

Comparison Matrix: Telephonic Psychiatric Consultation Programs

Primary care providers are often charged with determining what treatment is right for children with serious behavioral health needs, such as those involved with child welfare. These providers -- and the children they serve -- benefit greatly from telephonic consultations with behavioral health care clinicians who can provide important information regarding diagnostic and treatment decisions. The Center for Health Care Strategies (CHCS) developed this matrix of state telephonic psychiatric consultation programs at the request of the states participating in *Improving the Use of Psychotropic Medication among Children and Youth in Foster Care: A Quality Improvement Collaborative*. It provides a profile of each state's model, including the background, funding, and structure of each.

State	Program Name	Providers Served	Entity Providing Services	Response Time	Funding	Insurance	Additional Notes	Weblink	Began
Alaska	Alaska Partnership Assistance Line	Physicians, nurse practitioners, physician assistants (who prescribe)	Seattle Children's Hospital, Department of Child Psychiatry and Behavioral Medicine	Usually within 1 hour during open hours	Alaska Mental Health Trust Authority (through the Alaska Psychiatric Institute, of the Division of Behavioral Health in the Alaska Department of Health and Social Services)	Not applicable - service is free.	A brief written report is generated for the referring practitioner.	http://dhss.alaska.gov/dbh/Pages/api/apal.aspx	2/28/2011
Arkansas	Psych TLC (Psychiatric Telehealth, Liaison, and Consults)	Physicians	Psychiatric Research Institute (PRI) at the University of Arkansas for Medical Sciences	Within 15 minutes	Arkansas Department of Human Services	Information not available.	With cases that need more personal attention, physicians may request a video consult. The Psych TLC program also provides primary care physicians with training and continuing medical education units in child and adolescent mental health services. Psych TLC provides evidence-based guidelines for providers: http://psychiatry.uams.edu/?id=5718&sid=3	http://psychiatry.uams.edu/PsychTLC	7/1/2009
Florida	Florida Pediatric Psychiatry Hotline	Physicians	University of Florida Division of Child and Adolescent Psychiatry in Gainesville; University of South Florida Division of Child and Adolescent Psychiatry in the Department of Pediatrics; and Rothman Center for Neuropsychiatry, Florida International University Consultations are conducted by board certified Child and Adolescent Psychiatry providers and are located at academic medical centers	Within 24 hours of receiving the initial request for consultation during non-holiday weekdays	Florida Agency for Healthcare Administration – Pharmacy services Start-up costs were \$5,000 for each site; Annual costs are \$120,000 for the three sites	Managed care organizations do not participate, however the lines are open to all, so all physicians can call. They do not provide funding, reimburse physicians for providing or receiving consultation, and do not serve in any other role	Comprised of 3 separate consultation regions; Limited to consultation about medications (no diagnostic consultation); Duration of the call is limited to a maximum of 15 minutes per telephone consultation	http://medicaidment.alhealth.org/NewsAndAnnouncements/news-detail.aspx?id=44	2012
Illinois	Illinois DocAssist	Physicians, nurses, and other health professionals	University of Illinois at Chicago's Department of Psychiatry	Inquiries are answered or responded to promptly within 1 business day	Funded by the Illinois Department of Healthcare and Family Services (\$500,000 flat funding for 1-year contracts) and the Health Resources and Services Administration (approx. \$15,000 a year for 5-year grant). Federal funding is through the Maternal & Child Health Bureau's Collaborative Office Rounds funding. The state funding is through the state's Medicaid arm in the Bureau of Maternal and Child Health. Initial funding budget was for approx. \$599,000 for the first 3 years of the project (2008-2011). State funding cuts have brought the funding down to an annual flat funding of \$500,000 since 2011.	Managed care organizations do not participate in the reimbursement of phone consultation services. When a DocAssist consultant sees a child for a face-to-face consultation, all insurances are covered.	Continuing medical education (CME) credits are available through DocAssist for training on behavioral health topics designed to assist primary care physicians (PCPs) and other health care practitioners in identifying and treating specific conditions	http://www.psych.uic.edu/docassist/	9/8/2008

