

## Frequently Asked Questions Behavioral Health Concierge

### What is Behavioral Health Concierge?

Behavioral Health Concierge (“BHC”) is a confidential service available to caregivers and their dependents to help with their mental health needs. Call the BHC line directly at 833-724-9355 (833-PBH-WELL) to speak with a care liaison who will schedule a same or next-day appointment to talk with a licensed mental health professional.

The mental health professionals can help with a wide range of issues from typical life stressors to serious mental illness. Some of the common concerns we talk with people about include:

- constant worry
- insomnia
- withdrawal
- behavioral problems in children or teens
- chronic fatigue
- hopelessness
- thoughts of wanting to die
- increased drug or alcohol use
- stress and anxiety
- depression
- grief and loss
- child and parenting issues
- burnout
- crisis support
- addiction
- navigating the mental health system
- and many other challenges.

A visit includes a brief overview of the service and clarification of the issue you are calling about. The mental health professional will ask questions to get a sense of the history of the issue, as well as an overall picture of your life. 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 new strategies or helping you reengage with things that have worked well in the past. We may prescribe digital tools to help you better address your difficulties. As necessary, we will help you navigate the mental health system in your local area which may 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.

### Is the Behavioral Health Concierge confidential?

We follow all Swedish, PacMed, Kadlec, Covenant, and Providence system policies for confidentiality and have added additional security protocols for this program. Only you and the BHC team will see the record of your visits. These visits are restricted and not visible to anyone outside of our department, including your manager or HR.. At that time, if the caregiver prefers to see an external provider, we will support them to get connected to care.

### Who can use BHC?

Providence caregivers and their dependents, which includes spouse or Adult Benefit Recipient (domestic partner) and children of the caregiver, including young adults up to age 26 not living at home.

### Can my children use BHC?

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

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

This service is offered to caregivers in Washington Providence, Swedish, PacMed, and Kadlec), Oregon, California, Montana, Alaska, and Texas.

Due to licensing rules, the caregiver or dependent must be physically located in the state of Washington, Oregon, California, Montana, Alaska, and Texas during the video or phone visit.

BHC is available 7 days/week and appointments are available from 7am to 8pm Pacific Time

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

This program is free to caregivers and dependents for up to 25 visits per year.

### **Will I be able to be prescribed medication through BHC?**

No, but all of our mental health professionals 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.

### **Who are the mental health professionals that provide this service?**

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

### **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.

### **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.

### **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

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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.

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

Outside of these hours, caregivers can still access the Caregiver Assistance Program through [Lyra Health](#) or 844-311-6223.

### **How is this different from the Caregiver Assistance Program?**

Whereas BHC offers comprehensive assessment, ongoing counseling, and hands-on care navigation, the Caregiver Assistance typically does a brief assessment and then offers lists of referral resources. BHC is an enhancement to the Caregiver Assistance Program that is specifically for behavioral health needs. Caregivers continue to have access Caregiver Assistance for work life issues, legal help, mental health referrals, and other needs.

### **Is it possible to see a counselor in person?**

Our mental health professionals are able to 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.