

**Louisiana Department of Education Virtual Therapy through Ochsner Anywhere Care**  
Frequently Asked Questions

**Q: What is an Ochsner Anywhere Care virtual therapy visit?**

A: A virtual therapy visit is a secure video appointment with a licensed provider via your computer, smartphone or tablet. With the Ochsner Anywhere Care web or mobile app, you can see a psychologist or therapist face-to-face from the comfort of your own home.

**Q: How much does a Louisiana Department of Education virtual visit through Ochsner Anywhere Care cost?**

A: Your first four virtual therapy visits are 100% covered by the Louisiana Department of Education through funding from the Governor’s Emergency Education Relief Fund. After your first four free virtual therapy visits, the cost is \$75 (per 60-minute virtual visit) or \$37.50 (per 30-minute virtual visit).

**Q: My work schedule does not allow for therapy visits during “normal” business hours. Are there any other times available for virtual appointments?**

A: Yes. Appointments are available through 8 p.m. Monday through Friday. Saturday appointments are also available.

**Q: How do I schedule a virtual therapy visit?**

A: First, enroll in Ochsner Anywhere Care easily with the online form at [ldoe.ochsneranywherecare.com](http://ldoe.ochsneranywherecare.com). Then, schedule an appointment through the website, or download the Ochsner Anywhere Care app from the Google or Apple app store to start from your cell phone. Enter Service Key “LDOE” in the mobile app. Convenient appointments are available Monday – Friday until 8 p.m., with additional appointment times on Saturdays.

Sign up form on [ldoe.ochsneranywherecare.com](http://ldoe.ochsneranywherecare.com)

The screenshot shows the Ochsner Anywhere Care sign-up form. It includes the Ochsner Anywhere Care logo at the top. Below the logo, the text "Sign Up" is displayed. The form contains several input fields: "First Name\*", "MI", "Last Name\*", "Email\*", "Confirm Email\*", and "Password\*". There is a checkbox labeled "I agree to the following: [Terms of Use\\*](#)". At the bottom of the form, there is a green "Sign Up" button and a link that says "[I already have an account, Log In](#)".

Scheduling platform

The screenshot shows the Ochsner Anywhere Care scheduling platform. At the top, there are two calendar views for June 2021 and July 2021. Below the calendars, the date "Tuesday, June 8, 2021" is displayed. The platform lists several therapists and their available appointment times for that day:

- Amelia Laurent-Julien** (Therapist): 9:00 AM - 11:00 AM, 2:30 PM - 4:30 PM, 5:30 PM - 6:30 PM, More...
- Julie Alley** (Therapist): 12:00 PM - 4:00 PM
- Anne-Marie Brown** (Therapist): 5:00 PM - 6:00 PM
- Penny Algrava** (Therapist): 6:00 PM - 7:00 PM, 8:00 PM
- Deanna Granger** (Therapist): 6:00 PM
- Brandy LaCombe** (Therapist): 6:30 PM

**Q: What are the technical requirements for a virtual therapy visit?**

A: You must have a computer, mobile phone or tablet with a front-facing camera and reliable internet access. Access Ochsner Anywhere Care through [Idoe.ochsneranywherecare.com](http://Idoe.ochsneranywherecare.com) or from the App Store (iPhone) or Google Play Store (Android). For 24/7 Technical Support, call 855-667-9711.

**Q: Am I eligible for a Louisiana Department of Education virtual visit through Ochsner Anywhere Care?**

A: Virtual visits are available through Ochsner Anywhere Care to Louisiana early childcare center workers and public school teachers, administrators and support staff. This includes employees of early child care centers that serve children from birth to age four as well as employees of all K-12 schools and systems, including charter schools. With this program, participants have up to four free virtual visits.

**Q: Is this program for public school employees, including support staff?**

Yes, the funding from the Governor’s Emergency Education Relief Fund will cover the first four virtual therapy visits for Louisiana public school teachers, administrators and support staff at early child care centers that serve children from birth to age four as well as at K-12 schools and systems, including charter schools. Only public schools are eligible to receive these funds. If you serve a nonpublic school, please contact your school about other benefits that may be available to you.

**Q: What conditions can be seen during a virtual therapy visit?**

A: Virtual therapy visits are a convenient option for a variety of appointments. As schools continue to manage the COVID-19 pandemic, virtual therapy visits are available to help address pandemic-related stress.

