

Building a Psychosocial Provider Referral Network

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Disclosures

- We have no conflicts of interest
- Endorsement of any provider does not result in financial compensation for the presenters
- The presenters do not consult and are not part of any clinic mentioned* or endorsed in this presentation

Brief Background

- Psychosocial treatment for distressed CVPR patients is important
- Psychosocial treatment is not commonly integrated into CVPR treatment or easily accessible
- Depression and anxiety are commonly assessed in CVPR
- Patients with psychosocial issues typically need additional help with “Behavioral Medicine”

Brief Background

- This presentation is a supplement to materials available on the AACVPR website.
- <https://www.aacvpr.org/Resources/Resources-for-Professionals>
- “Behavioral Medicine Resources”
 - <https://www.aacvpr.org/Resources/Resources-for-Professionals/Behavioral-Medicine>
- “How-to Guides for Behavioral Medicine”
 - <http://www.aacvpr.org/Resources/Resources-for-Professionals/-How-To-Guides-for-Behavioral-Medicine>

Brief Background

- Assessing mental health issues
 - <http://www.aacvpr.org/Resources/Resources-for-Professionals/Psychosocial-Assessment-Instruments>

Psychosocial Assessment Instruments

Multi-Factor Measures

[Symptom Checklist-90-Revised \(SCL-90-R\)](#)

[Psychosocial Risk Factor Survey \(PRFS\)](#)

Single Factor Measures

Depression

[Beck Depression Inventory-2 \(BDI-2\)](#)

[Centers for Epidemiological Studies-Depression Inventory \(CES-D\)](#)

[Hospital Anxiety and Depression Scale \(HADS\)](#)

[Patient Health Questionnaire-9 \(PHQ-9\)](#)

Anxiety

[Beck Anxiety Inventory \(BAI\)](#)

[Hospital Anxiety and Depression Scale \(HADS\)](#)

Anger/Hostility

[State Trait Anger Expression Inventory-II \(STAXI-II\) —Requires a qualified mental health professional](#)

Psychosocial Measures Within Quality of Life (QoL) measures

[Construction of the SF-36 Version 2.0 Psychometric Considerations Translations Discussion](#)

[Ferrans and Powers Quality of Life Index](#)

Cardiac and Pulmonary
Versions

GAD7 - Worry



Where to look for Psychosocial Treatment Providers

Ask around

- Colleagues (where do they currently refer?)
- PCPs
- Patients
- Local University departments
 - E.g. psychology, MFT, counseling, etc.
 - If they can't be a resource, they can often recommend resources in the community

Ready-Made Referral Sources

- Local Management Entities (LME)
 - Help link patients with treatment providers in the community. Focus on affordable care

Trillium manages five types of plans:

1. a Medicaid behavioral health plan (for mental health, intellectual/developmental disabilities or I/DD, and substance use disorders),
2. a state-funded behavioral health plan, for individuals who may not have Medicaid or are uninsured,
3. the "Innovations Waiver" plan (a name given by North Carolina to the Home & Community-Based Services Waiver within Medicaid), for those with an I/DD,
4. a separate Medicaid behavioral health plan, for non-medical services such as supported employment,
5. and a local plan funded with local dollars (counties, etc.) for prevention, wellness and recovery classes.



www.TrilliumHealthResources.org

Transforming Lives



Ready-Made Referral Sources

- Veteran's Admin. Hospital
- Your Institution
 - Vidant Behavioral Health Services*
- Local University Training Clinics
 - [ECU Psychological Assessment and Specialty Services Clinic \(Pass Clinic\)](#)

Internet Search Resources

- Most are opt-in
- You get to see how the provider presents themselves to clients in their own words
- Some listings may be outdated

Internet Search Resources

- General search engine (e.g. google)
 - May not be able to trust the reviews
 - Look for mental health providers co-located with physicians
- www.findapsychologist.org
- Find a therapist (Psychology Today Website)
 - There are others like this, you'll see them when you do a google search, in our area they are 100% redundant
- Health insurance provider website
 - good for an individual outside of your referral list area
- Licensing bodies (poor resource)



