

THE REFERRAL PROCESS AT FOUNDATIONS COUNSELING CENTER, INC.

“Barriers and hesitations for services may exist for several reasons and are not limited to the stigma of mental health and care, cultural beliefs, economic or basic needs, physical health, transportation challenges, or concerns on paying for services.

Coordination between the client, referral agent and Foundations will ensure any of these barriers or hesitations are addressed so individuals and families will have the best opportunity for success within our programs”

-Stephani Storkson, MS, LMFT

We thank all our referral sources for continuing to send us individuals and families who need support as they work through some of life’s biggest challenges. If you are interested in making a referral to Foundations Counseling Center or just want to better understand the referral process, you’ll find that information here.

*Currently, we are accepting referrals in **Columbia, Dane, Dodge, Green, Iowa, Jefferson, Rock, and Sauk** Counties. Please contact us regarding referrals in *Fond Du Lac, Grant, Green Lake, Lafayette, Marquette, and Walworth Counties* as we are occasionally able to serve clients in these areas, but it will depend on where in the county they are located.*

We currently accept the following forms of insurance and funding sources: Care Wisconsin, Inlusa, CCS (Comprehensive Community Services, CCF/RISE in Dane, we have some direct contracts with counties (contracts requirements vary by program and county) and the

following forms of Medicaid: MA SSI, Dean MA, Title19, MA for Foster Care. If you do not see your insurance or funding source listed here, please contact your mental health benefits administrator to see which services your plan covers, and to determine if we are an in-network provider. This is typically the phone number on the back of your insurance card. Some commercial carriers will allow for single case agreements, but this would need to be secured at the time of referral submission. We currently do not participate in any commercial carrier’s networks (such as BCBS, Cigna, Aetna, etc.). However, if you have Medicaid and a commercial insurance as a primary, we will file with the commercial first and then file Medicaid second. Please contact us directly if you would like to discuss your specific insurance questions or concerns.

When an individual or family has been referred, our Referral Coordinator will connect with the referring agent and ensure that we obtain the pertinent and necessary information to begin services. Each funding source has different program requirements, and this may include coordinating care with current and previous providers. Clients may remain on the waitlist while we work to obtain this information. With some funding sources the rules are strict, and we are unable to waive any of the requirements; for those, all documentation must be in order prior to services beginning. Medicaid program requirements can be found on our referral form.

Once all documentation is in order, a Foundations Counseling Center therapist with a schedule opening will be assigned and they will reach out to the referring agent first, and then call to schedule an intake with the individual or family. Referring agents are welcome and encouraged to join us at our intake meeting, if schedules allow. Each of our therapists sets their own schedules to best meet the needs of the individuals and families they are currently working with and are generally available from 8am-6pm for appointments. Each therapist has a limited number of after school and evening slots each week

and we try best save these to accommodate those families whose schedules do not allow for flexibility during the day.

Following an intake and assessment, our therapists will discuss their recommendations with individuals, family members and when appropriate team members. The goals of individual, group, couples or family therapy will be jointly established, and treatment will generally last 6-12 months depending on needs and intensity of treatment provided. Our therapists use a client-centered and trauma-sensitive orientation.

Clients are expected to maintain their scheduled appointments. It is clinic policy that therapists must be informed of cancellations 24 hours in advance of a scheduled appointment. If clients are struggling with consistently maintaining appointments our therapists will discuss with the client and team the commitment to the therapy process and determine if it is the correct time for services. Foundations is an agency that values collaboration and facilitating a referral for mental health services involves helping individuals and families understand the value of engaging in these services as well as the commitment to the therapeutic process. *Barriers and hesitations for services may exist for several reasons and are not limited to the stigma of mental health and care, cultural beliefs, economic or basic needs, physical health, transportation challenges, or concerns on paying for services. Coordination between the client, referral agent and Foundations will ensure any of these barriers or hesitations are addressed so individuals and families will have the best opportunity for success within our programs.*

Please call our **Referral Coordinator Stephani Storkson, MS, LMFT at 608-445-2656** for further information on making a referral to Foundations Counseling Center. Our referral forms may be located on our website foundationscc.com under the **Contact** page. Referrals should be **faxed to 608-424-9099** or can also be made electronically by sending an email to referralcoordinator@foundationscc.com .