



Information You Need To Know When Providing Services During Times of Crisis

Series of Six Videos



Different Topics

Often policyholders ask us if they can email links for resources to their clients. Consider the following:

- Yes, but it is key to have an informed consent allowing the use of emails for this particular reason.
- If you want to send the same link to several clients, you need to make sure you send a separate email to each client. Sending a bulk email can translate in a serious data breach, if by mistake the email addresses are exposed to all.
- You need to make sure your email account is secure. You can address this issue with your internet or email provider.
- It is important that the link takes the client to the place you intended. Sometimes links are broken or not reliable and take people to advertising, etc.

**GET THE
FACTS!**

On another note, some professionals have asked us if all insurance panels are accepting sessions billed via technology, and if so, if the sessions need to be documented in another way in addition to billing. Keep in mind:

- It is the responsibility of the professional to check with each insurance panel. Not all the panels have the same procedures for teletherapy.



- With the pandemic, some panels have changed their requirements and allowed the professional to offer services through video chat and phone, but they can revert to their prior requirements at any time, so we recommend that you contact the insurance panels frequently to determine if any changes have been made.

During these times of crisis, many policyholders want to know more about our Cyber Liability coverage. For more information visit <https://naswassurance.org/malpractice/cyber-liability/>

**For questions or comments on these videos,
please email us at asi@naswasi.org.**