



Quartet

Special Report:

# Value-Based Payment Models Are Reshaping Care

An innovative approach led by partners  
innovaTel and Quartet



# Speed + Access: Critical Ingredients for Improved Outcomes

While speed and access are vital components of improved behavioral healthcare outcomes, the delivery of high-quality care is also a critical variable. Not knowing where to go, or getting delayed or inconsistent care contributes to poor outcomes. But speed, access and high-quality care are crucial ingredients in the recipe for patient success.

Without a doubt, behavioral health professionals have seen the impact speed and access to care have on patients. As the prevalence of behavioral health needs increases, by some accounts **from 12% of the population to nearly 30% of the population**, the demand for high-quality treatment and the urgency that is required to deliver it will continue to also increase.<sup>1</sup>

Statistics indicate that, for a variety of reasons, **only 1 in 10 people in need of behavioral health care actually receive it.**<sup>1</sup> Navigating the healthcare system can be challenging, and as demand increases, accessibility to it experiences varying degrees of pinch points — depending on the specialty and the geographic region.

Excessive wait times for appointments, precipitated by a number of variables including a workforce shortage and capacity challenges, have **increased no-show rates to up to 40%.**<sup>1</sup>

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**By improving speed and access to care, patients could soon be hearing about wait times measured in hours or days instead of weeks or months.**



## Inadequate Network Access

Up to 60% of in-network providers have not seen a covered member within the last year, making it **six times more likely** that behavioral healthcare is being delivered by out-of-network providers.<sup>1</sup>

The experienced professionals behind the new partnership between innovaTel and Quartet understand the value of the relationship between speed and access. And they're focused on leveraging their individual strengths to offer innovative solutions made possible by their partnership.

By linking configurable telehealth solutions with a data-rich behavioral health platform, **innovaTel and Quartet are better together.**

<sup>1</sup>Note: mhanational.org - 2021; Annual Spend figures per 2018 Millman report "Potential economic impact of integrated medical-behavioral healthcare"



## Extended Reach. Expanded Impact.

innovaTel has long focused on improving access to exceptional psychiatric care. We integrate highly qualified, remote providers with clinical teams serving patients at behavioral health organizations. These telepsychiatry partnerships have seen **exceptional results as organizations improve capacity, decrease wait times and add needed specialists who may not have been available within their geographic region.**

Founded by a clinical team with more than 30 years of experience, innovaTel has worked to directly address inadequacies in the behavioral health system to better serve patients in need.

Quartet, with its end-to-end behavioral health platform, enables speed to high-quality behavioral health care. By working with health care systems, payers, providers and patients, Quartet has been **fostering a healthier, more connected behavioral health ecosystem** grounded by a goal of ensuring that every person gets the health care they need.

Together, innovaTel and Quartet have extended their reach and amplified their potential positive impact on a behavioral health care system that could benefit from a more streamlined, personalized, integrated approach to care.

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### High-Quality Behavioral Health Care for All

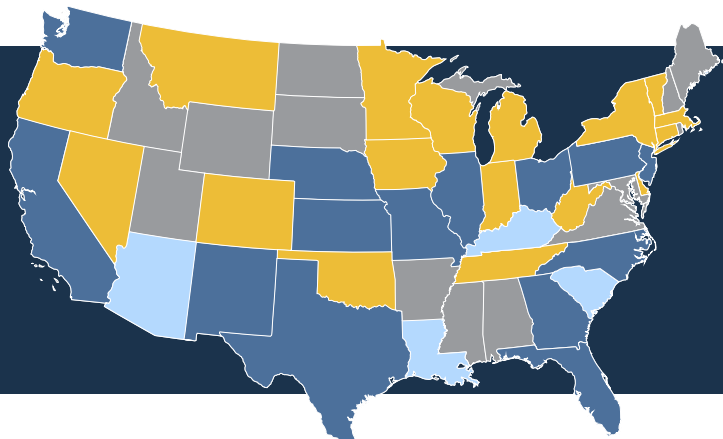
**We have more than 20,000 providers on our platform and have helped more than 300,000 patients get access to care**

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Quartet and innovaTel are uniquely positioned to leverage our relationships with payers and providers to introduce and advance value-based care that can help drive down healthcare costs while improving quality in behavioral health.

### A Partnership With An Expanded Footprint

-  Quartet
-  innovaTel
-  Quartet & innovaTel



Increasing Speed. Improving Access.

## Introducing Value-Based Care

Receiving high-quality care for a behavioral health condition can take time. And sometimes time is of the essence.

Behavioral health emergencies, as well as complex patient populations living with co-occurring conditions or severe mental illness, require a timely response. **Value-based care payment models allow treatment to lead with quality, rather than quantity, while also harnessing speed to care.**

Quartet's platform, which serves patients, providers and health system partners, acts as a

streamlined hub for behavioral health care. And innovaTel's network of telepsychiatry partnerships, primarily with community-based organizations, strengthens an already robust system.

At its core, the value-based model supported by innovaTel and Quartet **measures process and clinical outcomes and incentivizes providers for their efficiency and efficacy.**

One, innovative way to improve care, while accelerating speed and access, is to measure patient outcomes. And when measurement is involved, the entire system stands to benefit.

## Outcomes Matter: Value vs. Volume

Breaking the confines of a rigid system can seem daunting. The Department of Health and Human Services had **hoped that 50% of fee-based Medicare models would convert to value-based systems by 2018, but just 38% did.**<sup>2</sup>

Despite the challenges, value-based models are increasingly attractive as costs rise and demand increases. In fact, the Centers for Medicare and Medicaid Services has introduced several value-based care models as a way to control costs and promote improved care for patients.

**Value-based care has been called “comprehensive” and “coordinated,” but perhaps most importantly, it’s accountable.** And with Quartet and innovaTel's new partnership, managing that transition from a volume-based to a value-based model becomes easier — because organizations aren't doing it alone.



Together, Quartet and innovaTel are introducing a **new level of support** for providers, organizations and health systems. This support provides a **new level of speed to care and access to care** for patients, and a **new, comprehensive vision for outcomes-aligned behavioral healthcare** today, and in the future.

<sup>2</sup>Xtelligent Healthcare Media via Canva



innovaTel  
telepsychiatry

Quartet

innovaTel is a national telepsychiatry provider that partners directly with community-based organizations to improve access to behavioral health services. For the past seven years, innovaTel has been providing telebehavioral health services with a remote clinical team including psychiatrists, psychiatric nurse practitioners and licensed clinical social workers with a mission of increasing access to care.

Quartet is a leading tech-enabled mental health company that works with health plans, systems, and provider groups to deliver speed to quality mental health care for all. Through sophisticated data and analytics, along with personalized services, Quartet exists to advance quality care as defined by four measures: speed to care, seamless patient experiences, improved health outcomes, and affordability. To date, more than 300,000 patients have connected with Quartet for mental health care, 80% of which are referred from primary care. The company is backed by venture funding from top investors including Oak HC/FT, GV (formerly Google Ventures), F-Prime Capital Partners, Polaris Partners, Deerfield Management, Echo Health Ventures, Centene Corporation, and Independence Health Group.

For more information, visit [www.innovatel.com](http://www.innovatel.com).