

Frequently Asked Questions

Addiction and Behavioral Health Telemedicine Treatment Partner

Who is PursueCare?

PursueCare is a provider of **addiction treatment and behavioral health services through telemedicine**. PursueCare treats patients that have Substance Use Disorder (SUD), exhibit symptoms of possible dependence, or may be at risk for SUD. PursueCare also treats patients with co-occurring mental and behavioral health disorders, or those in need of therapy or psychiatric medication management.

Why are we partnering with PursueCare?

About 38% of adults struggle with illicit drug use disorder or dependence. 1 in 8 adults struggle with multiple substance use disorders (such as opioids and alcohol). Nearly half of all Americans will experience a mental illness during their lifetime. (data from the National Institute of Mental Health)

The high prevalence of these issues virtually guarantees that many patients you already treat are in need of pre-screening assessments, interventive and preventative SUD and/or behavioral health treatment, and psychiatric care for mental health. Other patients may visit, inquire, or be referred to you for this form of care.

Your health practice is dedicated to offering a broad range of prompt, professional and quality care for the communities it serves. By partnering with PursueCare, who will provide comprehensive SUD and behavioral health treatment via telehealth starting at the point-of-care, you help to collaboratively bring the care directly to the patient. PursueCare allows your staff to immediately triage and refer when patients in need of these services visit you. And your practice benefits from sharing in positive overall health outcomes.

What specific services does PursueCare provide?

PursueCare treats:

- Substance Use Disorder (Opioids, alcohol, benzodiazepines, and methamphetamines)
- Co-occurring and generalized behavioral health (need for addiction counseling and/or therapy)
- Co-occurring and generalized mental disorders (need for therapy and/or psychiatry care) such as:
 - o Depression, bipolar, and other mood disorders
 - o Anxiety disorders
 - o Personality disorders
 - o PTSD
 - o Some psychotic disorders

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Services can be broken down into four core categories that may work together for a comprehensive approach, or may fill specific needs of the patient:

1. Medication-Assisted Treatment for SUD (most frequently Opioid Use Disorder)
2. Addiction Counseling and Behavioral Therapy (including pre-screening and assessment)
3. Psychiatric Medication Management
4. Mail-Order Pharmacy Services

Services are offered based upon a referral by your medical staff through an easy-to-access portal. PursueCare provides care coordinators that help to collaborate with your staff and the patient to transition and orient patients, and to case manage care once the patient has been established with PursueCare.

How do I refer a patient to PursueCare?

Your medical staff can refer a patient in any of the following ways:

1. **Portal:** A unique portal can be accessed from on-site through PursueCare iPads, or any web browser by visiting <https://pursuecare.com/portal>
 - i. Most sites are set up to automatically login, no password required!
 - ii. If you are asked to login your site will be provided with a username and password
2. **Electronic intake form-** This form can be accessed directly from any browser at <https://www.pursuecare.com/intake/>
3. **Email:** Referrals@PursueCare.com
4. **Phone:** 866-744-1930
5. **Fax:** 860-469-2555

Patients can be referred while they are on site at your center and connect directly with PursueCare clinical care staff on an iPad or their phone in an exam room. Patient sessions can also be scheduled ahead, if you know a patient with specific needs will be at your site on a certain day/time. **When in doubt, simply calling (866-744-1930) or emailing (care@pursuecare.com) our Care Coordinators is the best course of action. They will help to triage any emergent need during your business hours.**

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What does PursueCare need in a patient referral?

We prefer if you provide as much demographic info and medical history as possible. This would include:

- the referral/order and initial diagnosis, if any;
- name, date-of-birth, and other contact information;
- insurance information;
- medical history and recent labs (toxicology, CBC, CMP, HIV, Hep-C) if any;
- any summary of care or treatment plan for the care you provided.

The portal intake form is easy-to-complete and allows you to provide additional information about the referred patient, including attaching records.

Ultimately, if you cannot provide information that is OK. We will do the work to get what we need.

Can my patients get started on their own?

Yes, we have provided patient brochures and instructions on getting started that you can hand to patients. You can also direct any patient who contacts you that needs addiction or mental health care to our website.

