

Provider Referral & Information Cost Share



Client reaches out to Therapist A

Therapist is full and cannot accommodate the client's request.



Therapist A forwards that call to VA

The therapist forwards that call to the virtual assistant, who checks messages M-Th 9-5pm



VA returns the client's call

Our professional VA returns the client's call as a representative from Therapist A's office. She consults a spreadsheet to see who has openings, works with that population, and meets any insurance needs.



VA maintains provider availability data

VA emails participants weekly to see if they are accepting new clients. Therapists respond yes/no, and VA maintains a spreadsheet with current data. Spreadsheet may also contain other community resources, though members with openings will be provided first.



The Fine Print

- first six months will be a trial period to evaluate and refine procedures
- limited to just 10 members during trial
- participants must commit to 6 month term, cannot opt in and out month to month
- if therapist/participant wants the VA to refer to a specific provider, the therapist must include who when they forward their call to the VA. Otherwise the VA will choose based on criteria above.
- VA has signed BAA with Athens Therapy Co-op for HIPAA compliance