

# Telehealth- Outpatient Behavioral Health

Diego Garza, MD, MPH  
SVP Telemedicine and Innovation



September 2022

1

## Telehealth Impact in Healthcare

The pandemic pushed the telehealth field 10-20 years into the future, more and more research is available for us to understand how to better implement this modality in our clinical practice to improve clinical outcomes.



Virtual Behavioral Healthcare has proven to increase access to care from an average wait time of **48 days** for an in person visit to **1-2 days** for telehealth<sup>2</sup>

Telehealth has been proven to **reduce the stigma** around Behavioral Health services



Lower No-Show rates have been consistently reported for Telehealth visits compared to In-Person. The avg No-Show rate for in-person ranges from **19-22%** compared to **4.4-7.26%** for telehealth<sup>1</sup>



Telehealth has been **most adopted and beneficial** in the Behavioral Health setting due to the effectiveness of treating anxiety and depression in closer to real time of when symptoms are experienced.<sup>3</sup>



Telehealth has the potential to substitute in-person care and prevent more costly care, thus resulting in great healthcare savings for the system. **Some reports have shown up to 40% net reduction in ED use in virtual users when compared to non-virtual care users.**<sup>1</sup>



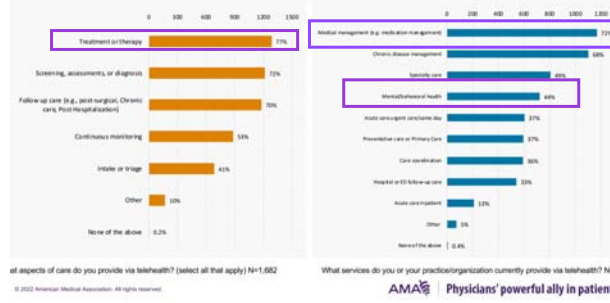
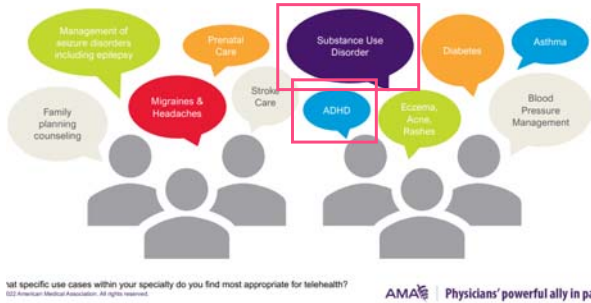
References: 1. Findings and Recommendations: Telehealth Effect on Total Cost of Care. <https://www.ncaa.org/programs/data-and-information-technology/telehealth/taskforce-on-telehealth-policy/taskforce-on-telehealth-policy-findings-and-recommendations-telehealth-effect-on-total-cost-of-care/>, 2. Bailey, V. *mHealth Intelligence*. Cigna: Virtual Care Reduces Healthcare Costs by About \$100 Per Visit. *mHealth Intelligence*. 2022. <https://mhealthintelligence.com/news/cigna-virtual-care-reduces-healthcare-costs-by-about-100-per-visit/>, 3. Reuterskiold, C. (2022, June 3). Council post: The breakthrough for Telehealth in mental health. Forbes. Retrieved August 17, 2022, from <https://www.forbes.com/sites/forbestechcouncil/2022/06/01/the-breakthrough-for-telehealth-in-mental-health/?sh=2a5c886762d2>

2

# Telehealth Adoption Across Healthcare Landscape

Physicians shared variety of uses cases most appropriate for Telehealth across specialties

Therapy and Medication Management are reported as the top provided services through Telehealth across healthcare landscape



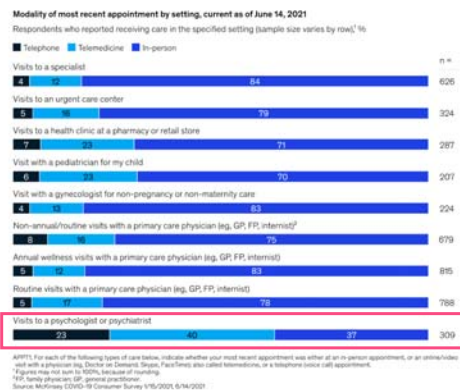
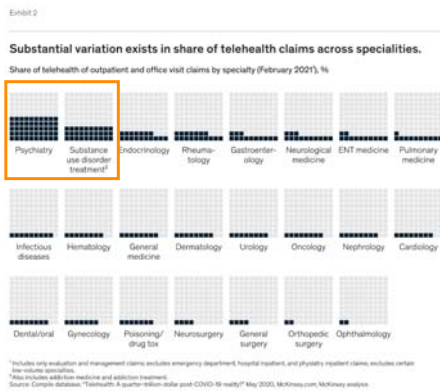
Reference: 2021 Telehealth Survey Report | AMA - American Medical Association. (n.d.). Retrieved August 17, 2022, from <https://www.ama-assn.org/system/files/telehealth-survey-report.pdf>