However, PursueCare prefers and strongly suggests that you connect patients directly while they are still in your presence. This ensures continuity and better outcomes. If you conduct any screening, brief interview, and referral to our treatment ("SBIRT") while the patient is on-site, it is a billable event to many insurances.

When is PursueCare available and how quickly can patients be seen?

PursueCare is available during your business hours and patients can be seen by a care coordinator and/or assessed by their clinical staff on the same day, often immediately while they are still on site. When patients cannot be assessed immediately, PursueCare coordinators will set them up for care at home.

What instructions should I provide patients?

Patients can use their smart phones to connect to PursueCare. So, the best thing you can do is to talk them through starting addiction and/or mental health treatment while they are still in your presence. Then let them know it is something they can get started on right now, as well as do from home through their phone. You can provide patients with our instructional card and brochure for getting started.

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How does PursueCare provide ongoing collaboration?

PursueCare will coordinate with you, and others. We regularly collaborate and share critical treatment information with referring providers, drug courts, and others as necessary to ensure care alignment and coordination. With the patient's permission, we send care summaries that include:

- treatment plan
- diagnosis and symptomatology
- attendance/adherence
- toxicology screens
- medications prescribed

Information about PursueCare's treatment can be shared in the method that works best for you, such as by directly messaging into your EMR, establishing an automated record repository, or email.

PursueCare will work around the patient's other existing addiction and mental health care. If a patient is currently in other treatment programs that work for them (such as group therapy, NA/AA, a local therapist, or other medical treatment), they do not have to leave those programs to find benefit from PursueCare. We will work with and around those programs to ensure comprehensive care for every patient.

Does this service cost us anything?

No. PursueCare is an independent provider collaborating with you. Services are billed to patient insurance or the patient directly.

Patient Experience

All PursueCare patients start by registering on the smart phone app. Patients should have their insurance card and a photo ID available, but neither are required to start an evaluation. Any identification is sufficient, PursueCare does not need legal residency or other documentation to get started.

PursueCare will establish the patient in care through care coordinators that introduce and help patients to navigate their treatment. Patients can also get started on their own through the easy-to-follow instructions in the smart phone app.

PursueCare will transition patients to a higher level of care (residential program) where appropriate.

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PursueCare will treat pregnant patients and work with patient OB to coordinate care.

PursueCare starts all care with a biopsychosocial assessment and mental health screenings to determine appropriate treatment planning and course of care. Assessments are conducted by licensed counselors and/or therapists. Medical health management planning is conducted by physicians and/or nurse practitioners holding DEA DATA waivers to prescribe common recovery medications. In the event of psychiatric need, such planning is also conducted by psychiatrists and/or psychiatric certified nurse practitioners.

On-going care type and frequency is comprehensive and dictated through their care plan. Regular drug screens and lab orders ensure safety and efficacy.

Patients are frequently prescribed medications like buprenorphine (Suboxone/Subutex). PursueCare does not prescribe Methadone. PursueCare e-prescribes medications to our pharmacy, which can ship meds directly to the patient. We will also send prescriptions to a local pharmacy upon patient request.

What if my patient does not have a phone?

Patients can use the on-site iPad tablets that PursueCare has provided. The tablets have access to our app and portal, and patients can login directly on their account to conduct their next session.

Patients who do not have phones can use an open exam room to do their PursueCare session. Just provide them with a bit of privacy. Once a patient has conducted a session that is hosted by you on-site, you can often bill an Originating Site fee to their insurance for the administrative burden of hosting the session.

What if my patient does not have insurance?

PursueCare has low cost self-pay options starting at \$50 per session, and financial assistance programs.

How does PursueCare handle drug screens and labs?

PursueCare conducts at-home toxicology screening. Once patients are established, we send welcome kits with tamper-proof screens that are conducted observed on camera. Return mailers are provided so the patient can send the screens to our lab for analysis.

PursueCare will sometimes need to conduct up-front toxicology screening or labs. If your site cannot provide these services, patients will be provided with instructions to visit a local lab.