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# Care Coordination for Mental Health Providers: 3 Compelling Reasons to Adopt This Essential Service



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Providers

If you are a mental health care provider, you're driven by a sincere desire to help others become the best, healthiest version of themselves. And thank goodness: people in need of mental health services deserve to be treated by those motivated by a sense of purpose.

But you know all too well that much of your focus gets diverted away from the one-on-one work you care so deeply about. Whether you're a seasoned practitioner or just starting out as a mental health provider, the administrative part of your job requires time, energy, and know-how that your formal education likely didn't prepare you for.

Many providers end up feeling pretty drained as they try to keep up with the "business" of their practices. The right care coordination service, though, can lighten the administrative load in three distinct ways — and at no cost to you.

## 1. Mental Health Providers Can Easily Manage New Clients

One of the heaviest administrative lifts is managing new clients. Three years post-pandemic, you may still be managing an unprecedented demand for your services. This can mean responding to calls and emails outside of work hours, which is taxing and frustrating — especially if you have to keep declining new clients because your caseload is full.

When you work alongside a care coordination service like Care Solace, we shoulder the burden of matching new clients for your practice. Before you even receive a first call or an email, we've done our work to determine a potential client's fit to your unique practice (more below).

When we do reach out to you:

- **It will be by phone or email (your preference).** Email allows us to offer multiple potential matches in one fell swoop — and you can respond in kind.
- **After you confirm your availability for each case,** we'll share your information with the client as soon as possible and follow up to ensure they schedule an appointment.
- **If you don't have availability,** we will keep looking to find another provider for the individual. You can rest assured that we don't give up until we've found a provider who can say yes.

Simply put: You only accept right-fit clients at the right time for you.

## 2. Mental Health Providers Match With Clients Who Fit Their Practice Scope

With Care Solace, you can build a caseload of right-fit clients that can benefit from your unique strengths and fit the scope of your practice.

We determine good provider-client matches by considering:

- **Demographics.** Age, gender, race/ethnicity, religion, sexual orientation, socioeconomic status, education level, and cultural background can affect how you and a potential client perceive and interact with each other.
- **Specialties.** Clients with substance use and other defined disorders (e.g. bipolar disorder, trauma, etc.) often look for mental health specialists.
- **Treatment types.** We connect you with those who most need the treatment type you offer (individual therapy, psych assessments, residential inpatient, intensive outpatient, etc.).
- **Location.** Our goal is to match your services to individuals who live in your community.
- **Teletherapy options.** Many providers offer teletherapy now — but not all. Your therapy delivery preference can help us direct the right individuals your way.

Once you begin a relationship with a client, it may continue for weeks, months, or more. Care coordination helps you make more informed choices about just what relationships to say yes to.

## 3. With a Few Simple Clicks, Mental Health Providers Can Keep Their Profile Information Up to Date

Chances are that as a busy mental health provider, you're not spending a whole lot of time maintaining your online presence — especially if you're well established. But an outdated online profile can have some significant negative results, like:

- **Misrepresentation** of your current skills, qualifications, and expertise. You certainly don't want clients seeking your services if you aren't adequately trained or equipped to provide the appropriate care.
- **Decreased visibility** if you don't have availability, we will keep looking to find another provider for the individual. You can rest assured that we don't give up until we've found a provider who can say yes.
- **Inaccurate information** about your current services (like outdated fees or office hours). Potential clients can get confused and frustrated, and you'll miss opportunities to connect with new clients.
- **Negative impact on credibility.** If your profile appears outdated or neglected, clients may take it as a sign that you're not invested in your practice.

It should be a priority to keep your online presence up to date and accurate, and it's easy to do so when you choose to become a Care Solace verified provider. Using the providers' insight, we've built an intuitive portal that is simple to navigate. You can:

- See the details of each client match
- Respond to client matches (or pause them if needed)
- Verify or update the details of your practice as often as necessary

Because all your information lives in one place, you can be sure you're on top of it with a few clicks. And should you need support or guidance, Care Solace has a dedicated mental health provider team to help you every step of the way.

## How to Become a Care Solace Verified Provider and Reap the Benefits of Care Coordination

It couldn't be easier to take advantage of these benefits. Just fill in this form with your basic information. After you've completed the form, you'll have access to your provider profile and you can:

- **Add or update your location information,** including address and contact information.
- **Add or update your preferred communication method** (phone or email).
- **Add or update your practice offerings,** specialties, insurance accepted, and languages spoken.

Administrative challenges need not distract you from your core mission of providing quality care. Care Solace is determined to alleviate some of these burdens and free you up to focus on your clients.

Becoming a Care Solace verified provider is an easy and straightforward process that can help you to strike a better work-life balance — and therefore provide better care for your clients.

Become a Care Solace Verified Provider today.

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