In addition to accessing therapy sessions to strengthen your mental health and well-being, you may also initiate a virtual therapy visit for any of the following behavioral health issues:

- Addiction
- Adolescent Counseling
- Anxiety and Panic Attacks
- Attention Deficit Disorder (ADD/ADHD)
- Depression and Mood Disorders
- Eating Disorders
- Grief and Loss Counseling
- Insomnia
- Marriage and Family Counseling
- Postpartum Depression
- Post-traumatic Stress Disorder (PTSD)
- Work-related Stress

*For marriage and family counseling, education employees can add their family member(s) to their scheduled visit.*

**Q: Are there certain conditions that my Ochsner Anywhere Care virtual therapist cannot treat?**

A: Yes. There may be additional behavioral health issues that are best managed through an in-person assessment and treatment with a behavioral health provider or a psychiatrist. Your virtual visit provider can assist with referring patients to the right place for the right treatment.

According to recent data from the U.S. Centers for Disease Control and Prevention, the suicide rate has increased in almost every state in the nation — and by more than 30 percent in 25 states — in the past two decades. Patients experiencing thoughts of suicide or harm to themselves or others should:

- Proceed immediately to the nearest Emergency Department
- Call the National Suicide Prevention Lifeline any day, any time: 1-800-273-8255
- Text SIGNS to 741741 for 24/7 anonymous, free crisis counseling

**Q: Why should I consider seeing a virtual therapist?**

A: One in four Americans is affected by emotional distress at some time in life, but only 1 in 8 seeks care. From chronic concerns such as depression and anxiety to recent stress caused by events such as grief, divorce, parenthood or other major life changes, online therapy allows for reliable and convenient visits with licensed and highly trained therapists.

**Q: Do I need to schedule an appointment for virtual therapy?**

A: Yes. Therapists are available for scheduled appointments which can be scheduled online through Ochsner Anywhere Care. Therapists are available until 8 p.m. Central Time, Monday – Friday, with additional appointments available on Saturdays. Once you and your therapist have established a relationship, you and your therapist will decide whether to schedule ongoing sessions as needed.

**Q: What is an online therapy session like?**

A: An Ochsner Anywhere Care virtual therapy session is just like an office visit, but from the convenience of your home or any location you choose. You will be asked about your current symptoms, potential factors contributing to these symptoms, your history and what you would like to accomplish in therapy. Using this information, your therapist will assess your situation and recommend a treatment plan. This may be an ongoing conversation and can change as your needs change over time.

**Q: Can patients see the same therapist online for recurring appointments?**

A: Yes. Patients can browse provider profiles and select a clinician that best serves their needs, including searching by language. Recurring appointments can be made with the same provider.

**Q: How long is a typical virtual therapy visit?**

A: A typical Ochsner Anywhere Care virtual therapy visit is one hour (60 minutes).

**Q: Is my virtual therapy visit private and secure?**

A: Yes, Ochsner Anywhere Care is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with a provider online. Please know that these visits are 100% confidential and no one at the Louisiana Department of Education, the school district with whom you are employed or the school at which you work will have access to your appointment data or any other information about your visits.

**Q: Are virtual therapy visits recorded?**

A: No, to ensure privacy and security of data, Ochsner Anywhere Care therapy sessions are neither recorded nor stored.

**Q: Will my primary care provider be notified of my virtual therapy visit?**

A: No. For patient privacy, Ochsner Anywhere Care visit records will not be added to your electronic health record. You may obtain these records from your OAC account and provider should you need to share them with your primary care or other provider.

**Q: Can my Ochsner Anywhere Care virtual therapist prescribe medications?**

A: No. Ochsner Anywhere Care providers work to understand your situation and identify effective coping strategies and help you through difficult stages of life. They are licensed therapists and psychologists but are not able to prescribe or refill medications. If you need a medication refill or a new prescription related to your behavioral health issue, your online provider can help refer you to an appropriate mental health professional for an in-person assessment and medication management.

**Q: Are all Ochsner Anywhere Care virtual therapists licensed and credentialed?**

A: Yes. All Ochsner Anywhere Care providers are board-certified and licensed professionals in their field. Online therapy is provided by licensed clinical social workers and psychologists.

**Q: Who should I contact if I have a problem reaching my therapist at our scheduled time?**

A: Call Ochsner Anywhere Care at 855-667-9711.

**Q: What if I miss an appointment?**

A: Ochsner Anywhere Care maintains a 24-hour cancellation policy. If you can't keep your appointment and do not cancel at least 24 hours in advance, you may be charged a reservation fee.

**Support:**

Questions about this program? Email [anywherecare@ochsner.org](mailto:anywherecare@ochsner.org)

For 24/7 Technical Support, call **855-667-9711**