3

# Telehealth Adoption Across Healthcare Landscape

Telehealth Outpatient Visits by Specialty

Modality of care with a provider across Specialties



Reference: Bestsenny, O., Gilbert, G., Harris, A., & Rost, J. (2022, August 5). Telehealth: A quarter-trillion-dollar post-covid-19 reality? McKinsey & Company. Retrieved August 17, 2022, from <https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/telehealth-a-quarter-trillion-dollar-post-covid-19-reality>


4



# Mindpath Health: Telehealth Model


5

## Mindpath Telehealth




**Outpatient Services**

Regular Outpatient services for Medication Management, Psychotherapy, & other BH Services.




**On Demand**

Immediate access to care via On Demand services in NC and TX for medication management and psychotherapy.




**Accreditation**

As part of our quality assurance program, we obtained national URAC accreditation for Telehealth delivery.




**Expansion**

Expanded virtual and in-person services into SC, FL, TX, OH and AZ supported by the accredited Telemedicine platforms.



**Outcomes**

Focus on gathering specific data/ COM associated to the On-Demand and outpatient population.



6

## Mindpath Telehealth - Outpatient Services

Mindpath Health started offering telehealth services in early 2016. We believe that telemedicine is a complement to in-office care, and it helps increase access and improve clinical outcomes. Our clinical and legal framework ensures a safe environment for both patients and clinicians.



Telehealth  
Training  
Module



Focus on  
technology  
development to  
aid in clinical and  
administrative  
workflows



Clinical  
Outcome  
Measures:  
Pre- During-  
Post  
encounter



Specialized  
administrative  
team to support  
telehealth  
operations



7

## Mindpath On Demand

Mindpath On Demand is a model that connects patients to behavioral health (BH) services in a matter of minutes, serves as an immediate entry point to the BH system and acts as a safety net for our established patients.



Strengthen  
prevention  
resources



Increases  
engagement  
in outpatient  
services



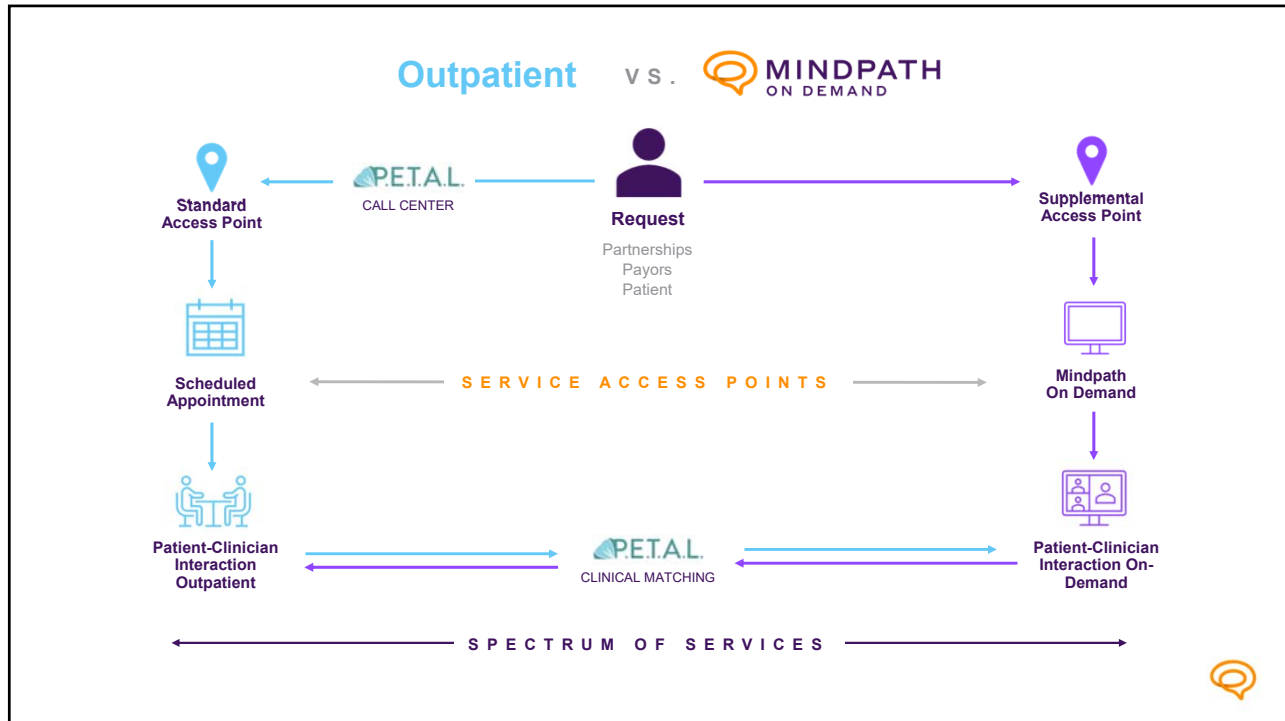
Diverts  
utilization of  
higher levels  
of care



