

Verity Outreach and Engagement (VOE)

Program Description:

VOE was created to reach out to hospitalized Verity Members who are not connected to outpatient mental health services to get them into the most appropriate level of care they need to remain stable and in the community. The VOE team works with these members while they are in the hospital and upon their discharge. Together with the member they work through any barriers to getting necessary care.

GOALS:

- Reduce acute care admissions
- Track members' engagement in treatment post-hospitalization
- Assist members who are not currently engaged in treatment to do so

ACTIVITIES AND FUNCTIONS:

- We will meet with members on the psychiatric unit during acute hospitalizations
- We will meet with members and their mental health provider at their outpatient mental health services appointment
- When it adds value we will be part of treatment meetings
- Conversations with members will assist them to identify their mental health needs and any obstacles in getting care
- We will help members and providers understand the Verity benefit package
- We will help connect members and mental health providers to physical care providers and other resources to remain well
- We will encourage the development of natural support systems such as families and friends to help members maintain wellness

CLIENTS:

Hospitalized Verity members and individuals whose primary insurance is Medicare and secondary insurance is Verity who are not engaged with a treatment provider.

REFERRALS:

Hospital staff, Verity utilization review staff, agency providers, and Verity members

CONTACTS:

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