

Overcoming Barriers to Mental Health Care: Improving the Patient Experience From Check-In to Billing



There's a critical shortage of mental health professionals in healthcare. Meanwhile, patients' demand for mental health services is growing, leaving providers overwhelmed.

Mental Health by the Numbers

23%

U.S. adults with a mental illness, which equals nearly 60 million Americans¹

122M

Americans who live in an area with a mental health professional shortage²

6.2K

Additional psychiatrists needed to meet mental health needs³

69%

Rural U.S. counties with no psychiatrists at all²

Mental Health Care Billing is Becoming More Complex



Tremendous demand adds stress for practices, especially small ones where just one person handles all billing and claims.



Proper coding for mental health services is challenging and complicated.



“Carve-out” services that insurance companies contract to other payers add difficulty.

Patient Situations Are Time-Sensitive

Mental health patients are often in distress and may not have their ID or insurance card with them. Delaying care to track down this information can significantly impact their experience for the worse.



“We want to get a patient in the front door and through the intake process as easily as possible so they can start receiving care. The shorter amount of time they spend on an intake process in terms of insurance or demographics, that makes the process of providing care that much faster.”

Gordon Dixon, Chief Financial Officer, Rockford Center / Universal Health Services, a behavioral health clinic and 118-bed hospital

Transform Your Mental Health Billing

Help more patients, meet their needs faster, and ease the burden on your team of verifying eligibility and managing claims.

With Inovalon's revenue cycle management solutions, you can deliver a faster - and more accurate - check-in experience and simplify billing.



Capture complete reimbursements by easily finding all available insurance coverage.



Save time and avoid stressful delays by checking insurance for multiple patients at once.



Reduce errors and prevent downstream issues by quickly verifying demographic data and filling in any blanks.



Identify denial sources and take steps to correct them with complete revenue cycle visibility.

Better Care and a Stronger Revenue Cycle

Get patients the mental health care they need faster with the help of RCM solutions that streamline and simplify your processes while improving accuracy at every step.

[Request a Demo](#)

¹ The State of Mental Health in America, Mental Health America, July 2024, <https://mhanational.org/wp-content/uploads/2024/12/2024-State-of-Mental-Health-in-America-Report.pdf>

² State of the Behavioral Health Workforce, National Center for Health Workforce Analysis, November 2024 <https://bhw.hrsa.gov/sites/default/files/bureau-health-workforce/state-of-the-behavioral-health-workforce-report-2024.pdf>

³ Mental Health Care Health Professional Shortage Areas (HPSAs), KFF, December 31, 2024 <https://www.kff.org/other-health/state-indicator/mental-health-care-health-professional-shortage-areas-hpsas>