



## SLO RECOVERY UTILIZES THE ERPHEALTH PLATFORM TO ACHIEVE BETTER IN-NETWORK RATES WITH FIRST CHOICE HEALTH OF OREGON

*SLO Recovery offers evidenced-based, outpatient (PHP, IOP, OP) drug and alcohol treatment in the heart of the Pacific Northwest. With decades of experience, their mission is to connect people with real answers and sustainable change. They offer many options to meet people's needs, with an individualized plan that works for them.*

*As a result of using **ERPHealth**, SLO Recovery has reported statistically significant reductions in depressive and anxiety symptoms and was able to use this efficacy data to negotiate a favorable in-network rate with First Choice Health of Oregon.*

*First Choice Health is a Seattle-based, physician and hospital-owned company that has served Washington and the Northwest since 1985. They now serve approximately 1,030,000 people with their array of products and services. First Choice Health's Preferred Provider Organization (PPO Network) is recognized as the leading independent PPO Network in Washington and Oregon and has a growing regional presence in Idaho, Montana, North Dakota, South Dakota, Wyoming, and Alaska.*

### The Problem

Going from out-of-network to in-network can be a very difficult task for a new treatment center. While SLO Recovery has a history of going above and beyond for their patients, they lacked the third-party data needed to negotiate a viable in-network rate.

Ultimately, to get the best rate possible, SLO Recovery had to show First Choice Health that:

1. The success of their treatment is being tracked.
2. The outcomes are showing positive patient improvement.

SLO Recovery began using the ERPHealth platform on February 4, 2021 and thus had a significant amount of patient-reported outcome data at their disposal for the negotiation.

Serenna MacLachlan, Operation and Compliance Officer at SLO Recovery stated the following, "I've worked in the behavioral health space for over a decade and have been a witness to its evolution towards measurement-based care. Demands for better outcomes from patients, parents, payers and regulatory bodies led us to seek out a tool that can help us to meet those demands without adding burden to our clinical staff. ERPHealth provided a solution for us, and the benefits have far exceeded our expectations. Not only has the ERPHealth platform helped us to offer truly individualized care, it has helped us to measure the progress of our patients, inform group topics, and enhance clinical supervision sessions.

It also ensures that we are meeting Joint Commission standards by demonstrating the use of evidence-based outcome measurement procedures to evaluate efficacy. In addition to the clinical benefits, the efficacy data collected through ERPHealth was a major contributor to us getting a favorable rate when going in-network with First Choice Health of Oregon."



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## Advantages of going in-network

As the landscape of the behavioral healthcare space begins to shift to a more outcomes oriented field, there are ample opportunities for treatment centers to establish standards that would position them well to go in-network.

There are a plethora of advantages for behavioral health centers that go in-network.

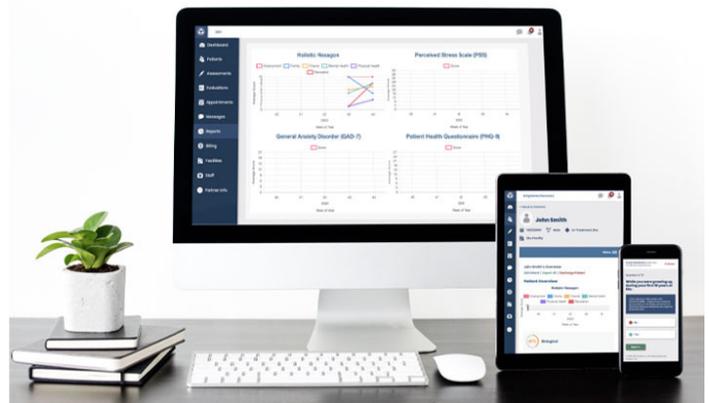
Here are just a few:

1. With in-network, there is certainty. You know what you're going to get. With out-of-network, there is no standard. This means one of the benefits of going in-network is that it helps manage cash flow and reduces labor cost following up on A/R.
2. In-network will pay faster so you know you have a steady stream of funds to cover overhead and operating costs.
3. You can accept a larger percentage of admissions from those already calling your program.

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*ERPHealth's dashboard showcases individual patient trends based on regular self-reporting assessments. This enables providers to build out personalized group topics, identify patient progress, and track success.*

## Solution

ERPHealth was able to collect a year's worth of outcomes efficacy at SLO Recovery and provide third-party validated data to be used in the contract negotiations with First Choice Health.

There are several features of the ERPHealth platform that were used:

**Patient-Reported Data:** The validity of the data is considered greater because the information being reported on is coming directly from the patient. Patient-reported outcomes also give clinicians the ability to identify discrepancies between the patients' self-report and their own clinical observations allowing them to reconcile the differences in real-time.

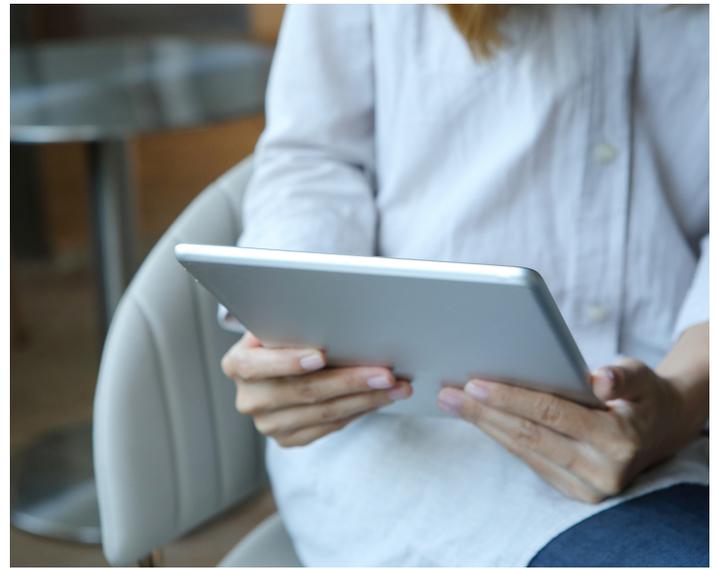
**Third-Party Objectivity:** As a third-party tool, ERPHealth can act as an objective resource for reporting between providers and payers.

**Gold Standard Reports:** The ERPHealth platform utilizes nationally-recognized gold standard assessments, that are proven to have high reliability (>.80) and validity.

**Evidence-Based Process:** ERPHealth's process of collecting, analyzing and reporting on patient self-reported data facilitates an evidence-based process known as measurement-based care.

## Result

SLO Recovery was able to negotiate a better than expected per diem reimbursement rate with First Choice Health Network, Inc. because of their usage of the ERPHealth Platform to individualize care and achieve better outcomes. Categories that achieved the greatest gains were: Chemical Dependency Intensive Outpatient Program, and Chemical Dependency Partial Hospitalization. In addition to leveraging the data collected from the ERPHealth system to get favorable in-network reimbursement rates. SLO Recovery was also able to add the CPT codes associated with the ERPHealth process (Administration of Gold Standard assessment and evaluation of those assessments by a QMHP) to their fee schedule. The combination of these codes (96130, 96138) amounts to a combined additional \$280 per billable event.



## About ERPHealth

*ERPHealth is the US Standard Outcome Tracking Platform for Behavioral Health. Their enterprise-grade technology leverages the power of patient-reported data to personalize patient care, promote health equity, and position providers for changes in the behavioral health space. To learn more visit [erphealth.com](http://erphealth.com)*

