



Health Connect America

This QI Weekly highlights Health Connect America, an organization that offers a wide range of services to help young people, adults, and families struggling with mental health issues, behavioral management concerns, and/or substance abuse problems. Health Connect America offers timely follow-up on referrals and provides weekly progress updates to the referral source. See below for a brief description of available services:

Comprehensive Child and Family Treatment (CCFT): This is an in-home service in which Health Connect America will meet with youth and their family (3 days/week) to focus on improving family dynamics. This service is only available for TennCare patients.

Intensive Outpatient (IOP): This is a group therapy (9 hours/week) for clients with both a mental health diagnosis and substance abuse issues. There are adult and adolescent groups (ages 13-17).

Outpatient Therapy (OP): This is an outpatient service offered in the Johnson City office in which clients are seen once a week to once a month depending on need. Therapists for this service are trained in trauma-focused outpatient behavioral therapy.

Tennessee Health Link (THL): This is a case management program aimed to assist individuals with resource needs, as well as to help ensure clients follow through with mental health and medical appointments. This service is only available for TennCare patients.

Medication Management: This service allows nurse practitioners with a focus in psychiatric medications to connect with both youth and adults. If unable to take medication management referrals, Health Connect America will always help to ensure new clients receive their medication from another agency.

Please see the attached referral form.

Some services are dependent on insurance. Be sure to include patients' insurance on all referral forms to help determine eligibility.

Note: Medicare patients are ineligible for services due to contracting.

