

Telehealth Options for Outpatient Behavioral Health Care in Maine

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Disclosures

Nothing to disclose

Acadia Consultation Services



- 21 hospital emergency departments across Maine
- Length of stay increases related to lack of outpatient referral options – especially in rural locations
- Huddles with community crisis agencies to allow for creative use of resources and discharge planning

Why Telehealth?

Maine is the most rural State in the Nation

- 61.4% of residents live in rural areas (Maine Population Review)
- Higher proportion of families living in poverty
- Higher unemployment
- Lack of transportation
- Shortage of resources
- Isolation and hopelessness
- Higher chronic illness rate

In 2022, the Department of Labor reported there are 50 practicing psychiatrists in Maine

- Majority located in lower quarter of the State
- Prior to COVID-19, across the country, only 5% of psychiatrists had ever conducted a visit via telepsychiatry



Why Telehealth?



Projected shortages into 2025 of all other related professions

- Clinical social workers
- Clinical counselors
- Marriage and family therapists

Patients tend to rely on PCP's, hospital ED's, schools, criminal justice system, faith-based community

- Increased LOS in ED's

Community Based Services

Current State

Many services only accessible with MaineCare

- Though of note, many of the telehealth vendors do NOT take MaineCare

Lack of community providers leads to longer wait times

- Medication management
- Therapy
- Home and Community Treatment

Declining reimbursement, increasing costs

Typical wait times when we call for appointments for new patients from an ED setting is more than 12 weeks

Patients can often get an intake appointment within this timeframe, but will not meet with a provider who can give medications

Therapy wait times are following closely the ability to hire, which has been challenging

So many options...



Considerations

Insurance and payment options

- There is currently 1 platform taking MaineCare
- Many take commercial insurance, but it's a sampling

Platforms for use

- Have they optimized for cell phone use?
- Does it require the patient to download additional programs?
- Text, phone, virtual?

Certifications

- Joint Commission, NCQA, URAC

Reviews

- Are they so new they aren't rated with BBB?



Health Affiliates Maine

Mental health and substance use agency with a statewide network of clinicians

- Ability to search for in person, telehealth, insurance and by county – all therapists live in Maine and are in private practice
- Ability to search the therapists, make a referral online or call and make a referral to be matched based on availability and insurance options

Find A Counselor

To find a Maine therapist or counselor in your area, click on your county on the map below or use the filters to the right.



FILTERS

County

Optional

Populations Served

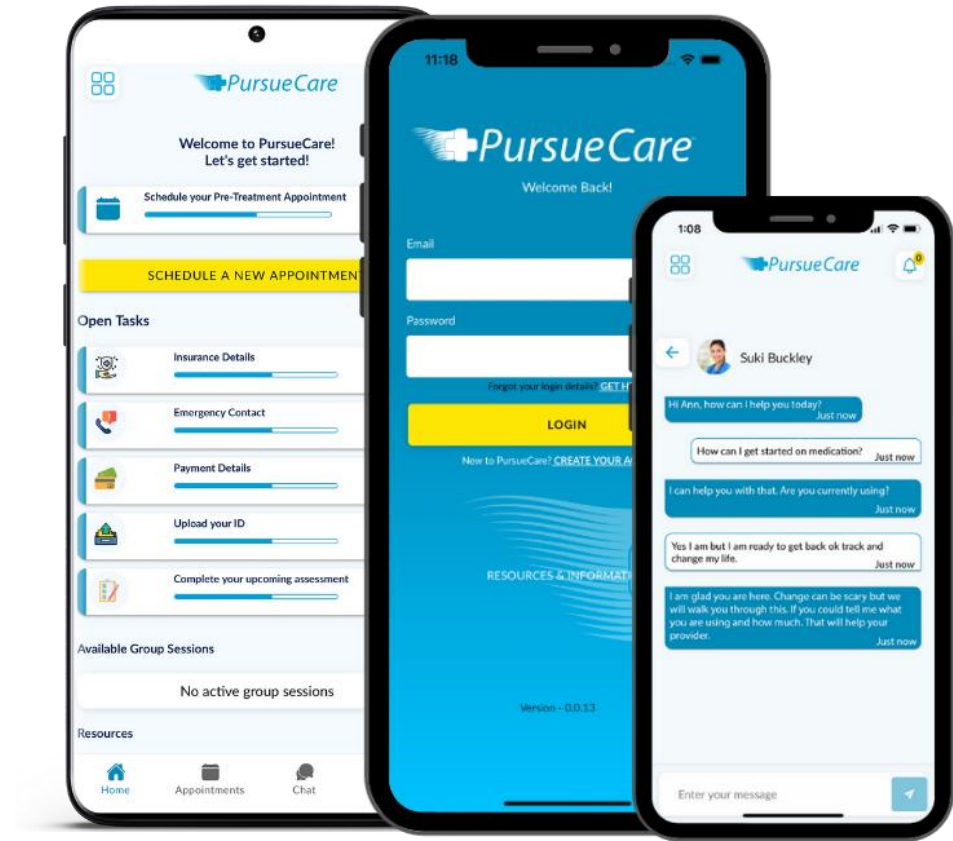
Optional

Insurances Accepted

Optional

PursueCare | Online Addiction & Mental Health Counseling

- Started as a company for virtual addiction medicine treatment
- Expanded to mental health counseling and medication management after signing an MOU with Acadia
 - Has expanded to other parts of Northern Light Health at this point, multiple MOU's statewide
 - Adults only
 - MaineCare
 - Self-pay
 - If they don't take your insurance, they will submit the paperwork so they can
 - MOU has given us the ability to work with one referral manager and get data on the referrals we send to them and what percentage of referrals open



A few to consider... in Maine

[The 3 Online Therapy Services We'd Use in 2024 | Reviews by Wirecutter \(nytimes.com\)](#)

MD Live

- Easy to use and easy to book appointments
- Inclusive language
- Ages 10 and up
- Accredited and certified
- Lowest cost, many insurances

Amwell

- Not easy to search therapists, but easy to sign up
- Not as many therapists to choose from
- Ages 10 and up
- Accredited and certified

Doctor on Demand

- Highest cost of listed options, with fewer providers
- All ages
- Longest wait times listed
- Accredited and certified

Mixed Reviews

Better Help: Therapists report low quality standards, high productivity and a lack of transparency for patients with cost. They offer a monthly plan that includes texting the therapist.

Alma: New, upcoming. Searches locally for in person or virtual options. No need to sign up to search the database. Limited availability due to newness in our area. Network is known to not function well on smartphones and optimized with laptop.

Talkspace: Monthly cost is close to \$300 (at lowest tier with no live sessions included). Many have stated the text responses felt “fake” or rehearsed and they didn’t gain any therapeutic insight from them. They take very few insurances but are growing.

Brightside: easy to sign up and use, offer medication management as well, insurance options are limited. Suite of video tutorials available, difficult to request a new provider with extensive wait times for customer service (many days).

Talkiatry: online psychiatry platform with therapy available as an add on only (meaning they must be seeing a psychiatrist to get therapy). There are no self pay options, only insurance funded. Unhelpful customer service reported for billing questions, new company. Ages 6 and up.

Thank you!

Questions?