



## Frequently Asked Questions

In order to assist you in learning more about Horizon tele, please reference the FAQs below.

### What is Horizon tele?

Horizon Health Services offers virtual counseling and psychiatry services for the convenience of our patients. Horizon tele incorporates easy to use technology that allows us to bring safe, secure and meaningful treatment directly to you.

### Why would I use Horizon tele?

- **Convenience:** You are seen when and where it works for you without the hassle of having to drive to an office or sitting in waiting rooms. Our team has appointments throughout the week, including evening appointments to accommodate your schedule.
- **Safe and secure:** Horizon tele is designed to be a private, secure, HIPAA-compliant, 2-way video that allows you to safely and confidentially consult online. Horizon tele also converts a public connection into a secure interaction.
- **Easy to use:** Horizon tele works on any computer, tablet or smartphone with internet access and a webcam. Plus, in the event of connectivity issues, we offer support for tech issues and troubleshooting.

### How do I get started?

Once you and your counselor decide that tele is an appropriate intervention, you can enroll in the Horizon Telehealth Platform. To enroll, you need the following:

- **Email:** You need to identify a personal email account as your log in for Horizon tele. This email is also where you receive information emails and appointment reminders.
- **Internet Access & Device:** You need an electronic device, (computer, tablet or smartphone) that has internet access and has a webcam for video chat.
- **Private place:** To gain the most from your sessions you need a private place that will have minimal disruptions.

### Do I need to schedule an appointment for Horizon tele?

Yes. Appointments can be made through your Horizon clinician.

### How much does a visit cost?

The cost of tele varies by insurance provider.

For more information, please contact your Horizon Clinic.

### If I have a co-pay, how do I pay for my session?

Payment is collected via the Horizon tele platform in the form of credit or debit card.

Payment in full is required at the time of your session.

For more information, please contact our Admissions Department at (716) 831-1800.