Iowa	Child and Youth Psychiatric Consult Project of Iowa	Physicians, nurse practitioners, and physician assistants	University of Iowa, Child and Adolescent Psychiatry	As soon as possible	Information not available.	Information not available.	Additional services include: mental and behavioral health focused training for PCPs; internet-based resources for PCPs and the families they care for; and care coordination.	http://www.cyc-i.org/	Information not available.
Louisiana	Gulf Coast Consultation in Child and Adolescent Psychiatry	Physicians	Tulane University School of Medicine, Division of Child and Adolescent Psychiatry; 0.1 FTE child psychiatrist	Within 1 business day	The program is funded by BP to provide support to oil-spill affected areas; Currently operating on reduced philanthropic support	Managed care plans do not participate or provide coverage	Regional resource for Gulf Coast oil-spill affected areas; Offers one-time face-to-face consultation services; Provides written summary of questions and recommendations from phone discussion; Additional resources available for registered physicians; CME credits available through training opportunities	http://gcap.tulane.edu/	After 2010 BP oil spill.
Maine	The Consultation Project	Physicians, nurse practitioners, physician's assistants	Maine Association of Psychiatric Physicians	Response time is determined specific to each consultant-physician agreement	Funded through a contract with the Maine Department of Health and Human Services (DHHS).	Not applicable; neither the physician nor the consultant receive any payment for this service, which is fully funded by DHHS.	Whenever possible, the consultant will meet with the primary care practice at the beginning of their work together, in order to make plans and get to know one another. If requested, the consultant may be able to provide "in-service" training on topics of interest, and MAPP plans to offer one or more CME conferences on relevant topics, which are open to participating practices.	http://www.mainepsych.org/CommunityProjects/Pages/ConsultationProject.aspx	2003
Maine	Child Psychiatry Access Program	Pediatric primary care physicians	Maine Mental Health Partners; 0.2 FTE child psychiatrist	Within 45 minutes	Originally funded through a 3-year grant by Maine Health Access Foundation; currently funded through philanthropy support. Estimate that when fully funded each child costs \$0.17.	Managed care plans do not participate or provide coverage	Services include telephone or electronic consults from a child psychiatrist; face-to-face consultation for difficult diagnoses or treatment issues; help in identifying available community resources; ongoing education about mental health issues among children and adolescents; and mental health screening tools and patient educational materials. Additional resources available for registered physicians. The program currently works with more than two dozen pediatric providers in southern, western, and mid-coast Maine.	http://www.memhp.org/cpap.cfm?id=8057	2009
Massachusetts	Massachusetts Child Psychiatry Access Project (MCPAP)	All primary care clinicians who treat children and adolescents	Administered by the Massachusetts Behavioral Health Partnership. Consultation provided by six teaching hospitals across Massachusetts. Each site consists of 1 FTE social worker, 1 FTE care coordinator, and 1 FTE child psychiatrists.	Generally within 1 hour.	Massachusetts Department of Mental Health; Annual costs are \$2.6 million; Estimate that when fully funded each child costs \$2.20	MCPAP will serve any child, regardless of insurance status. Most insurances will pay to for face-to-face visit when necessary	System of statewide regional children's mental health consultation teams at six teaching hospitals across Massachusetts. Consultation can cover any mental health issue and does not need to be patient specific. MCPAP provides direct face-to-face evaluation of patient as needed and in some cases provides treatment through an MCPAP therapist.	http://www.mcpap.com/	First of six regions began 10/1/2004
Minnesota	Minnesota's Collaborative Psychiatric Consultation Service	Physicians	Consortium led by the Mayo Clinic	Within 4 hours	Legislative funding (approx. \$1 million/yr)	Information not available.	Based on the triage protocol, calls may be referred to a project psychiatrist for phone consultation with the PCP; referred for emergency or crisis services; referred to and linked with community based mental health providers and/or family support resources; or scheduled for a face-to-face evaluation. Includes a mandatory consultation component for children on Medical Assistance fee-for-service prescribed psychotropic medication that exceed predetermined thresholds. CME credits available through training related to psychiatric consultation protocols.	www.dhs.state.mn.us/psychconsult http://www.mnpsychconsult.com	2012

