We recognize that embarking on intensive mental health care for your teen can be stressful and confusing. Here are some frequently asked questions regarding our Intensive Outpatient Programs (IOPs) to hopefully answer some of these questions. At BACA, we are committed to making the process as smooth as possible and guiding your loved one and family back to a healthy situation.

Q: How do I know if my child/adolescent/young adult is a good fit for the program?

A. An IOP is an intensive therapeutic program designed for patients who are suffering from frequent, significant mental health difficulties that impact their functioning in their family/peer relationships, school, and/or community. Patients who may be a good fit for our program may have struggles with anxiety, depression, self-harming behaviors, suicidal thoughts, difficulty regulating their emotions, social/peer problems (withdrawal, or decline in participation in extracurricular activities), school problems (academic decline, school refusal/missing school), or family conflict. If a patient continues to experience significant difficulties after several weeks of enrollment in our IOP, despite the resources our staff have provided, the IOP Lead Therapist or Clinical Director may make a referral to other services outside the clinic. If the patient struggles with aggressive behaviors, has a dual diagnosis with substance abuse, active eating disorder, or severe autism, our program will likely not be an appropriate fit.

Q: Which approach do you use in the IOPs and why?

A. We utilize techniques from a variety of well-established treatment protocols. These include group therapies, family therapy, multi-family groups and individual therapy. Our skills groups utilize techniques from Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, and Interpersonal Therapy interventions. Interactions between the patients in groups are opportunities to practice the skills they've learned, socialize, and receive validation and support from others with similar experiences.

Q: What are the expectations regarding my involvement in the program as a parent?

A. Both parents (whether or not you are still together) are required to attend the following:

   ● Group therapy sessions: two times per week (Parenting Skills Training Group and Multifamily Group)
   ● IOP “Goal Review” meetings to discuss and review progress towards IOP goals for their child and the family: one session (30 minutes), every two weeks
   ● (At least one parent) medical visits with the physician: once per week

Q: What are the expectations of the patient if they are involved in the program?

A. The patient will be asked to participate positively within the IOP group therapy sessions. During this time, they will be participating in:
• Coping Skills Group
• Relationship Skills Group
• Academic Support/Skill-Building Group
• Expressive Arts Group
• Physical Activity Group

In addition, they will be participating in individual therapy once per week (usually a 45 minute session) and a medical visit with the physician once per week.

Q: Why do parents need to be involved in the program?

A. Scientifically, it is well-established that participation of both parents increases the success rate for your child’s treatment. That is why we ask both parents to be involved in the IOP. Mental illness often affects families, and promoting skills in caregivers encourages the continued reinforcement of knowledge and skills that their teens learn in group settings.

Q: I work long hours; why can’t my partner just come?

A. Although we recognize that people have busy schedules, and it is hard to juggle work and other demands, because of the nature of our clinic and our desire to properly address mental health problems, we want to give ourselves the highest chance for success. This involves working with all caregivers. Three times more youth die from mental illness than cancer – being aggressive in our treatment is our best chance to give your child the future they deserve.

Q: What happens if my partner, my child, or I am sick and miss an IOP visit?

A. For each day a patient is absent from the IOP, we ask the patient and the parents to make-up the missed days in order to complete the program. The program is designed to teach a set number of skills to youth and their parents over an multi-week course. A clinic no-show fee may be charged if a note from a physician/clinician documenting illness is not provided.

Q: Why does the patient need to attend several weeks of IOP?

A. At BACA we believe in consistency and positive reinforcement. Our manualized, evidence-based treatment curricula span several weeks and helps patients and parents make necessary changes to establish healthy routines, to learn/practice effective communication skills, and to cope with negative emotions. At times, we may recommend that your family continue with the program slightly longer than average if your child is still in need of intensive services and progress is being made at symptom reduction/resolution.

Q: What will happen if the patient refuses to come to the program?