What to look for in Psychosocial Treatment Providers

Backgrounds

- Masters level licensure
 - Licensed Clinical Social worker (LCSW)
 - Licensed Professional Counselor (LPC)
 - Licensed Marriage and Family Therapist (LMFT)
 - Licensed Clinical Addiction Specialist (LCAS)
 - Licensed Professional Counselor (LPC)
- PhD level licensure
 - Licensed Psychologist (PsyD, PhD)
- Medical Licensures*
 - Psychiatry
 - Psychiatric Nurse Practitioners

Treatments and Orientation

- **Health or adjustment to health conditions**
- **Behavioral Medicine**
- **General**
 - Cognitive Behavioral Therapy (CBT)
 - Behavior Therapy*
 - Dialectical Behavior Therapy (DBT)
 - Acceptance and Commitment Therapy (ACT)
- **PTSD**
 - “Exposure”, Prolonged Exposure, Cognitive Processing Therapy

Flags/Lights (relative to our patients needs)



- Red
 - Primary approach other than above
 - Pseudoscience (dilutes the dose of effective treatment)
 - Herbal remedies, energy psychology (Emotional Freedom Technique), yoga*, etc.
 - Too many specializations and approaches relative to experience and background
- Yellow
 - Primary focus/interest other than depression/anxiety/PTSD
 - E.g. substance use, relationships/marital, children
 - EMDR*

Weak interventions and pseudoscience are problematic

- Dilute the dose of behavioral medicine
- Misattribute the effective ingredient, leading to poor patient problem-solving later
- Typically are more expensive for the patient and/or not covered under insurance
 - E.g. Neurofeedback

Burning Questions About Mental Health Treatment?



The results of our searching

- Review results document and examples of how we evaluated therapists.
- We used Psychology Today's Find-A-Therapist
- Find-A-Psychologist yielded too many non-practicing or low-yield therapists (including us!)
- Insurance company sites are useful for patients, but even there, contact info is often outdated
- Our Search Results

Therapists in 27858

N < 30

Insurance

Any Insurance
BlueCross and
BlueShield
MedCost
Aetna
TRICARE
More +

Issues

ADHD
Addiction
Anger Management
Anxiety
Child or Adolescent
Depression
Eating Disorders
Relationship Issues
More +

Sexuality

Gay
More +

Gender

Show Only Women
Show Only Men



Kayla Galli

Marriage & Family Therapist, MS, LMFTA

"Have you been struggling in various aspects of your life? Have things gotten too overwhelming or is it finally time to try make sense of it all? It would be my pleasure to serve as your therapist."



(252) 227-0373

Greenville, North Carolina
27858

View

Email



Jakob Jensen

Marriage & Family Therapist, PhD, LMFT

"I have extensive experience working with families, couples, and individuals. I especially enjoy providing therapy to couples struggling with communication issues, infidelity, and parenting"



(334) 219-7393

Greenville, North Carolina
27858

View

Email



Anne Mauldin

Psychologist, PhD

"My goal as a psychologist is to increase self-awareness and create positive change in a nonjudgmental environment. Psychotherapy can relieve emotional distress, improve one's"



(252) 455-9998

Greenville, North Carolina
27858

View

Email

Red Lights/Flags





(252) 320-9448

About



Verified By **Psychology Today**

This world is demanding and exhausting. In all phases of life, we often notice ourselves overwhelmed, emotionally and physically. I believe depression, anxiety and relational stress are the byproducts of being unable to harness and share your emotional experience in an authentic way. Striving to understand your patterns will aid you in establishing the change that you crave and decrease the stress you carry every day. Together we will explore how your past is impacting your present, what meaning you make of your life experiences, and how those are positively or negatively impacting your current relationships and well-being.

As a therapist, I strive to be a loving, authentic and reflective human who works to help you create the life and relationships that make you feel whole and happy. Specializing in couples and families, I use a systemic approach to therapy that helps to understand individuals in the context of the system in which they live.

