

CBPS Teletherapy Instructions for Clients

Welcome to CBPS Teletherapy!

Before starting teletherapy, please:

- Return the completed, signed CBPS Telehealth Addendum
- Leave a credit card on file with CBPS (except for clients with Medicaid)
- Schedule (or ask CBPS staff to schedule) your appointment as a “teletherapy” appointment
- On your device, download and install the free **RingCentral Meetings** app (*not* a different RingCentral app) from the iTunes or Google Play store on your phone/mobile device or from www.ringcentral.com/apps/rc-meetings on your computer (call us at 410-604-0226 for assistance if needed). Open the app. You may need to “allow” or give the app permission to use device equipment such as audio, microphone, and/or camera.

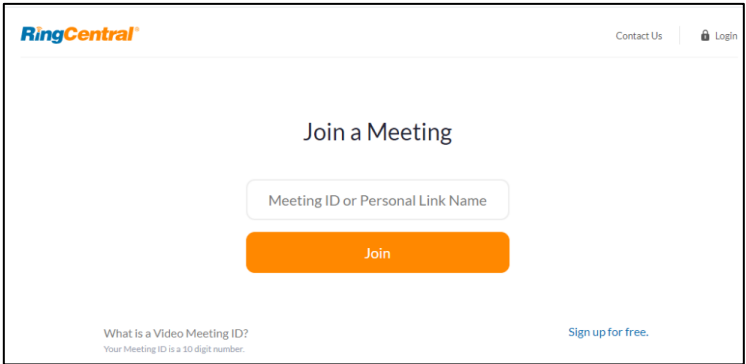


Remember, your responsibilities include ensuring for each appointment that: 1) you are located in Maryland at the time of your appointment; 2) you have a private, comfortable, distraction-free location; 3) you have a secure, working phone, computer or mobile device with an internet connection and audio and video capabilities turned on; 4) you follow any other CBPS instructions such as answering your phone or accessing your email; 5) you have a working phone in case the internet connection is interrupted; and 6) you join the meeting on time. Your responsibilities also include informing your clinician promptly if anyone enters the room at your location, cooperating with our recommendations, and following other CBPS policies. CBPS policies regarding late cancellations/missed appointments do apply to telehealth appointments.

To join your teletherapy session:

1) Ensure that your device’s audio (speakers), microphone, and video camera are all working and are not turned off, silenced, or muted.

2) Open the RingCentral Meetings app on your device...(or if you forgot to install it, go to meetings.ringcentral.com).



3) Enter the 10-digit meeting ID provided by CBPS (by email or more often, in a phone call from your therapist at the time of the appt).

4) If you see the CBPS compass logo, you are in the virtual waiting room; just wait for your therapist to admit you to the session...(or if you don’t see it, finish installing the RingCentral Meetings app, open it, and re-type the 10-digit meeting ID.)

5) Once in the meeting, check again to make sure your speakers, microphone, and video are all on. Our therapists are only permitted--and insurance will only reimburse--for teletherapy with both audio and video two-way interaction.



Thanks for trying teletherapy!