

ETHOS CARE

Telepsychiatry Provider Enhances Care Process and Billing Documentation with Proem Licensed Digital Tools

Situation

The leadership team at Ethos Care, headed by CEO Ben Prince, comes from diverse industries ranging from banking and finance to health care. Despite their professional differences, they shared a common view of the “disheartening state of mental health care in America,” with each having felt the pain caused by a variety of mental health disorders within their families. Convinced there needed to be a better way to approach mental health, they came together to create Ethos Care in November 2019.

Ethos Care strives to remove the barriers to behavioral health care access by making it easy for primary care physicians who encounter most of the mental illness in the U.S. to refer patients to psychiatric care. Ethos Care uses a three-step process to quickly screen and assess patients and then match them with the appropriate Ethos Care providers who offer psychiatry, therapy and coaching services via telehealth.

While Ethos Care had a simple care process that worked, it needed a comprehensive diagnostic tool to help providers give the best, most consistent care to patients. After evaluating more than 30 companies offering diagnostic tests, Ethos Care selected Proem Behavioral Health (then nView Health) because the company’s leadership felt Proem was the best at helping providers accurately diagnose mental health disorders including comorbidities as well as stages and severity of disease.

Solution

Ethos Care moved quickly to embed Proem into its process for evaluating patients who are referred from their primary care provider:

STEP 1

The primary care physician orders a mental health screener through Ethos Care, which uses Proem’s licensed digital screener. A link to the online screener is sent to the patient via email or text.

STEP 2

The patient completes the screener in approximately 3 minutes. Depending on the results, the patient may receive Proem’s licensed digital assessment that takes less than 20 minutes to complete.

STEP 3

Based on the results of the screener and assessment, Ethos Care recommends options for the appropriate caregivers and treatment.



Ethos Care is a telepsychiatry practice offering behavioral health care through telemedicine-based psychiatry, therapy and coaching, and self-guided activities. Primary care providers refer patients needing psychiatric care to Ethos Care, which uses Proem to support a simple, three-step process to screen, assess and provide patients with the appropriate care.



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**— Ben Prince,
CEO, Ethos Care**

According to Prince, the Ethos Care clinicians initially hesitated to use the Proem licensed digital diagnostic tools, saying they had what they needed with the PHQ-9 (Patient Health Questionnaire 9). But that quickly changed once these clinicians had an opportunity to see the results of adding Proem to their clinical workflow. “In very short order, all of our existing clinicians were believers,” Prince says. “They saw the differentiation in the diagnosis, comorbidities and clarity of those comorbidities that they could now get with Proem.”

Results

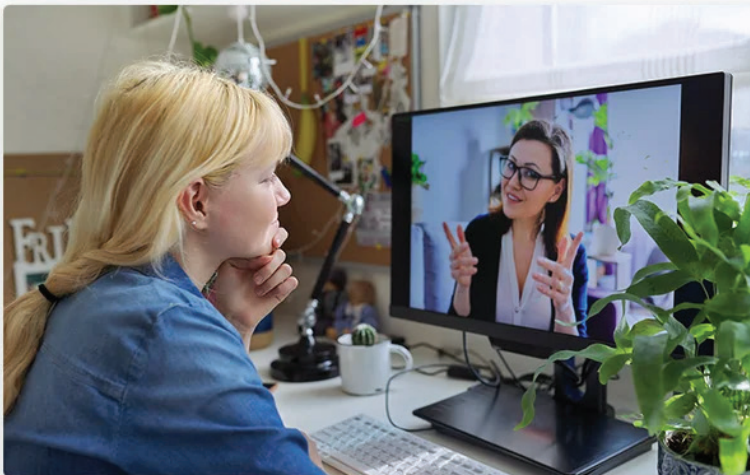
Since the Proem licensed digital tools assess the most common diagnosed adult and pediatric mental health disorders in a single screener and diagnostic interview, Prince says Proem provides documentation needed to prove medical necessity to payers.

“Proem helps with justification when billing insurance,” Prince explains. “If a payer asks how we know a person has PTSD or any other disorder, we can say they took this diagnostic test and it showed that they met the criteria and the level of severity. Proem also justifies billing for a longer therapy session when dealing with comorbidities because it provides the documentation to show comorbidities exist. You cannot get that with a PHQ-9.”

Proem has also helped Ethos Care gain efficiencies by seamlessly incorporating the Proem licensed digital screeners and assessments into its workflow. Most patients complete the assessments on their own before their appointments. For those patients who do not complete the assessments, Ethos Care has centralized that function with two administrative staff. In either situation, Prince says clinicians do not need to spend time asking the assessment questions since they already have the results, making clinicians’ time with patients more effective.

One of the biggest benefits of Proem for telehealth providers, according to Prince, is using it for data-driven clinical decision-making. “Telehealth providers are on an island,” Prince explains. “They cannot walk down the hall to bounce ideas off their colleagues. My staff who have come from other companies where they did not have a tool like Proem tell me this is what they needed to support their clinical decisions.”

Ethos Care’s investment has also been justified financially. “The Proem platform pays for itself,” Prince says. “It’s been great.”



Benefits



Improved Billing Documentation



Enhanced Clinician Productivity



Justified Clinical Decisions



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