Location

300 E Arlington Avenue
Suite 9A
Greenville, North Carolina 27858
(252) 320-9448

Email Me

Show Map

Nearby Areas

Specialties

- Family Conflict
- Trauma and PTSD
- Depression

Issues

- Anxiety
- Child or Adolescent
- Coping Skills
- Divorce
- Parenting
- Peer Relationships
- Pregnancy, Prenatal, Postpartum

Types of Therapy

- Attachment-based
- Emotionally Focused
- Experiential Therapy
- Family / Marital
- Family Systems
- Trauma Focused

I am a bilingual Peruvian indigenous with unique experience dealing with a culturally diverse clientele. I have over eleven years of mental health experience in different settings such as school, home, clinics, and outpatient facilities. I have worked with children, teenagers, couples, adults, and families from diverse populations. Areas of practice focus are: building assertive parenting skills, depression, anxiety, phobias, panic attacks, PTSD, grief, traumatic loss, ADHD, couple's, family therapy, shamanic, and energy healing. Innerself healing, expansion, connection, and finding balance among relationships, reciprocity in LOVE!

I am trained in the therapy modalities, EMDR, Positive Parenting Program (Triple P level 2-5), CBT, and Emotional Focus Therapy, Ericksonian hypnosis, Shamanic counseling, energy healing. I am the founder of Family Care Practice, PLLC www.familycarepractice.com, and I work in cooperation with local psychiatrists in order to meet clientele's needs.

Location

Family Care Practice, PLLC
2404 Charles Blvd
Suite H
Greenville, North Carolina 27858
(252) 654-4305

Email Me

Show Map

Nearby Areas

Specialties

- Trauma and PTSD
- Family Conflict
- Child or Adolescent

Issues

- ADHD
- Adoption
- Anger Management
- Infidelity
- Marital and Premarital
- Obsessive-Compulsive (OCD)

Types of Therapy

- Attachment-based
- CBT
- Cognitive Behavioral (CBT)
- Culturally Sensitive
- EMDR
- EMDR
- Emotionally Focused
- Family / Marital
- Family Systems
- Feminist
- Gestalt
- Humanistic
- Hypnotherapy
- Interpersonal
- Mindfulness-Based (MBCT)
- Motivational Interviewing
- Multicultural
- Narrative
- Relational
- Solution Focused Brief (SFBT)
- Strength-Based
- Trauma Focused

Red Lights

- The vast majority were therapists who specialize in children or substance use disorder.
- Or, therapists who didn't mention depression/anxiety/PTSD

Yellow Lights



Ever wake up feeling nauseated due to worry? Tired of feeling the weight of the world on your shoulders? Not sure how to make your relationship better? Ready to let the past stop dragging you down? By now, you've probably done everything you know to do (at least three times)- and yet nothing feels different. That doesn't mean there's no hope. It just means you need some new things to try and a fresh way to look at things. That's where I come in and partner with you to share other solutions that you may not have thought of.

Customizing the most effective and proven methods for anxiety and relationships, we'll work together to help you feel more like yourself again. We'll deepen and strengthen your connection to your significant other. This is your safe place to open up without judgement and with a kind, supportive guide to help you move forward.

Everything you need to get started (online forms & scheduling, costs, free resources, etc.) is available by clicking on the website button (look left). Isn't it time you stopped wondering

Location

Tammy Whitten, MS, LMFT, CFLE, PLLC
3483 S Evans St
Ste B
Greenville, North Carolina 27858
(252) 325-9902

Show Map

Nearby Areas

Specialties

- Relationship Issues
- Anxiety
- Trauma and PTSD

Depression?

Issues

- ADHD
- Depression
- Divorce
- Domestic Violence
- Eating Disorders

Treatment Approach

Types of Therapy

- Cognitive Behavioral (CBT)
- Emotion Focused Therapy (EFT) for Couples
- Emotionally Focused
- Family / Marital
- Family Systems
- Solution Focused Brief (SFBT)

Feeling overwhelmed by life circumstances? Having difficulty adjusting to change? Life often presents challenges that can seem impossible and I would love to help you navigate through the storm. I am a Licensed Professional Counselor who enjoys working with everyone: school aged children, college students, and adults. I have specialized training in working with children who have been abused. I work with both children and adults experiencing issues related to depression and anxiety, mood disorders, as well as problems related to adjusting to life changes. I can also help with issues related to substance abuse and dependence.

