and potential impact on your and our team's physical well-being. Decisions are not made lightly; and we know that this is not easy on you either.

If you feel you need additional assistance from what we at SLBMI can offer virtually at this time, please speak to your provider about ways in which we can facilitate referrals or problem solve with you ways in which we can help telehealth be more effective for you. Our goal is to continue to work with you to help you accomplish the goals that you have for yourself and emotional wellbeing.

We continue to look eagerly forward to when we can see you in-person again. In the interim, we are with you virtually and continue our commitment to supporting you safely without interruption.

Best,

Jessica Gerfen, Ph.D.

Jessica Gerfen, PhD

CEO | St. Louis Behavioral Medicine Institute

*Please note that many Insurance Companies continue extended telehealth coverage and/or have indefinitely covered telehealth. We will continue to monitor insurance company coverage during this time, as well as proactively work with the insurance provider to maintain your coverage. As with any benefit information, coverage depends on your specific plan details. If you have concerns about your telehealth coverage benefits, please first reach out to your plan carrier.

**For patients involved in our neuropsychological testing services, we are aware that portions of this testing are impossible to complete virtually. We have developed extensive pre-, during-, and post-appointment safety protocols to allow providers who perform this service to continue to do so. If you are involved in neuropsychological testing services, your provider will contact you with additional information.