A. The Lead Therapist and IOP Clinical Director will take the time to sit with the parents and come up with a plan together to encourage the patient to engage in the program. Although it is not uncommon that
patients are resistant to the program at first, after a couple of weeks, they usually begin to feel comfortable and engage well.

Q: What if my child needs help with the school?

A. At BACA, we believe in providing quality care, and therefore we strive to communicate with other organizations and individuals who may be able to help provide support for your child. If your child is struggling in school, the Lead Therapist and/or IOP Clinical Director are more than happy to assist with developing an academic or behavioral plan with your family, the school or district, and can help you connect with the right resources for your child. It is possible to have the Lead Therapist and/or IOP Clinical Director attend a school meeting (either in person or via telephone) for a 504 Plan or Individualized Education Plan. Depending on your insurance, there may be an extra fee for this service.

Q: Will my insurance cover the program costs?

A. At this time, BACA’s IOP is in-network with Aetna and Cigna. However, just because you are in-network doesn’t mean that all of the program costs will be covered. In addition, many insurance plans have out-of-network benefits that may cover some of BACA’s IOP charges. We realize that understanding how your insurance coverage works is confusing and often mental health care coverage is treated differently than medical coverage. Some common insurance scenarios include:

- High deductibles – you may have to pay a certain amount of money, often between $3,000 and $5,000 dollars, before your insurance plan begins to cover services.
- Co-Insurance – your insurance plan may cover a percentage of the costs (e.g., 70%) leaving you to cover the remaining 30%
- Co-Pay – each day requires the payment of a set fee (e.g., $20).

Q: I don’t have one of the in-network insurances – can we still attend the program?

A. Anyone can attend the IOP if it is deemed to be medically necessary. We have financial counselors who can help you navigate the process of understanding your insurance coverage. Due to the lack of intensive mental health services in the area, insurance companies are sometimes willing to negotiate “single case agreements” to allow a patient to receive care at BACA on an in-network basis.

Q: Do you have a financial aid or sliding-scale policy?

A. BACA has a generous financial aid policy for those in need. After completing the financial aid application, a member of our staff will contact you with details regarding the degree of discount for which you are eligible.

Q: Why aren’t you in-network with more insurance companies?

A. It is our mission to deliver excellent care to all youth and we are constantly working to negotiate insurance contracts with all insurance providers. However, we often are met with resistance or offered rates that do not cover the costs of keeping our clinic open. As a parent/patient, we encourage you to call your
insurance company and encourage them to negotiate sustainable in-network contracts with BACA so we can make our services available to as many patients as we can.

Q: **What if my family needs more services?**

A. The IOP includes the components of treatment described at the beginning of this document:

- All group therapy services for patients and their parents
- One physician visit per week
- One 45 minute therapy visit per week (usually individual therapy for the patient)
- One 30 minute goal-review meeting every two weeks.

BACA is happy to offer extra support for families that need additional services. BACA clinicians can provide individual parent sessions (individual therapy for parents, or individualized parenting skills training) or family therapy sessions. However, these services may not be covered by your family’s IOP insurance contract. Please raise any questions you have regarding these services with your Lead Therapist or one of our financial counselors to learn more.

Q: **Does BACA charge for phone calls, emails or letters?**

A. We work hard to provide high quality, evidence-based care to support youth and families. BACA does not charge for doctor’s notes, phone calls or emails. Nevertheless, our IOP clinicians have a limited amount of time for additional services. We are happy to receive brief phone calls from parents with questions or read e-mailed updates about teens during the week. Due to the demands of providing care to patients in the program, clinicians may not answer all of the emails, though we will try our best to do so. If a situation requires more attention, or is more appropriately addressed in person, it is recommended that parents arrange a separate appointment with the clinician. If the patient needs a letter for school for educational accommodations, or for court/legal proceedings, the clinic may charge a fee that might not be covered by your insurance. Recommendation letters and drug tests are not routinely covered by insurance. Our staff inform you when such a service requires additional charge.