I answer and return all calls personally. If am not available when you call, please leave a message and I will return your call as soon as possible. You can also feel free to send an email or a text message (252-902-6481). I will respond as soon as I can!

Issues

- ADHD
- Addiction
- Anger Management
- Anxiety
- Behavioral Issues
- Bipolar Disorder
- Child or Adolescent
- Coping Skills
- Depression
- Domestic Violence
- Drug Abuse
- Dual Diagnosis
- Emotional Disturbance
- Family Conflict
- Grief
- Oppositional Defiance
- Parenting
- Peer Relationships
- Relationship Issues
- Self Esteem
- Self-Harming
- Substance Abuse
- Trauma and PTSD

Types of Therapy

- Cognitive Behavioral (CBT)
- Eclectic
- Play Therapy
- Solution Focused Brief (SFBT)

Green Lights



Accepting new clients & saturday appointments are available for established clients. At Faith Based Counseling Services, LLC, our mission is to provide quality therapeutic services that embody the whole you, mind, body and spirit. We believe that in order to have overall balance and healing, you must be able to tap into all parts of you , which include spiritual connection. Therapeutic services are not provided in the form of preaching, but incorporate your connection with God. We utilize Godly principles to assist in strengthening you in order to enhance your ability to cope, see hope and imagine a better life for yourself.

La'Neika Benbow is a Licensed Clinical Social Worker & Marriage & Family Therapist with over 17 years of experience. This includes work with veteran's, special needs, medical issues, family, pre-marital, marital & general couples issues, elderly/alzheimers), providing strategies for caretaker stress reduction, assisting those with history of trauma & more.

Ability to offer opportunities for those whom we serve to incorporate their belief in God into treatment, allows ability to gain insight, hope & additional support needed for change to occur. The hope is that all will be empowered in a way that

Location

Faith Based Counseling Services, LLC
Greenville, North Carolina 27858

Call Ms. La'Neika Benbow
(252) 648-7574

[Email Us](#)[Nearby Areas](#)

Specialties

- Relationship Issues
- Depression
- Life Coaching

Issues

- Anxiety
- Coping Skills
- Domestic Violence
- Family Conflict
- Grief
- Life Transitions
- Marital and Premarital
- Parenting
- Self Esteem
- Spirituality
- Stress
- Trauma and PTSD
- Women's Issues

Marriage & Family Therapist, LMFT, MFT, RN

About

✓ Verified By Psychology Today

With over thirty years of experience I have successfully counseled clients on a wide range of individual and couple issues, as my website www.marriageandfamilycounseling.info shows. My masters level education and advanced training was in Cognitive-Behavioral Therapy, a powerful therapeutic method widely recognized as highly effective. I love my work! It is very satisfying to help my clients solve their problems. As their problem-solving skills grow, clients find they are better able to handle future challenges. My goal is to help my clients make steady progress toward their goals in a secure, confidential, and pleasant environment.

Therapy is more than supportive, empathetic listening. I actively engage in helping my clients understand how their problems developed and what changes are needed to resolve the problem.

Location

Eastern Psychiatric & Behavioral Specialists
1704 East Arlington Boulevard
Building A
Greenville, North Carolina 27858
(252) 756-4899

Show Map

Nearby Areas

Specialties

- Relationship Issues
- Depression
- Anxiety

Issues

- ADHD

"Therapy is more than supportive, empathetic listening. I actively engage in helping my clients understand how their problems developed and what changes are needed to resolve the problem."