Cost- savings  
for patients &  
healthcare  
system.



8



9

## On Demand: Improving Access to Care

Mindpath On Demand is the digital front door to our BH care ecosystem

Our Model	Year 1 Results
<ol style="list-style-type: none"> <li>1. <b>2021:</b> Mindpath On Demand launched in our North Carolina market.</li> <li>2. <b>Intention:</b> Increase access and connect or reconnect patients to longitudinal care</li> <li>3. <b>Delivery:</b> Licensed clinicians can see patients as young as six, treating a spectrum of diagnoses, and acuity levels with psychiatry and psychotherapy services.</li> <li>4. <b>Results:</b> This model has proven to be an effective access point for outpatient care that has the potential to save thousands of dollars per episode of care.</li> <li>5. <b>Mission:</b> Mindpath Health On Demand is designed to reduce the burden on higher levels of care and connects patients to longitudinal behavioral health services.</li> </ol>	<ul style="list-style-type: none"> <li> <span style="color: purple;">□</span> <b>Faster access</b> <ul style="list-style-type: none"> <li>- Patients gained quick access to treatment, waiting an average of 16 minutes to connect with a licensed clinician.</li> <li>- 84 percent of patients transitioned into a regular continuum of care with Mindpath Health.</li> </ul> </li> <li> <span style="color: purple;">□</span> <b>Effective care:</b> <ul style="list-style-type: none"> <li>- Mindpath On Demand treats patients with medium to high acuity, keeping them in an outpatient setting.</li> <li>- Each person diverted away from an ED or acute care facility represents an estimated cost savings of \$2,000.00 per patient</li> </ul> </li> <li> <span style="color: purple;">□</span> <b>Operational and clinical excellence:</b> <ul style="list-style-type: none"> <li>- This model operates under quality standards set by Mindpath Health's Office of the Chief Medical Officer (OCMO)</li> <li>- Meets URAC telemedicine accreditation standards.</li> </ul> </li> </ul>

**2,265**  
patient encounters

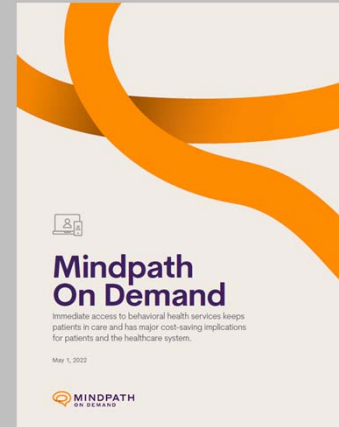
Diagnosis	Percentage
Depression & anxiety	60%
Attention deficit disorder	20%
Bipolar disorder	15%

10

## Mindpath On Demand White Paper

*As a leading provider of behavioral health services, Mindpath Health continues to develop innovative ways to help our patient population*

- **Published:** May 1, 2022
- **Author:** Diego Garza, M.D., MPH, Senior Vice President, Telemedicine and Innovation
- **Our Model:** Digital front door to our ecosystem of care
  - 3 main areas of focus:
    - Increasing Access
    - Measured Care
    - Decrease utilization of higher levels of care.
- **For more details:** Click [here](#) for full pdf



11

**Diego Garza, MD, MPH.**

[Diego.Garza@mindpath.com](mailto:Diego.Garza@mindpath.com)



12