



Transforming Behavioral Health Through a High-Quality, System-Wide Partnership

EXPANDING ACCESS, IMPROVING OUTCOMES, AND SUPPORTING PRIMARY CARE ACROSS THE HEALTH SYSTEM

3,700+ Referrals in 2025

High demand, met with rapid access to specialized, multidisciplinary outpatient mental health care

51% Referral Conversion

Outperforms typical outpatient mental health referral-to-care benchmarks of ~30%

86% Positive Depression Outcomes

Patients saw clinically significant reductions in depression

78% Positive Anxiety Outcomes

Patients saw clinically significant reductions in depression

7,500+ Visits Delivered

Scalable capacity supporting key health system needs

Ages 4-96 Served

True lifespan behavioral health coverage across the system



Partner Overview

A prominent regional, nonprofit health system — operating hospitals, primary care clinics, and specialty clinics across multiple states, and serving patients across the full continuum of care — needed a partner to close gaps in outpatient mental health access. Family Care Center became that key partner, driving rapid access to care and solving key problems along the way.

Challenge

ACCESS CHALLENGES INCLUDING LONG WAIT TIMES

Pediatric, family medicine, primary care, and employer populations faced significant access challenges, while patients waited a median of 67 days for in-person appointments and 43 days for psychiatry — with 30+ day waits for new Medicare patients.

OFTEN NOT IN-NETWORK WITH INSURANCE

Many providers operated cash-pay or accepted a narrow set of insurance plans, creating barriers to care and increasing administrative burden on primary care teams managing referrals.

DISJOINTED, FRAGMENTED OUTPATIENT MENTAL HEALTH SYSTEM OF CARE

Patients struggled to access timely therapy, medication management, and advanced treatments, often needing to find separate providers for each modality across disconnected care pathways.

QUALITY INCONSISTENCY

Referral options varied widely in quality, and provider turnover further disrupted consistency in patient experience and outcomes across the system.

Solution

ENHANCED PATIENT ACCESS

Streamlined EMR referral workflows and centralized intake cut administrative burden and wait times, with first-time therapy and psychiatry appointments typically available within one to two weeks. In-person and telehealth options matched access to clinical need, preference, and geography. Expedited psychiatric evaluations also supported patients in high-need specialties like nephrology and transplant.

COMMERCIAL ACCEPTANCE

Payor-aligned workflows and eligibility verification simplified referrals for primary care providers, while in-network status with all major payors — commercial, exchange, Medicare, and military — eliminated financial barriers for patients.

LARGE & DIVERSE PROVIDER BASE

Multidisciplinary care teams, with clinics as close as possible to the point of need, became the go-to outpatient mental health partner for the health system — supporting the full continuum of care across therapy, psychiatry, and TMS.

CLOSED LOOP FEEDBACK WITH TRANSPARENT DATA

Clear confirmation of each referral's status and shared intake notes kept the referring provider informed at every step. Ongoing strategic reporting to the health system supported targeted focus and data-informed outcomes, driving continuous improvement across locations alongside clinical consistency and quality.

Utilization and Program Impact

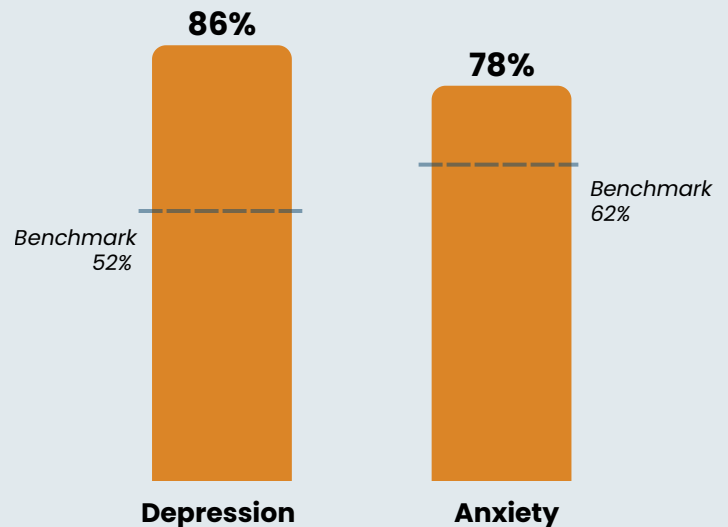
High demand and strong conversion reflect a partnership built to scale across service lines and populations.

- **3,700+ referrals** in 2025, reflecting Family Care Center's ability to absorb high referral demand
- Referrals spanned **therapy, psychiatry, TMS**, the full age range, and wide set of insurance plans
- **~50% referral-to-care conversion rate**, outperforming typical mental health benchmarks
- **7,500+ visits delivered**, demonstrating the ability to successfully serve patients referred via the partnership at scale

Superior Clinical Outcomes

Clinically significant improvements in referred patient population demonstrate a consistently high-quality, evidence-based care model.

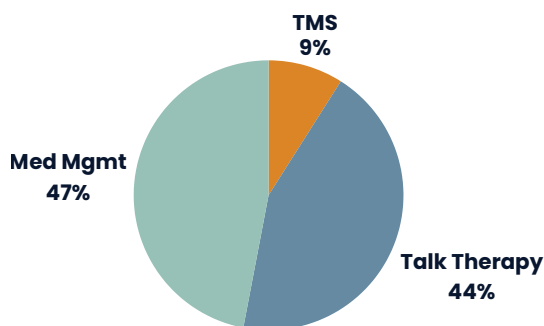
- **Depression: 86%** achieved clinically significant improvement vs. a 52% national benchmark.
- **Anxiety: 78%** achieved clinically significant improvement vs. a 62% national benchmark.



Benchmarks reflect the Blueprint Quality Index.

Access, Engagement, and Care Delivery

This flexible model supports access based on clinical need, patient preference, and geography.



Service & Care Delivery Mix

- **~25%** of patients utilized **two or more offerings**
- **60%** in-person, **40%** telehealth

What Health System Leaders Are Saying

"You guys are the most helpful mental health provider I've run into since I've been here for the past 10 years. I appreciate the consult notes. I do sincerely appreciate what you're doing for patients."

– Primary Care Provider

"I think I can speak for everyone when I say that the reports we've received so far exceeded our expectations. It was very helpful to have the individual test results but also the narrative discussing application to the practical realities of transplant."

– Service Line Team Leader

This partnership enabled the health system to improve clinical outcomes, expand access to high-quality mental healthcare without adding internal resources, solve a key primary care and health system pain point, and advance quality of care goals — demonstrating how a coordinated behavioral health partnership delivers measurable impact across clinical and operational priorities.

Shared Success & Continued Growth

When behavioral health is integrated thoughtfully and supported by strong clinical infrastructure, health systems achieve better outcomes, reduce bottlenecks, and deliver more coordinated care — while easing the burden on primary care and health system teams. This partnership demonstrates that model in action: overcoming long wait times, insurance barriers, fragmented systems, and quality inconsistency to produce stronger patient outcomes and more connected care across the system.

Family Care Center partners with health systems and multi-site primary care groups nationwide. Visit fccwellbeing.com/partnerships and connect with our team to explore a tailored behavioral health solution for your system.

