

HYPERACUSIS FAQs – (similar info for other sound sensitivity disorders)

CAN YOU REFER ME TO SOMEONE CLOSER TO MY HOME?

You may have been referred to me by an audiologist or ENT. If they could have sent you to someone closer, they would have. I see people all over the country and abroad, because there are very few therapists who understand and can effectively treat hyperacusis.

CAN I BE SEEN FOR HYPERACUSIS TREATMENT ONLINE?

Yes. I have worked online over Zoom.com or other platforms with many hundreds of people with sound sensitivity disorders such as hyperacusis since 2008. I am currently only working online, rather than in person.

WHAT IS YOUR APPROACH?

I started with CBT (Cognitive Behavioral Therapy), then added some DBT components (Dialectical Behavior Therapy) and neuropsychology. I also use my many years of experience as an educator and marriage/family therapist to include experiential activities, storytelling, humor, metaphors, or other approaches crafted specifically for the interests and capabilities of the individual. Hyperacusis is sometimes a “standalone” condition, but is often compounded by anxiety, panic attacks, depression, or other conditions that we address along the way.

WHAT IS THE PROCESS TO GET STARTED?

Complete and return **four forms** (attached): [INTAKE](#), [AGREEMENTS](#), [HYPERACUSIS QUESTIONNAIRE](#) and [PHQ/GAD](#) (depression and anxiety inventories). You can scan or photo your completed forms and email back to me. My waiting list has been reduced from pandemic level of 4 months to currently about 2-3 weeks. When we are ready to meet, you will upload your credit card info to the billing company (info will be provided at that time). You can save the \$10 card fee by sending payment directly through Zelle, but your credit card must also be on file as a backup. Please use BLACK OR BLUE INK or type into the form. When you send them back to me, please also indicate **best times/days for you to meet**. Once I get your forms, you will be logged into my system. As space opens up in my schedule that fits with your availability, I will contact you to see when we can connect. **First appointment** ideally includes spouse, partner, or parent.

HOW LONG WILL TREATMENT TAKE?

Most sessions are 50 minutes long. Within 6-8 weekly sessions, most people with hyperacusis will have a solid understanding of the issues, concepts, and skills needed to manage this condition. This is an estimate — everyone’s situation is different. For example, some life circumstances lead to more anxiety that compound hyperacusis, which may take more time to address. There is no one-size-fits-all timeline. After we complete our work together, I am also available for periodic tune-ups.

WHAT IS MY INVESTMENT? WHAT ARE PAYMENT OPTIONS?

Regular 50 minute sessions are \$240 each if paid with credit card (\$10 less if paid by Zelle) so you can estimate about \$1400-1900 if we are able to cover sufficient ground in 6-8 regular sessions. These charges are actually far below most other therapists with less general experience and with no expertise in dealing with these issues. Please consider this an investment in your health and future, and weigh that against the cost you currently pay in suffering. If this creates a hardship for you (fixed income or other reason), we can discuss possibility of alternatives. The billing company takes VISA, Mastercard, Discover, HSA, or debit cards.

DO YOU TAKE INSURANCE or MEDICARE?

No, I do not. The paperwork involved is far beyond what I can manage, and there are no guarantees of confidentiality with insurance company involvement. If you have PPO insurance, you can submit a superbill for “out of network mental health services” and potentially receive partial reimbursement from your insurance company. You need to contact Customer Service number on your card to ask what your plan will cover and whether you have met your deductible. Of course, you can check with your insurance to see if you can locate an in-network provider. That would save you money but would be difficult to find someone who is experienced in working with this condition. If you have a Health account, you can bill to that for payment. I am an Opted-Out Medicare provider. If you are a Medicare recipient, as of January 2024 we need to create a private contract to engage in therapy services not covered by Medicare.

WHAT KIND OF RESULTS CAN I EXPECT?

Pre- and Post- treatment scores generally show somewhere between 70-85% improvement in symptom and reactivity management, but I think the best indication of results is seen in life. People report that, while the condition may still exist, it no longer interferes with their active participation in life and enjoyment of activities. Many find they are impacted occasionally, but usually not as much reactivity, especially when engaged in other activities. Hyperacusis becomes just a part of life, not the main and most distressing focus.

Thank you for contacting me, and I do hope to be of assistance to you and your family, Dr. Jaffe