

SIMS Foundation: Understanding Our New Service Delivery Model



What's Changing?

1

Leveraging Health Insurance for Behavioral Health Services

- SIMS will now connect clients with behavioral healthcare providers through their health insurance whenever possible.
- For those who already have insurance, we will assist you in understanding your benefits and finding/accessing in-network providers.
- This new approach allows us to expand the number of providers available to you and increases the number of clients we're able to serve.

2

Support for Clients Without Insurance or Facing Financial Barriers

- We will help you understand your options for care through affordable insurance options, including marketplace plans and other resources, if needed.
- We will be able to help offset costs for care for under-insured clients.
- We will continue to directly fund a portion of the cost of services for clients who are uninsured or cannot afford coverage based on their unique circumstances.

3

Streamlined Access to Care

- We're simplifying our processes to make it easier to enroll, reauthorize, and access care quickly.
- We're upgrading our technology to significantly improve the experience of clients and providers working with SIMS.

4

Incorporating Wellness

- We are expanding our services to include wellness resources to support your overall well-being. We understand the importance of building resilience and maintaining mental health outside of clinical settings.
- We're currently partnering with Austin-area businesses who focus on holistic wellness to negotiate discounts for SIMS clients. We're looking forward to sharing more information about this exciting development soon!

What Stays the Same?



Comprehensive Support:

We remain dedicated to supporting mental health and substance use recovery in Austin's music community. Our clinical team will continue to provide support and case management to all SIMS clients.



Access to a Trusted Provider Network:

We continue to expand our existing network of highly qualified behavioral health professionals. We remain committed to ensuring that eligible SIMS clients, regardless of their ability to pay, receive quality behavioral healthcare they can afford.



Commitment to Mission:

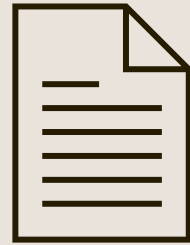
Whether you're insured or uninsured, we aim to reduce financial burdens by either connecting you with covered services or directly covering eligible costs. We remain deeply committed to our founders' mission of making behavioral health care accessible to Austin music industry professionals.

How Does It Work?



Initial Contact:

Be on the lookout for an email in January that will contain detailed instructions explaining your next steps as we begin moving clients to our new model beginning 2/1/25.



Insurance Assessment:

As a part of our enrollment and reauthorization processes, we'll be asking for your 2025 healthcare benefits election.

If you have insurance:

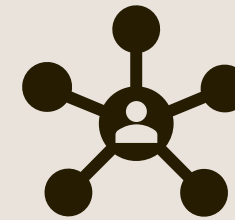
We'll help you navigate your benefits and refer you to quality providers, based on your needs.

If you have insurance but aren't sure you can afford to use it:

We'll help you understand your options through your benefits. SIMS may be able to help offset the cost so it's more affordable.

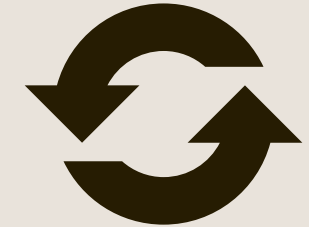
If you don't have insurance:

We'll work with you to understand your needs and will continue to fund mental health support for eligible clients.



Connection to Services:

Our Clinical team will provide referrals and assistance to ensure you can access the kind of care you need as seamlessly as possible.



Case Management:

We will continue to partner with you to support your progress and provide additional assistance if your needs change.

FAQs

Q: Will I have to pay out-of-pocket costs?

If you have insurance, standard copays or deductibles may apply, depending on your plan. SIMS will work with you to minimize financial barriers. For uninsured clients, SIMS will still cover a portion of the cost of eligible services.

Q: What if I'm not sure about my insurance benefits?

Our clinical team is here to assist. Once you provide your benefits information during enrollment or reauthorization, we'll verify your coverage. We'll help you understand your plan and guide you through your behavioral healthcare options.

Q: Does this mean I have to change my provider?

All healthcare providers can choose whether to accept insurance as a form of payment. Some SIMS providers accept health insurance, others don't. Please check with your provider(s) directly to find out if they plan to accept your 2025 insurance. For more information on this topic, please visit our client resources page by clicking [here](#).

If your provider does not accept your benefits, yes, you may need to switch to an in-network provider. Based on your unique circumstances, we will work with you to determine the most cost-effective solution for you.

Q: Can my provider join my insurance network?

This is a decision for each individual provider. Please speak with them directly to learn more about whether they plan to accept insurance in 2025.

SIMS is currently working with community partners to make it faster and easier for interested providers in the SIMS network to become credentialed with insurance companies.

Q: How can I contact SIMS for help?

You can reach the SIMS Clinical team at clinical@simsfoundation.org, text/call us at 512-494-1007 or visit simsfoundation.org for more details.



We're Here To Help.

The SIMS Foundation's new service delivery model is designed to ensure members of Austin's music community have access to the mental health and recovery services they need for years to come. Whether you're insured or uninsured, SIMS is dedicated to being your partner in care.

If you have questions or need assistance, please don't hesitate to contact us at clinical@simsfoundation.org or 512-494-1007. Together, we'll navigate this journey to better mental health and well-being.

