



## Frequently Asked Questions

### 1. How does the admissions process work?

The Veteran, a loved one or a provider can initiate the admissions process by calling HopeWay's Admissions Team at 1-844-HOPEWAY or submitting an inquiry form at [hopeway.org](http://hopeway.org). An Admissions Specialist will complete a clinical screening via phone to start the process.

If a Veteran is being seen through the VA and would like to use their VA benefits to cover treatment, then the Veteran needs to ask their VA healthcare provider for a **VA Community Care referral requesting either HopeWay's Residential Treatment program using NPI #1245686781 or HopeWay's Partial Hospitalization Program using NPI #1346777018**. See below for differences between the Residential and Partial Hospitalization Programs.

Once the referral is submitted within the VA, it will go through an approval process. After the VA Community Care referral is approved, the paperwork will be sent to HopeWay's Admissions Team.

The Admissions Specialist will follow up with the Veteran to schedule a more comprehensive admissions assessment along with their admission date on which day they will meet with the psychiatrist and admit to the program.

### 2. How does the VA Community Care Provider process work?

The MISSION Act allows Veterans to request to be seen by a community provider outside of the VA. There are six criteria that can qualify a Veteran to receive community care. Veterans only need to meet **one** of these to be eligible.

1. Veteran needs a service not available at a VA medical facility. – **HopeWay offers an intensive Residential and Partial Hospitalization Program (PHP) for Veterans struggling with PTSD and other related mental health conditions. The HopeWay program includes evidence-based individual psychotherapy up to 3x per week, weekly appointments with a psychiatrist, robust group and integrative therapies (art, music, horticulture, health & wellness, recreation, pet therapy and meditation) as well as access to an onsite gym, wellness clinic, and registered dietician. When clinically appropriate, Veterans will participate in multiple sessions per week of individual trauma-focused therapy.**
2. Veteran lives in a U.S. state or territory without a full-service VA medical facility.
3. Veteran qualifies under the "Grandfather" provision related to distance eligibility for the Veterans Choice Program.
4. VA cannot provide care within certain designated access standards. – **HopeWay's admissions process takes on average about 2 to 3 weeks. If the VA admission takes longer than this, then a Community Care referral to HopeWay is appropriate.**
5. It is in the Veteran's best medical interest.
6. A VA Service Line does not meet certain quality standards.

To learn more about the VA Community Care Provider program and eligibility criteria, please click [here](#).



3. Do you accept private insurance?

We do accept private insurance: Aetna, Blue Cross and Blue Shield (and its affiliates), Carolina Behavioral Health Alliance, Cigna Behavioral Health, Magellan, MedCost and United Behavioral Health.

4. How much does treatment cost the Veteran?

For Veterans using the VA Community Care program, VA benefits cover the cost of treatment. For Veterans using private insurance, the cost is dependent on each individual insurance plan. Some Veterans need to or choose to pay out of pocket. Veterans who are paying out of pocket are encouraged to apply for financial assistance, and eligibility is determined through an application process.

5. What is the typical length of stay?

The average length of stay is 4 – 6 weeks. The Residential and Partial Hospitalization Programs are both voluntary, so if a Veteran decides the program is not the right fit, they can leave before their intended discharge date.

6. What is the difference between the Residential and Partial Hospitalization Program (PHP)?

The Residential Program is 24/7 care. The residential wing consists of 36 private bedrooms and bathrooms with community living spaces and outdoor gathering areas. Since opening, the majority of Veterans have been clinically appropriate for and preferred the Residential Program.

The PHP is 5 days a week from 9:00 – 4:00 so Veterans leave when programming is over in the afternoon. Veterans in PHP would need to either live in the Charlotte region or be comfortable in temporary housing. HopeWay has a partnership with a local hotel or the Veteran can find lodging on their own.

Both programs include a similar schedule including weekly appointments with a psychiatrist, individual and group therapy and integrative therapies.

7. What is the clinical model of care?

HopeWay's Veterans Program includes evidence-based therapies and treatment modalities. We offer all three of the most evidence-based trauma therapies including EMDR, Cognitive Processing Therapy and Prolonged Exposure Therapy. The therapist and Veteran will decide the most appropriate modality based on the Veteran's symptoms, history, and goals. Each Veteran meets weekly with a psychiatrist and therapist who specializes in Veteran mental health. Along with individual appointments, Veterans participate in robust group and integrative therapies (art, music, horticulture, health & wellness, recreation, pet therapy and meditation).



8. What can I expect after discharge?

Each Veteran will work with a Client Care Coordinator to establish a discharge plan. This plan is based off of the individual's needs and goals but can include an initial appointment with an outside psychiatrist and/or therapist, or links to support groups or other activities that support recovery.