

# MENTAL HEALTH: PSYCHOLOGY

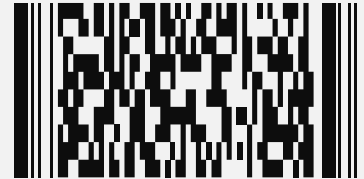
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MH



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*Thomasville, GA*



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Score: 8/9

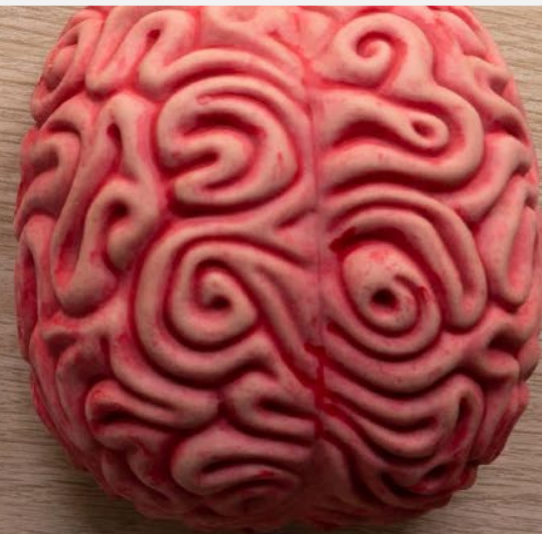
Treatment: online therapy,  
in 8 sessions at first stage

# Mosaic Psychological Services, LLC

## PSYCHOLOGICAL THERAPY ONLINE MODALITY

### REVIEW OF PREVIOUS SESSIONS

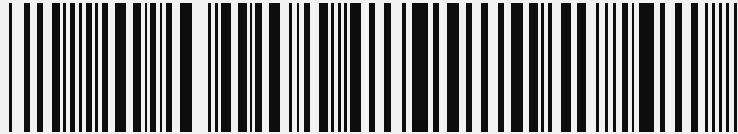
- Homework: *Diary of emotions and feelings until next session. Write every morning before start the day and also when feelings are very intense during the day.*
- Evaluation of previous sessions: *patient looks tired and feeling exhausted, and have feelings of hopelessness but want to get better*



# Legal Fiction

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Insurance companies creating false barriers to psychologist becoming impaneled.



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# LEGAL FICTION

## 01 GHOST PANEL

Our panel is full!

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## 02 APPLICATION

Lost again!

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## 03 CLOSED

Check back in a month.

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## 04 PH.D.?

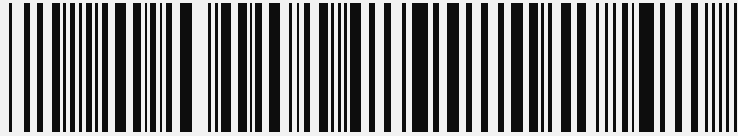
We have plenty of MH providers.

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# Exodus

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Barriers to care are created by factors which also drive psychologist out of the field of clinical practice. This compounds the issue of GA residents having fewer and fewer options for psychological care.



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# Professional Exodus

- Reimbursement rates not changed (after years, won't renegotiate)
- Recouplements (even multiple times on one claim!)
- Single case agreements are never paid.
- Burdensome and ever changing pre-authorization rules
- Denials even after preauthorization
- Severe caps/restrictions on psychological testing, altering the best-practices standards of assessment (insurance company dictating care)
- CMO participation required for DFCS children, yet 50% denial rate (Amerigroup)!
  - ❑ Psychologists surrendering COSTAR contract
  - ❑ These are the state's most vulnerable children (foster care).

# Professional Exodus

- Specialty training not recognized in rate setting or panel application
- Provider representatives who cannot resolve denials, recoupments, etc.
- Insurance companies demanding detailed patient information (psychological evaluation reports) in order to avoid recoupment, PHI is compromised
- Patients who have the burden of excessive travel for care impacting health and functioning as well as participation in services
- Talented psychologists restricting practice to self-pay population
- Rural Psychologists burdened with resulting increase in demand
- Long wait times for care lead to the exacerbation of symptoms

# Suggestions

|          |                     |  |
|----------|---------------------|--|
| <b>1</b> | <b>Oversight</b>    | Greater oversight for CMOs (Amerigroup!)   |
| <b>2</b> | <b>Access</b>       | Greater transparency about panels and more open access to enrollment                               |
| <b>3</b> | <b>Empower</b>      | Greater responsiveness to patient requests for case and provider specificity (empower the patient) |
| <b>4</b> | <b>Transparency</b> | Greater transparency in rate setting and recoupment (issue penalties for deceptive practices)      |



# Thank you.

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