BRODY SCHOOL *of* MEDICINE

Department of Psychiatry and Behavioral Medicine

- This department provides a long list of services
- 2 Psychologists
 - Teach medical students and psychiatry residents
 - Perform Bariatric, Organ Transplant, SCS, etc. evals
 - Psychotherapy: CBT, ACT, for depression, anxiety, etc.
- Bandwidth is the main issue here. They mostly self-refer for psychotherapy and have a low case load



Greene County Health Care Inc.

high quality | integrated | affordable

HOME

ABOUT US ▼

CLINICS/SERVICES

- 2 Medical FTs on staff
- 1 is bilingual (Spanish)
- Both are receiving advanced training in working with Latino/a clients
- Grant-funded so treatment is low-cost even without insurance

Our Services:

- *Pediatric/Adolescent/Adult/Geriatric Medicine*
- *Acute care*
- *Physicals*
- *Gynecology*
- *Chronic Disease Care Management*
- *Routine Health Screening*
- *Immunizations/Vaccinations*
- *Laboratory Services*
- *Medication Assistance*
- *Referrals to Specialists*
- *Health Education*
- *Medical Family Therapy*
- *Case Management*
- *Health Coverage Assistance*
- *Migrant/seasonal farmworker assistance*

Other Sources Gained Through Local Knowledge

ECU/Vidant Heart Failure and A. Fib. Clinics

- HF clinic will be co-located with CVPR in 2020
 - 2 Cardiac Psychologists and Clinical Health Psychology grad student trainees
 - Treatment limited to HF patients and issues emerging from HF or Device Anxiety.



What to ask potential providers

Email or Phone Content

- Tell them a bit about our patient population, what challenges they face, and why you are contacting them
- Ask about
 - Comfort with patients with health issues and helping them improve their health behavior along with their mental health
 - Experience with helping people cope with physical illness
 - Accessibility of their office
 - Availability of appointments; waitlist; caseload
 - General strategies they may use with patients referred from CVPR*

Email or Phone Content

- Ask about (cont'd)
 - Insurance accepted?
 - Medicare/Medicaid may be toughest (LME's more likely to accept in our experience)
 - Med management – provided in house or is it referred out?

Lessons learned from cold calling providers

- Overall, providers were incredibly receptive and excited to hear from us
- Our anticipated ranked list changed pretty drastically – you have to go beyond online info!
- They can be your best source of other providers to contact
- There were more experienced providers than anticipated



The final referral list

The Final Referral List

Making the Referral

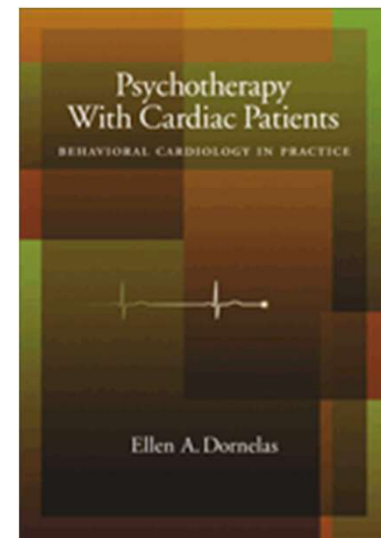
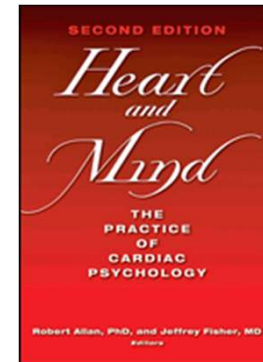
- <http://www.aacvpr.org/Resources/Resources-for-Professionals/-How-To-Guides-for-Behavioral-Medicine>
- 1. Providing the list to anyone who screens positive or expresses difficulty
- 2. Fact sheet for the patient to take to the provider that details their exercise (or other health behavior) prescription and other relevant information
- 3. CVPR provider-initiated referral



What resources to give to potential providers as you build your relationship with them

Resources for Providers

- <https://www.aacvpr.org/Resources/Resources-for-Professionals#BEHAV&NUT>
- Heart and Mind: The Practice Of Cardiac Psychology
- Psychotherapy with Cardiac Patients



Other ways to build the relationship

- Invite the provider to visit the clinic and see what patients do.
- Take them out to lunch/coffee to talk over patient needs and screening processes.
- Invite the provider to special talks or seminars your staff are participating in.

Update the Referral List Annually

- Add/remove providers
- Update contact information
- This is especially important if CVPR providers are not initiating the referral themselves



Summary and Questions