



FOR IMMEDIATE RELEASE

INTERCOMMUNITY, INC. RECEIVES NATIONAL CASE IN POINT PLATINUM AWARD FOR BEHAVIORAL HEALTH CASE MANAGEMENT

EAST HARTFORD, May 13, 2015- InterCommunity's *Help Now* Program was recently the recipient of a 2015 Case in Point Platinum Award, under the category of Case Management Specialty Programs; Behavioral Health Case Management. This awards competition recognizes the most successful case management and care coordination programs and individuals working to improve the health care system, across the country.

InterCommunity's *Help Now* Program is a three-pronged approach to improve results based on same-day access for intakes, daily walk-in therapy groups and medication management within 72 hours of request.

InterCommunity and InterCommunity Recovery Centers Chief Operating Officer, Tyler Booth, who accepted the award on May 6, 2015 in Washington, D.C., created *Help Now* in 2011. "When people dealing with behavioral health issues have the courage to ask for help, they deserve to get help now, not in a few weeks or months. *Help Now* has shown that providing services when they are needed is good care and good business," said Booth. "Unfortunately many behavioral health providers take weeks between initial request for services and the intake appointment. Even agencies who report offering same day access often are unable to provide therapy or medication management for appointments for weeks after the intake appointment. We wanted to create rapid access to care, not just to our front door."

As a result of the *Help Now* Program, InterCommunity has not only created faster access for patients, but also eliminated a 40% no-show rate translating to a significant increase in revenue. Consumer Satisfaction and Outcome data for InterCommunity is significantly above state averages including 98% satisfaction and 80% of patients reporting that services have helped them avoid inpatient mental health care. In addition, InterCommunity has been named a Top Work Place in Connecticut each year since the implementation of *Help Now*.

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