New York	Child and Adolescent Psychiatry for Primary Care (CAP-PC)	Any professional staff from an office with a program-registered physician	Departments of Psychiatry at the University at Buffalo, University of Rochester, Columbia University/New York State Psychiatric Institute, SUNY Upstate, and North Shore/Long Island Jewish. Child psychiatrists are faculty of 5 academic divisions of child psychiatry.	Within 2 hours	New York State Office of Mental Health; Annual costs are \$880,000	Information not available.	Comprised of 5 consultation regions; CME credits available through training opportunities; The intent of CAP-PC is to assist PCPs in managing cases of mild-moderate intensity. CAP PC will encourage that cases of greater severity be referred to specialty mental health services. Face to face consultation is available in some circumstances. Additional resources provided on website (including scales and measures for various clinical conditions).	http://www.cappcny.org/home/	Information not available.
New York	Child and Adolescent Psychiatry Education and Support (C.A.P.E.S.) Program for Primary Care Physicians	Physicians	Child and Adolescent Outpatient Program, Four Winds Hospital Saratoga	Not provided	Four Winds Foundation with additional funding through New York State Office of Mental Health's Project T.E.A.C.H. initiative	There has not been been any attempt at the state level to obtain payment for PCPs who use the consultation line	Available in 17 counties in New York. Providers in other counties can access CAP-PC (above). CME credits available for trainings related to assessment, diagnosis, and treatment of child and adolescent psychiatric issues within a primary care practice.	http://www.capesprogram.org/	2005
Ohio	Ohio Pediatric Psychiatry Network (PPN)	Physicians	Akron Children's Hospital – Division of Pediatric Psychiatry and Psychology; Nationwide Children's Hospital – Psychiatry and Community Behavioral Health; University of Toledo Medical Center – Child and Adolescent Psychiatry; Cincinnati Children's Hospital – Division of Child and Adolescent Psychiatry. Participating psychiatrists are employees of their respective institutions.	Within 30 minutes, 24/7	Funding from a cooperative agreement grant from SAMHSA; Initial SAMHSA block grant: \$520,000. Currently there is no direct funding, participating providers and other staff volunteer their time and resources.	Since the program does not require physician/patient relationships there is no service that can be billed. The Medicaid managed care plans in Ohio are not currently contributing any operational funding for PPN services.	Services include: diagnostic support, management of symptoms for a variety of chronic disorders, medication management, care-coordination, and referral needs; web reference connection/linkage for materials, primary physician toolkit, best practice treatment guidelines, and family psychoeducational materials; opportunities for partners to collaborate, to provide education and raise public awareness regarding mental health topics related to children and youth; quality improvement processes through case consultation, training, and outcomes measurement; and development of common standards of care and protocols to be used by all of the members. Additional resources are available online.	http://ppn.mh.ohio.gov/	Information not available.
Texas	TexasPass	Physicians	University of Texas Southwestern, Department of Pediatrics	Within 30 minutes, 24/7	Texas Health and Human Services Commission	Information not available.	Child psychiatry is one of nine subspecialty areas served through TexasPass. The program is intended to serve Medicaid children, but accepts calls for any child patient.	http://txpass.org	Information not available.
Washington	Partnership Access Line (PAL)	Physicians, nurses, physician assistants, clinic managers	Child psychiatrists and social workers affiliated with Seattle Children's Hospital and the University of Washington Department of Psychiatry	If not answered live, call returned as soon as possible. Can request specific time for consultation.	Legislative funding and through the Department of Social and Health Services	PAL does not receive funds from managed care companies	In-person consultation available. If calling provider considers it unnecessary to speak with a psychiatrist, they can consult with a social worker who will help the provider identify local resources. The PAL program offers a one-time in-person or telemedicine appointment with a PAL Psychiatrist for certain specific cases (e.g. diagnostically complicated patients, patients with very little or delayed access to ongoing services). A follow-up letter is faxed within 1-2 days, summarizing the PAL Psychiatrist's recommendations. Additional resources are available online.	http://www.palforkids.org/	4/1/2008
Wyoming	Partnership Assistance Line (PAL) of Wyoming	Physicians, nurses, physician assistants, clinic managers	Child psychiatrists and social workers affiliated with Seattle Children's Hospital and the University of Washington Department of Psychiatry	If not answered live, call returned as soon as possible. Can request specific time for consultation.	Legislative funding and through the Wyoming Department of Health	PAL does not receive funds from managed care companies	If calling provider considers it unnecessary to speak with a psychiatrist, they can consult with a social worker who will help the provider identify local resources. A follow-up letter is faxed within 1-2 days, summarizing the PAL Psychiatrist's recommendations.	http://www.wyomingpal.org	2009

About the Center for Health Care Strategies

The Center for Health Care Strategies (CHCS) is a nonprofit health policy resource center dedicated to improving health care access and quality for low-income Americans. In collaboration with state and federal agencies, health plans, providers, and consumer groups, CHCS pursues innovative and cost-effective strategies to better serve Medicaid beneficiaries.

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