



Provider Newsletter

Volume 29

Summer 2014

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InteCare Awarded Full Accreditation by URAC!



**ACCREDITED
HEALTH NETWORK**

InteCare, Inc. is pleased to announce that it has been awarded Health Network Accreditation from URAC; a Washington, DC based healthcare accrediting organization that establishes quality standards for the healthcare industry. InteCare completed the rigorous review process and received a perfect score of 100%. This accreditation is effective July 1, 2014 through July 1, 2016.

URAC, an independent, non-profit organization, is a leader in promoting healthcare quality through accreditation and certification programs. URAC's standards keep pace with the rapid changes in the healthcare system, and provide a mark of distinction for healthcare organizations to demonstrate their commitment to quality and accountability. Through its broad based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in setting meaningful standards for the healthcare industry. For more information about URAC, visit www.urac.org.

Suggestions?



Contact us at
317.237.5770 or
visit our **website**

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Mailing List

Submit Articles or
Announcements!!



**InteCare's SSVF
Program Helping
Hoosier Veterans Find
Permanent Housing**

If your organization would like to submit articles or announcements for the InteCare Provider Newsletter please send your articles to:

Geoffrey Buck,
Psy.D., CEO

8604 Allisonville
Rd., Suite 325
Indianapolis, IN
46250



InteCare's Supportive Services for Veteran Families (SSVF) Program, funded by the Department of Veterans Affairs, has been in operation since November 20, 2013. To date the program has served 200 Veteran households and has provided financial assistance to help Veteran families find permanent housing or to help them keep their current housing. Since the start of InteCare's SSVF program, it has expanded into

three additional counties: Rush, Wayne and Vigo totaling ten counties in Indiana. InteCare's SSVF Program has partnered with Easter Seals Crossroad's Homeless Veterans Reintegration Program (HVRP) which provides employment services to Veterans who are homeless or at risk of becoming homeless. This partnership has allowed Veterans enrolled in the SSVF Program to gain meaningful employment.

One example of how the SSVF program has assisted a Veteran family was by assisting a family of seven, three adults and four children who were facing eviction and had disconnect notices on their utilities. The Veteran was the only person in the house with health insurance, and the family was also having difficulty buying food. Both family cars were uninsured and in need of repairs. The family was enrolled in the SSVF program and since their enrollment the Veteran started a new job, the family's bills are current, they now have Medicaid for the children and SNAPs and TANF have been applied for the individuals in the household. The other adults in the home were given information on healthcare.gov so they could also seek health insurance. Both vehicles are now insured and a budget was created with the family so they can maintain their housing and they have an appointment set up for energy assistance. The family has also been referred to other community resources to assist with expenses not covered by the SSVF Program.

Success stories like these happen every day in the SSVF program; if you know a Veteran household in need and would like to make a referral please call 855-896-4345. For more information on the program or to arrange a community presentation, please contact SSVF Program Supervisor:

Ashley Peavler
317-472-7395

Cenpatico is Working to Partner with its Network Providers to Improve Healthcare Outcomes



Cenpatico is offering a new program to its network providers to help support continuous quality improvement efforts. They are inviting their network agencies the opportunity to use the innovative ACORN (A Collaborative Outcomes Resource Network) Clinical Support Toolkit to help you measure and manage outcomes. Cenpatico will cover the cost for their provider network to utilize the ACORN tools with all of your Cenpatico clients - there is no cost to you.

ACORN designed the Toolkit to allow clinicians to get real time and aggregate feedback from clients, to measure and assess outcomes over time, and to support clinical decision making that improves client outcomes and satisfaction. The process is simple: clients complete a brief questionnaire at each visit; the results assist clinicians in monitoring treatment progress for each client. The tools include access to clinical algorithms that assist in identifying cases at high risk for poor outcomes or premature treatment termination, as well as access to reports on aggregated results, comparing your outcomes to national benchmarks and permitting you to track improvement in outcomes.

ACORN has created the tools to be as efficient as possible for providers. It takes about two minutes to initially enter demographic data for a client. After that, there is no data entry; the feedback forms are faxed to ACORN and they enter the data. ACORN has found that therapists who spend about five minutes per week reviewing feedback see a significant improvement in outcomes.

If you are part of the Cenpatico Network and are interested in participating in this Cenpatico/ACORN initiative or want to obtain more information, please contact Dellmus Porter, Outpatient Utilization Manager, IN, IL, WI, at 317-684-9478, x20276.

InteCare Provider Satisfaction for 2013

Each year, InteCare sends out a Satisfaction Survey to collect feedback directly from the Providers we credential. The 2013 survey was sent out in March and we want to thank those Providers who took the time to tell us how we are doing!



The Overall Satisfaction Score for 2013 was 87.7% which includes ratings of good, very good or excellent. This exceeds our target of 85% again for the third year in a row.

Thank you to everyone who took the time to participate in the survey this year. Your feedback and comments are very valuable to us as we strive to provide the most efficient and effective services to you.

