



Managed Mental Health Care What You Need To Know

Four Winds is dedicated to providing you and your family with high quality clinical care and education in the most effective manner possible. Part of this goal includes providing you and your family with up-to-date information regarding the significant changes in delivery of medical care in America. This fact sheet is intended to provide you with important information to guide you more smoothly through the process.

The goal of many of these changes is to manage the costs of medical care while maintaining quality. To this end, it is likely that your medical insurance company “manages” your medical and mental health (sometimes called behavioral health) benefits, or has hired a “managed care” company to do so. The organizations who manage your benefits review the medical necessity of tests and treatments recommended by your health care “provider” (doctor or therapist). The purpose of this is to make sure only necessary treatment is authorized so the cost of medical insurance can remain reasonable for everyone.

Four Winds Hospital works with your insurance company or managed care company to make sure that your admission to the inpatient or partial hospitalization, programs is “medically necessary” at the time it occurs. This process is called precertification.

If you are admitted to a Four Winds inpatient or partial hospitalization program, your insurance or managed care company frequently reviews your treatment with a Four Winds therapist and psychiatrist to make sure that treatment is progressing and that “in-patient”, or “partial hospitalization” level of care is still medically necessary. Once it is determined that your condition can be treated at a less intensive level of care, the Four Winds staff will work with you and your insurance company to make a referral to the appropriate level of care.

The Four Winds staff is willing and eager to discuss any of this information with you or your family. Should you have any questions or concerns, do not hesitate to discuss them with your Therapist, Psychiatrist or Psychiatric Nurse Practitioner or our patient accounts staff.