



Telepsychiatry and Telecounselling

FAQs

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What are Telepsychiatry and Telecounselling?

These terms describe ways of accessing mental health services via secure, online,



Can I get medication?

If you are prescribed medication, obtaining it can be a challenge in some areas. The UN Department of Healthcare Management and Occupational Safety and Health (DHMOSH) can try to facilitate shipments to staff on a case-by-case basis.

I already have a therapist, but am finding it difficult to find a psychiatrist in my area to provide medication and sick leave documentation. Is telepsychiatry accepted for my sick leave recommendation?

Yes. Sick leave certification requires detailed reports from a medical doctor, which for mental health conditions means consulting a psychiatrist. What is most important in these cases is making sure your therapist and psychiatrist are connected.

Who uses these services?

Anyone who has limited options for support due to location or otherwise prefers to consult doctors or therapists online can benefit from telehealth.

How do I access these services and are they covered by my UN health insurance plan?

If you have **Cigna Worldwide**, you can access a mental health professional online via the smartphone app **Global Care On Demand** . For more info, visit Advance Medical (<https://www.advance-medical.net/services/global-telemedicine>).

If you have **Empire Blue Cross and Blue Shield**, you can access a mental health professional online via the smartphone app **LiveHealth Online** . For more info, visit LiveHealth Online (www.livehealthonline.com).

If you have **Aetna**, you can access a mental health professional online via the smartphone app **Teledoc** . For more info, visit Teledoc (www.teledoc.com).

If you have an **MIP**, you may not be covered for telehealth services at this time. DHMOSH and the UN Health and Life Insurance Section are currently working to improve coverage to allow for this.