



telecounseling FAQs

WHO CAN PARTICIPATE IN TELECOUNSELING?

All telecounseling patients must be existing patients at a New Season Treatment Center. You must be an established patient in treatment who is compliant with counseling, has access to a stable Internet connection, and has a private location and a device on which to complete their telecounseling sessions.

WHEN AM I ELIGIBLE FOR TELECOUNSELING?

You become eligible for telecounseling once you are in the maintenance modality of treatment. This means you are no longer in induction and have reached dose stability. It is important to maintain engagement with your counselor to maintain eligibility for telecounseling.

HOW DOES TELECOUNSELING WORK?

Telecounseling works using a HIPAA-compliant platform called Doxy. Using this platform, you will be able to complete telehealth sessions with your telecounselor from your phone, computer, or any device with Internet access and audio and visual capabilities. You will be able to communicate with your telecounselor between sessions via telephone or email during office hours. Your telecounselor will be able to help you with all of the same things that your in-center counselor would with the exception that you will continue to complete your digital signatures and drug screens from the treatment center.

DO I NEED A LAPTOP/COMPUTER FOR TELECOUNSELING OR CAN I USE MY CELL PHONE?

You may use your cell phone, if you prefer. A link will be provided and you will be taken to a webpage that allows you to “check in” with your name. It does not require a specific app.

WHAT HAPPENS IF THERE ARE INTERNET ISSUES?

Internet issues happen and your telecounselor will do their best to help work through them, however, if they cannot be resolved during your allotted session time, you can reschedule. If it is an ongoing issue you may choose to meet from the treatment center on a designated device.

HOW LONG ARE TELECOUNSELING SESSIONS?

Telecounseling sessions are 60 minutes. While some states allow 30-minute sessions, New Season encourages a 60-minute session in order to ensure the best clinical practice and benefit to our patients.

HOW DO I OBTAIN THE TELECOUNSELING LINK?

During telecounseling orientation, one of our Telecounseling Registration Coordinators will provide you with a link via email or no-reply text that will connect you directly to your telecounselor. After your initial session, you will receive the link via a calendar invite sent by your telecounselor.

DO I NEED TO DOWNLOAD ANYTHING FOR TELECOUNSELING?

No, you do not have to download anything.

DOES MY INSURANCE COVER TELECOUNSELING?

Insurance generally covers telecounseling services. Telecounseling services are covered the same as all counseling services offered at the treatment center.

WHAT HAPPENS IF I DON'T ALWAYS HAVE PRIVACY IN MY HOME DURING TELECOUNSELING?

You may choose any private setting which might be a room in your home or your parked car. If you are unable to identify a private location, your treatment center should have a designated space for you to meet with your telecounselor.

ALL OF THIS SOUNDS GREAT! HOW DO I GET STARTED?

Speak with your treatment center leadership and let them know of your interest in participating in telecounseling. If telecounseling is already offered at your facility, they will be able to get the process started for you.

PROVIDING TREATMENT
YOUR WAY