



INDIVIDUALS \* COUPLES \* FAMILIES  
personal, comprehensive mental health care

### 3/24/2020 - Telehealth Update

Family Based Therapy Associates “Virtual Telehealth Doors” are open as we continue to provide mental health assessment and counseling services. We want the public to know we are here to help with their mental health needs. Family Based Therapy Associates is committed to maintaining the health of our clients and staff and to that end, we are transitioning to telehealth services entirely beginning March 30.

Clients, persons interested in obtaining services, and those professionals wanting to make referrals are encouraged to contact any of our offices to make an appointment. Contact information:

- Coon Rapids and St. Louis Park offices - 763.780.1520
- Chisago City office – 651.257.2733
- Cambridge office – 763.689.9407

Family Based Therapy Associates has been receiving a continuous stream of updates from the MN Dept. of Human Services, insurance companies and from our professional associations on insurance coverage for telehealth. The information we are receiving is informing us that insurance companies, commercial and government, are expanding their coverage of telehealth. On March 18<sup>th</sup>, Gov. Tim Walz signed SF Bill 4334 into law, which requires that all insurance carriers cover telehealth, including mental health and at-home visits, until February 1, 2021 (Article 3, Section 1.C). It is still advised that clients contact their insurer to confirm their coverage for telehealth.

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### 3/20/2020 – TeleHealth Update

Family Based Therapy Associates has recently partnered with ZOOM, a secure and HIPAA compliant TeleHealth platform. Our providers are now utilizing ZOOM in order to provide TeleHealth services to clients. See our “TeleHealth” page at <https://fbta.biz/telehealth/> for more information. Please contact your provider if you are interested in pursuing services via TeleHealth.

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### 3/16/2020 – COVID-19 Update

Dear Clients of Family Based Therapy Associates,

We at Family Based Therapy Associates are continuing to provide mental health services in our offices while at the same time taking steps recommended by the Centers for Disease Control and the Minnesota Department of Public Health to help prevent the spread of the COVID-19 virus. Our primary goal is to keep our clients and Family Based Therapy Associates’ staff safe and healthy.

Family Based Therapy Associates administration and staff are implementing steps to increase “Social Distancing” and to reduce the risk of exposure due to contaminated surfaces. Family Based Therapy Associates is:

- Asking all clients who have experienced cold and/or flu symptoms within the last 14 days to reschedule their appointments until they are symptom free for at least 24 hours.
- Asking all staff who have experienced cold and/or flu symptoms within the last 14 days to not come to work until they are symptom free for at least 24 hours.
- Asking clients who have been in close contact with someone diagnosed with COVID-19 within the last 14 days to reschedule their appointment.
- Asking staff who have been in close contact with someone diagnosed with COVID-19 within the last 14 days to not come to work.
- Staggering appointment start times to minimize the number of people in our waiting rooms at any one time or to ask clients to stay in their vehicles until just before the start of their appointment to accomplish the same.
- Frequent daily cleaning of surfaces to which clients have exposure.
- Removing reading materials and toys from the waiting room. No longer using toys in therapy. Toys would require disinfecting after each use leading to excessive demands on staff time and cleaning supplies.
- Denying access to clients or staff who have passed through any of the following countries:  
Cambodia   China (mainland)   Hong Kong   Iran   Japan   Laos  
Macau   Malaysia   Myanmar   Italy   Singapore   South Korea   Spain  
Taiwan   Thailand   Viet Nam
- Denying access to anyone who has been in close contact with anyone who has visited the above noted countries in the last 14 days.

Family Based Therapy Associates wants to be a source of continued emotional and psychological healing and support for you and your loved ones. Particularly so, in these trying and stressful times. You are encouraged to contact us at any time for updated information.

Kindest regards,

Family Based Therapy Associates