# MindHealthy® Patient Handbook

**WELCOME TO MINDHEALTHY®, YOUR PROVIDERS CHOSEN PARTNER FOR MENTAL WELLNESS SERVICES VIA THE COLLABORATIVE CARE MODEL.**

## What is the Collaborative Care Model (CoCM)?

Collaborative Care is a team-based approach to integrating mental health care with your overall health and well-being. That means you're not alone in your care.

With CoCM, you get a whole team working together to support your goals, including:

- *Your Primary Care Provider (PCP) or Specialist Provider*
- *A Behavioral Care Manager (BCM), experienced therapist*
- *A Psychiatric Consultant, a Psychiatrist or Psychiatric Nurse Practitioner*
- *And You—as the most important member of the team*

This team communicates, shares information, and adjusts your care plan together—so everything is connected and tailored to your needs.

## What Does MindHealthy® Do?

MindHealthy® is here to make sure your mental health gets the same attention as your physical health—in the same place, at the same time.

We work directly with your doctor to provide:

- *Emotional and behavioral support for anxiety, depression, stress, and more*
- *Regular check-ins with a Behavioral Care Manager*
- *Expert advice from a psychiatric provider who supports your care team*
- *Personalized care plans that fit into your life and goals*
- *Consultations with your provider on recommended medications, as needed*

We keep track of your progress, adjust as needed, and make sure nothing falls through the cracks.

## How it Works and What to Expect

- **Referral:** Your doctor recommends MindHealthy® based on your needs.
- **Initial Meeting:** You meet with one of our care managers to discuss your goals and create a plan.
- **Ongoing Support:** Regular check-ins (by phone or video) with your BCM help you stay on track.
- **Expert Oversight:** A Psychiatric Consultant Team reviews your progress and gives your care team recommendations.
- **Insurance will be billed for services provided**
- **Better Health, Together:** You and your team adjust the plan as needed to keep moving forward.

## Why it Works

- Whole-person care
- Convenient and connected to your doctor
- Personalized to you
- Evidence-based
- Covered by most insurance

## Frequently Asked Questions (FAQs)

### IS THIS A REPLACEMENT FOR THERAPY OR PSYCHIATRY?

Collaborative Care is not a replacement for traditional therapy or psychiatry. Instead, it's a team-based approach that supports your mental health within your primary care setting. It can be used on its own or alongside ongoing therapy or psychiatric treatment. Your Behavioral Care Manager (BCM) can help coordinate additional care if needed.

### HOW OFTEN WILL I CONNECT WITH MY BEHAVIORAL CARE MANAGER?

Most clients schedule time with their BCM every 1–2 weeks, but this can be adjusted based on your preferences and clinical needs. Typically this is conducted via Teams (video) or telephone.

### HOW MUCH TIME WILL I GET WITH MY BEHAVIORAL CARE MANAGER?

The amount of time varies depending on your care plan. You can typically expect 15 to 120 minutes of support during your first month and 45 to 90 minutes per month after that. This may include brief check-ins, goal setting, progress monitoring, and coordination with your primary care team

### WILL MY DOCTOR KNOW WHAT'S GOING ON?

Yes! That's the beauty of collaborative care — your BCM works closely with your doctor and a psychiatric consultant to ensure your care is coordinated and tailored to your needs.

### DOES THIS COST EXTRA?

Collaborative Care (CoCM) through MindHealthy® is covered by most insurance plans as a medical provider visit. Collaborative Care is billed through your primary care provider as part of your medical care. It uses time-based billing codes, meaning your insurance is billed for the time your team spends supporting your care, including BCM sessions, care coordination, and psychiatric consultation.

Most insurance plans cover CoCM, but coverage can vary. We recommend contacting your insurance provider to confirm coverage. When inquiring, use the following CPT codes: ***99492, 99493, 99494, 99484,*** or ***G0512***.

### WHO BILLS MY INSURANCE?

Your primary care provider bills your insurance for Collaborative Care services. MindHealthy® partners with your provider as an extension of their care team. If there are any additional services needed outside of Collaborative Care, you will be informed and asked to approve them before any MindHealthy® charges occur. Any copays or deductibles will be paid directly to your provider.

### WHAT IF I NEED TO CANCEL OR MISS MY APPOINTMENT?

We understand that sometimes things come up. If you're unable to keep your appointment, we kindly ask for at least 24 hours' notice. Missed appointments or cancellations with less than 24 hours' notice may be recorded as a no-show. Repeated no-shows may affect your ability to schedule future sessions.

## Tips for Success

- Be honest and open — your care team is here to support, not judge.
- Set small goals — you don't need to fix everything at once.
- Stay in touch — regular check-ins make a big difference.
- Ask questions — your care team wants you to feel confident and comfortable.
- Celebrate progress — even small wins matter!

## Questions? We Are Here to Help.

If you ever have questions about your care, want to make changes, or need support, your MindHealthy® team is just a call or message away.