

### **What is Behavioral Health Concierge?**

Behavioral Health Concierge or BH Concierge is a new service available to caregivers to help with their mental health needs. Caregivers can call to schedule same day or next day appointments to talk with a licensed mental health professional about life stressors, mental health and addiction issues. The service is available 7 days/week.

### **What does a BH Concierge visit look like?**

A visit will include a brief overview of the service and clarification of what you are needing help with. The mental health professional will then ask some questions to get a sense of the history of the issue, as well as an overall picture of your life, in order to make recommendations that will be most helpful. Once the main issues have been clarified they will work with you to design a treatment plan of how to address your issues. This may include providing some new strategies or helping you reengage with things that have worked well in the past. As part of this, we may prescribe some digital tools to help you better address your difficulties. As necessary, we will help you navigate the mental health system in your local community which could include education about options available through the health plan and/or referral directly to providers or resources. Follow-up visits will focus on the issues identified and will be a space to share your struggles and be offered support and strategies for addressing them.

### **How do I access the service?**

Caregivers or their dependents can call the Behavioral Health Concierge line directly at 833-724-9355 to speak with a care liaison who will schedule an appointment with the mental health professional.

### **What are the hours? What happens if I need to contact someone after hours?**

BH Concierge is available 7 days/week and appointments are available from 7 a.m. to 8 p.m. Outside of these hours, caregivers can still access the Caregiver Assistance Program through [LiveandWorkWell.com](https://www.liveandworkwell.com) (access code choosewell) or 844-875-5716.

### **Does this program replace the Caregiver Assistance Program? If I don't want to use this program is Caregiver Assistance still an option? How is this different from the Caregiver Assistance Program?**

Caregivers still have access to all services through the Caregiver Assistance Program. BH Concierge is a service under the Caregiver Assistance Program. Caregivers and their dependents can choose to use it or any of the other available support offered under the Caregiver Assistance Program, such as work life issues, legal help, mental health referrals, and other needs. Caregiver Assistance typically does a brief assessment and then offers lists of referral resources. This program offers comprehensive assessment, ongoing counseling, and hands-on care navigation.

**Is it confidential?**

Yes, this service is entirely confidential. We follow all Providence Health & Services and Providence St. Joseph Health system policies for confidentiality and have added additional security and confidentiality protocols for this program. Only you and the BH Concierge team will see the record of your visits. These visits are restricted and not visible to anyone outside of our department. If you decide to use our service beyond 10 visits per issue, these additional visits will be visible in your medical record and subject to the same confidentiality policies as a standard medical visit. If the caregiver prefers at that time to see an external provider, we will support them to get connected to care.

**Does my manager or HR have access to my records from this program?**

No, only the mental health professionals and a small team supporting the program have access to these restricted confidential records.

**If I don't want to do a video appointment is it possible to do a phone appointment?**

Yes, it is possible to do up to 10 visits per issue over the phone. Additional visits for the same issue will be covered under your medical plan benefit and must be done face-to-face over video.

**What if I prefer to see a counselor in person?**

The mental health professional will guide you in the process of connecting with a counselor, which may include connecting you with caregiver assistance, helping you navigate the health plan website, or referring you to a specific counselor or group practice. Finding an in-person counselor can be difficult and it is helpful to have a skilled guide to support you on this journey.

**What is the training of the mental health professionals?**

All of our mental health professionals are trained at the masters or doctoral level in clinical social work or psychology and have a professional license to practice in your state. Each mental health professional has an extensive background working as counselors across a variety of settings, managing complex mental health needs and working with individuals and families. They all have comprehensive training in evidence-based psychotherapies and other therapeutic interventions

**What type of issues can I get help with?**

The mental health professionals can help with a wide range of issues you might be facing from typical life stressors to relationship problems to serious mental illness. Some of the specific concerns we often talk with people about include constant worry, insomnia, withdrawal, behavioral problems in children or teens, chronic fatigue, hopelessness, thoughts of wanting to die, or increased drug or alcohol use. Some people that we speak to looked for help elsewhere and gave up. Some of the specific behavioral health issues we help with include stress and anxiety, depression, grief and loss, child and parenting issues, burnout, crisis support, addiction, navigating the mental health system, and many other challenges.

**What do I do if I or my family member is having a mental health crisis or is suicidal?**

The mental health professionals are trained to address a wide range of mental health issues including crises and suicidal thoughts. If you or your family member are not safe (i.e. there is imminent threat of self-harm or harm of others) you should call 911 or go to the closest emergency department. You can also call the national suicide hotline at 1-800-273-8255.

**Do the mental health professionals prescribe medication?**

No, but they have training and experience in how psychiatric medications work, side effects to watch for, and are comfortable discussing any questions or concerns you may have. We can help you sort out the best course of action, including referring you to a prescriber.

**Can this service connect me to a psychiatrist?**

Yes, we will work with you to get connected to the right care, either virtually or in your community. There is currently a shortage of psychiatrists so immediate access is not always possible, but we will support you with this process.

**Who is considered a dependent?**

Spouse or Adult Benefit Recipient (domestic partner) and children of the caregiver (including young adults up to 26 not living at home).

**Do you see children?**

Yes, all of our mental health professionals have experience and training working with children, adolescents, and families. We sometimes find that some of the most effective interventions are in supporting parents and will work with you to identify the best approach for your unique family situation.

## Frequently Asked Questions Behavioral Health Concierge

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### **Can my spouse or children access this service even if they're not on my health insurance?**

Yes, spouses (or adult benefit recipient) and dependents are covered by this program through caregiver assistance, no matter their insurance status.

### **What is the cost of using this service?**

This program is free to caregivers and dependents for 10 visits, per issue, per year. If additional visits are needed caregivers and dependents can utilize medical plan benefits.

### **Where is this service available?**

This service will be initially offered to caregivers at Swedish, Pac Med, and Providence in Western Washington with planned expansion to all PSJH affiliated caregivers in the state of Washington. Due to licensing rules, the caregiver or dependent must be physically located in the state of Washington during the video or phone visit.

### **Will I have access to a summary of my visit?**

An after-visit summary will be available in My Chart. The mental health professional will provide tools and strategies to try on your own, treatment recommendations, or referrals to other health care professionals which can also be viewed in MyChart.