

### WHAT IS COLLABORATIVE CARE?

Collaborative care is a systematic approach to the treatment of depression and anxiety in primary care settings that involves the integration of behavioral health care managers and consultant psychiatrists, with primary care physician oversight, to more proactively manage mental health conditions as chronic diseases, rather than treating acute symptoms.

### WHAT SERVICES DO THE COLLABORATIVE CARE SOCIAL WORKERS PROVIDE?

Collaborative Care Social Workers (CCSW) provide telehealth/telephonic services that include:

- Patient education about symptoms, treatments, & self-management skills
- Evidence-based psychosocial interventions such as Problem Solving Treatment (PST), a brief psychotherapy that teaches patients to solve the here-and-now problems contributing to their depression
- Medication management supported by weekly psychiatric case consultation (Consulting psychiatrist does not evaluate patients directly but consults with team in weekly registry review)
- Rigorous treatment plan adjustment based on frequent symptom measurement (using evidence based tools i.e. PHQ-9 and GAD-7), tracked in patient registry
- Care coordination and referral to community resources

### WHICH PATIENTS CAN I REFER TO THE COLLABORATIVE CARE SOCIAL WORKER?

Patient eligibility criteria include the following:

- Clinical depression and/or anxiety that is not well controlled. Patients with a score of 10+ on the PHQ-9 or GAD-7 will be eligible to enroll in the program
- Patients must be employed
- All insurances (\*with the exception of Wellforce Care Plan ACO) will be eligible for CCSW services
- Individuals with serious and persistent mental health conditions including Substance Use Disorder are referred to specialty mental health care in the community

### HOW WILL OUR PRACTICE MAKE REFERRALS TO THE COLLABORATIVE CARE SOCIAL WORKER?

- Patients will be screened for anxiety and depression in primary care using the PHQ-9 or GAD-7
- Primary care provider will refer eligible patients to the CCSW through the EHR, providing relevant information (i.e. PHQ9 results) through a phone encounter note. CCSW will use EHR to communicate with PCP unless otherwise noted
- CCSW will assess referred patients to determine eligibility and collaborate with PCP re: interventions, psychiatric consultation/medication recommendations, referral to specialty mental health care if needed, etc.

### WHEN WILL THE COLLABORATIVE CARE SERVICES BE AVAILABLE?

The CCSWs will be introduced to participating practices by **November 16, 2020**. For more information about the program, please contact **Michelle Papazian, LICSW** Behavioral Health Program Manager: [mpapazian@neqca.org](mailto:mpapazian@neqca.org) (617-935-6603)