

Primary Care Practice Case Study

MINDHEALTHY®



MindHealthy® delivers virtual & embedded support for depression, anxiety, and substance use disorders via the Collaborative Care Model (CoCM). We partner with Providers to implement the best evidence-based approach to address Mental Health effectively.

Overview

This study follows the implementation of CoCM in a Primary Care Clinic in North Carolina that provides care for over 16,000 patients with 6 primary care providers (PCPs). Their patient population insurance mix is comprised of 20% Medicaid, 30% Medicare and 50% Commercial payers.

The clinic's mission is to promote wellness by emphasizing preventative measures, providing lifestyle counseling and comprehensive healthcare services.

The clinic's main barriers in addressing mental and behavioral health care:

- > *Limited patient access to care due to few in-network mental health providers*
- > *Lack of timely or local patient access to care (up to months to be seen)*
- > *The practice was not equipped with enough time, staff, or resources internally to adequately manage their patients' ongoing and complex mental health care needs*

SOLUTION

The clinic partnered with MindHealthy® to integrate CoCM into their clinic to address the mental health needs of their patients.

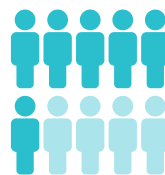
With MindHealthy®, the clinic offered their patients personalized ongoing counseling and mental health support. MindHealthy® supported the clinic via licensed clinical therapists, psychiatric nurse practitioners and psychiatrists to support the consult role while leaving the provider as the supervisor of care. MindHealthy® documented care plans and collaborated with providers within the practice EMR and held monthly collaborative clinical calls with the provider team.

KEY OUTCOMES

At 12 months, \$200k+ net revenue was achieved by the practice.

**6**

CoCM referrals per month on average from full-time PCPs

**60%+**

of patients eligible received adequate mental health support via CoCM

**50%+**

of patients achieved 50% or more reduction in GAD7 and PHQ9 scores.