

Collaborative Care

FAQ Frequently asked questions

What is Concert Health and what is our mission?

Concert Health provides behavioral health services to children ages 6+, teens, and adults across the nation. We utilize a platform which increases the ability for patients to receive high quality care from the comfort of their home via phone or video. Our mission is to ensure access to affordable behavioral health services utilizing the Collaborative Care Model.

What is the Collaborative Care Model?

The Collaborative Care Model is a team approach that puts you, the patient, in the driver's seat. Your referring provider links you to additional care team members: a behavioral health clinician (also known as the Collaborative Care Clinician) and a Psychiatric Consultant. Your referring provider will continue to take care of your medical needs, and will enhance your care by bringing in the Collaborative Care Clinician and the Psychiatric Consultant to take care of your behavioral health needs.

How is Collaborative Care different from traditional therapy?

In traditional therapy, individuals often meet with their clinician for 60 minute appointments on a weekly basis. Traditional therapy focuses on addressing both past and present stressors, encouraging a more long term process. Our model is goal oriented, measured based, and brief in nature, typically lasting 3-6 months based on your individual needs. Compared to traditional therapy, Collaborative Care is a more flexible style of treatment to adapt to a variety of patient needs and schedules. Generally you will meet with your clinician for 15-30 minute touch points throughout the month. We focus on reducing your symptoms by targeting our focus on your present day stressors. Just as your physician would check your blood pressure at follow up appointments, your clinician will check your emotional vital signs and current symptoms at your monthly touch points. Unlike traditional therapy, Collaborative Care is a team approach where your clinician has direct contact with your physician. This can help improve the success of treatment and reduce the risk of miscommunication, ensuring your referring provider and your collaborative care team are on the same page.

What does the Collaborative Care Clinician (CCC) do?

The Collaborative Care Clinician (CCC) is also known as a behavioral health clinician. This member of your care team works with you to build your very own "toolbox" of healthy coping skills and strategies to better manage your symptoms. Your CCC serves as a stepping stone on your behavioral health journey and can help connect you to other appropriate providers and resources as needed whether that may be for a therapist in your community, family counseling, and/or support groups. Your CCC will provide updates on your journey to your referring provider to keep them in the loop on your progress. Your CCC will also communicate with a psychiatric consultant on your behalf to discuss any behavioral and emotional treatment recommendations. Any treatment recommendations or changes will be shared with your referring provider.

What is a Psychiatric Consultant (PC)?

The Psychiatric Consult (PC) is an additional member of your care team. Your clinician will meet regularly with the PC on your behalf to discuss your progress in care as well as explore treatment recommendations. It is important to note that the PC makes recommendations but does not prescribe any medications. The PC will notify your referring provider of their recommendations and your CCC will ensure that you are informed of next steps.

How does Concert Health keep my physician informed of my progress?

Your clinician's notes and the psychiatric consultant's recommendations are documented in your medical chart. Your physician can review your progress in your medical chart throughout the month. Your clinician may also communicate directly with your physician using HIPAA compliant messaging to provide updates in real time following your touch point.

What can I expect in my initial appointment?

In your initial appointment, your clinician will focus on getting to know you better. Your clinician will also focus on gathering pertinent information on your behavioral health history as well as current symptoms and stressors that might be impacting your daily routine. Your clinician will ask questions regarding safety as well as work with you to set your first goal. At each touch point, you will set a small, achievable goal to work towards reduction of symptoms and our overall goal of graduation from our services.

What is the cost of our services? How will I be billed?

Collaborative Care is a medical service, billed like a primary care office visit. You will receive a claim from your provider on a monthly basis for services received throughout the month. These services should be paid through your primary care benefit design. You can confirm this with your insurance by calling the number on the back of your insurance card and requesting a cost estimate for these CPT codes: 99493, 99494. If you have any questions after receiving a bill, please contact the number on the bill.

What if I decide I don't want to continue with Concert Health?

If collaborative care does not sound like a fit for you, you can continue to meet with one of our clinicians while we work together towards connecting you to more appropriate resources. Your referring provider will remain informed of any changes to treatment as well as the resources provided. Should you choose to re-enroll in our services, you can contact your referring provider to resume services with us.