



In-Home Counseling Program

FREQUENTLY ASKED QUESTIONS

How do I make a referral? Complete referral form and email to counseling@familyeldercare.org or fax to 512.821.9813.

Who can make a referral? Anyone, as long as the potential client is wanting and able to participate in talk therapy. It can be the client, a friend, family member, or health professional.

Does it require a Doctor's order? No; but if a doctor, PA, or NP is making the referral it would be helpful to get a copy of their note with the reason for the referral.

What does "homebound" mean? We define homebound as someone who is unable to get out to meet with a therapist on a regular basis. This can be because of inability to drive safely due to physical and/or emotional reasons.

Do you provide couples or family therapy? No, we focus on one to one counseling. We can meet occasionally with caregivers if it is for the purpose of helping the client.

How is In-Home Counseling paid for? We accept Medicare Part B, some Medicare Advantage plans, and secondary insurance. We are currently in network with United Healthcare, Blue Cross Blue Shield, and Humana.

Are there age limits? We accept clients who are elderly and/or disabled and are homebound if they are Medicare eligible. That includes 65 and older. We may also accept younger clients as young as 55 who are chronically disabled.

Are there treatment length limits? Currently Medicare does not have treatment length limits.

How long are the sessions? Typically, they are 60 minutes, however, some insurances will only cover up to 45 minutes. The length is also dependent on the client's ability to maintain focus.

Are you offering Home Sessions during pandemic? We are providing Home sessions on a case-by-case basis. Therapist are required to wear face masks during the session and maintain safe distance. We strongly recommend clients also wear masks.

Do you provide Teletherapy? Yes, we currently provide Teletherapy to new clients through our Electronic Medical Records format. We will continue to provide Teletherapy as long as it is covered by Insurance companies.