



Telemedica Therapy FAQ



+ What is psychotherapy?

Psychotherapy is what most people think of as “talk therapy.” Unlike what you see in movies or what they did in the past, you do not have to lie down on a couch and talk about your feelings. Instead, you work with your therapist to help solve your problems.

+ Are there different types of psychotherapy?

There are many different types of psychotherapy because therapy has been around since the 1800s. However, some therapies have been researched and shown to help people and some have not.

+ What kinds of psychotherapy does Telemedica/Valor Telehealth use and why do they use them?

We only use the types of therapy that have been researched and proven to work. These are also the same types of therapy used at VAs across the country. These include Dialectical Behavior Therapy (DBT), Acceptance Commitment Therapy (ACT), Cognitive Processing Therapy (CPT), Interpersonal Therapy, EMDR, and Cognitive Behavioral Therapy (CBT). This helps ensure that the VA will understand your therapy notes, what you worked on, and that you will get better. This does not mean that you will be completely “cured”, but it does mean you will feel better and your therapist will work to help you maintain your disability claim when appropriate.

+ What is a psychologist? Can they give me medication?

A psychologist is a type of therapist. There are lots of types of talk therapists, but psychologists are doctors in psychology, meaning that of all the types of therapists, they have the most training and knowledge to help you. Psychologists are different from psychiatrists. Psychiatrists are medical doctors who prescribe medication for mental health conditions. Psychiatrists are not supposed to offer therapy.

+ What if my therapist thinks I need medication?

If your therapist thinks you need medication, they will refer you to a psychiatrist or someone else that you can see to be evaluated for medications.

+ Do you only see veterans?

No. We are able to provide therapy to anyone, however, our specialty is veterans. Our documentation is tailored to be “VA friendly” and can help to bolster veterans’ VA disability claims by providing continuity of care.

+ Do you have therapy for my spouse and me? What about my kids? What about groups?



Currently, we are only providing individual therapy, but we are expanding our team and hope to offer these extended offerings by September.

+ Can my spouse attend the session with me?

This is up to the discretion of the individual therapist, however, at Telemedica/Valor, we believe that having a strong support system can be helpful to the therapy process.

+ How often will I see my therapist? How long are the therapy sessions?

Typical modules range from 8-20 weeks in length depending on the type of therapy best suited for your needs. Each session is 50 minutes in length. For the most beneficial outcomes, it is recommended that you attend sessions every 1-2 weeks at a minimum.

+ What is the difference between therapy and counseling?

Therapy and counseling are the same things, however, some people offer "counseling" and do not have a license. You should be cautious with anyone who says they do counseling but is not licensed because they do not have the right schooling and nobody makes sure they are held accountable.

+ What benefits does Telemedica/Valor offer that other cheaper therapies do not?

Telemedica/Valor's Therapy programs offer many benefits that other companies do not. Your symptoms are tracked every session and documented in such a way that shows outcome measures. Our therapists are trained to document their progress notes in "VA- friendly" language to help bolster your VA disability claim. Our psychologists are "veteran experts" - all therapists are either veterans themselves or directly related to veterans and have extensive experience working with the veteran population. Additionally, our team can write a Nexus letter to accompany the documentation you submit to the VA to help prove or increase your service connection.

+ How will I know I am getting better/that therapy works?

We believe that our therapy works because it is based on research. However, people are individuals. To make sure that you are getting better, we ask our clients to complete a symptom tracker every week. This helps your therapist tailor therapy to your needs and determine how to help you feel the best. Please know that "better" does not always mean "cured." Some issues can get better, but may not go away completely. Therefore, in these times, your therapist can write you a Nexus letter to recommend that you keep your disability benefits.

+ What can I expect from my first appointment with a Telemedica/Valor therapist?

Your first appointment will be an intake appointment, where you talk about what has been going on for you and what your concerns are. After this appointment, the intake coordinator will assign you to the best therapist for you. Your first appointment will work on getting to know your therapist and creating goals together, as well as beginning to come up with ways to improve your life.



+ Does Telemedica/Valor accept insurance?

Currently, we do not accept insurance. We are exploring this option for our patients in the future.

+ What if I can't afford it?

Telemedica can recommend a variety of third-party payment solution options. Please see contact us for more information.

+ Do I have to be on video for the session?

It is preferred that you be on video. The therapists need to know that you are in a safe, quiet location. This also helps the therapist read body language and cues.

+ Is everything we discuss confidential? How does this work with the therapy notes/documentation?

Everything you talk to your therapist about stays between you and your therapist. There are certain exceptions, and they all involve safety. If you are considering ending your life or the life of someone else, your therapist will need to talk more with you and then determine if you need extra help. Your therapist also has to report to the authorities if you are involved in or know of child abuse, elder abuse, or abuse of someone with an intellectual disability.

Your medical records can only be seen by those contracted with Telemedica/Valor Telehealth. They are password protected and everyone at both companies is highly trained in HIPAA. We cannot share your medical records with anyone outside our company, including your coach, because they belong to you and it would be illegal.

At your discharge session, your therapist will make all of your progress notes, symptom trackers, assessments, and treatment plan available to you. This can then be used as evidence of a service-connected mental health condition when you submit your disability claim.

+ How do I book an appointment for Therapy services?

To book your intake appointment, please proceed to booking.telemedicallc.com or contact our team at (512) 883-8446.

+ What other services do you offer?

We offer Mental Health Evaluations, Telemedicine Evaluations, and Nexus Letters for Veterans.

