



# REIMBURSEMENT PARITY FOR TELETHERAPY SERVICES

Telehealth is an effective service delivery method that increases Iowans' access to quality, timely mental health care.

LSI's mental and behavioral therapy services meet Iowans where they are. The option to provide teletherapy is critical to providing mental health services for people with high-risk health conditions, employment or childcare barriers that make it difficult to leave the home, or people impacted by the COVID-19 pandemic.

**Payment/reimbursement parity for providers that offer teletherapy services is critical not only during COVID, but on a permanent basis.**

- Rural Iowans, long underserved because of Iowa's "mental health deserts," have access to quality teletherapy, eliminating the need to drive long distances.
- National studies have shown that millennials express interest in teletherapy at higher rates than other demographics.
- Adults who have children at home due to virtual schooling are able to engage in therapy at home, and at times that work for their changing schedules.

**26% DECREASE**

in appointment cancellations for virtual therapy sessions vs. LSI in-person therapy sessions from July to October 2020.  
**Virtual therapy has fewer canceled appointments.**

"My daughter was placed out-of-home, and we needed family therapy as we worked toward reunification. Having LSI's teletherapy during COVID-19 meant that services didn't have to stop, progress was able to move forward, and now that my daughter is home, we are able to keep the continuity of therapy. LSI has been very helpful to me and my family."

— Kate, an Iowa mom

## Innovation in Therapy



**“It can be really tough for kids in chaotic households to have to stay home all day and not have a break through school or being with their friends. Teletherapy has allowed them to have a safe space to connect with someone who is always going to be calm, reassuring, and have their best interest at heart. They've been able to vent, practice coping skills, and strategize how to get through this time.”**

— Megan, a Trauma-Informed Services Specialist for LSI programming at the Polk County Juvenile Detention Center