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Frequently Asked Questions 2024

M M A C • C O S B E



Our Vision

We change lives through effective services and a culture of lifelong staff learning. All persons deserve the same high quality of services.

We've want to explain certain key points about our sposition. So we have collated these questions for you. If you have others, please email the Executive Director, Lynn Godec, at Lgodec@shorehavenbhi.com.

All members of staff are W-2 employees.

The clinic employee is expected to foster a reputation for excellence, responsiveness, trauma-informed relatedness to clients, conscientious care, and careful and timely reports and paperwork, and to maintain a personable and professional manner at all times.

All the management and support staff make the clinical work possible just as much as the clinicians. We support a culture of mutual respect and lifelong staff learning.

Note: The requirements for clinical jobs are set by state law and Medicaid and HMO rules. The requirements are not flexible. If you do not meet the requirements, please refrain from applying. If you are not sure, send your resume and an explanation of your experience so we can evaluate your credentials. For example, if you believe you have completed 3000 hours but have not applied for your license, apply for the job and we will advise you about getting your license. For example, you worked as a teacher or school counselor, but did not do psychotherapy, and you do not have an LPC; do not apply as your job did not prepare you to become licensed and eligible to join insurance provider panels. We have evaluated the credentials of hundreds of professionals, so if you are not sure, ask us.

ABOUT SHOREHAVEN

What is Shorehaven's reputation and mission?

Shorehaven Behavioral Health, Inc. [SBH] (www.shorehavenbhi.com) is a licensed outpatient clinic in Wisconsin. We provide outpatient psychotherapy. We have a main office at 3900 W. Brown Deer Road, Brown Deer, WI 53209 and a satellite office in Greenfield and another in Mt Pleasant, just west of Racine. We offer telehealth throughout Wisconsin. We also provide in-home services throughout southeastern Wisconsin.

We are often told we have a 'stellar' reputation because of our experienced staff, rapid accessibility, and breadth of programming.

We have won a Future Fifty designation in 2010-11 and 2011-12 and 2012-2013 from the Metropolitan Milwaukee Association of Commerce. This award is given to companies with a record of sustained growth in revenues and employment. (You can only win 3x).

How long has Shorehaven been operating?

The clinic has been under the management of its current President since 1996 and Executive Director since 1999. In-Home began in 1996. We have grown since 1996 from a small clinic with two full time clinicians and a handful of part timers to a team of over 70 employees and interns. This is a testament to the effectiveness and quality of what we have to offer. The stability of our management team is another reason for our rapid growth and excellent reputation.

What services does Shorehaven provide?

Including the predecessors to SBH, that merged into SBH in 1997, we've provided Mental Health Services since 1973.

Adult Psychotherapy
Child & Adolescent Therapy

Crisis Psychotherapy
Drug and Alcohol Treatment
Family Therapy
Intensive In-Home Therapy
Marriage Counseling
Psychiatry and Medication Management

Do we work with children?

We are one of the larger Child and Adolescent outpatient clinics in Wisconsin. Shorehaven's hallmark is *providing therapy mostly by licensed, well-trained clinicians*. We have a consulting child therapist to help staff do the best we can with kids.

What is the company philosophy?

The Shorehaven Philosophy

- provide State-of-the-Art, research-based, accessible treatment services.
- maintain a highly experienced, trained staff.
- provide mental health and substance abuse services.
- offer *Short-Term help for Long-Term results*.
- make services convenient: 3 locations, evening hours, handicapped accessibility, telehealth.

The right treatment, based upon the right assessment, delivered at the right time by the right people every time.

Why is the Outpatient program an excellent treatment choice?

Our outpatient staff is highly experienced and has a number of members with many years of experience providing clinical work and supervision.

We are able to work with individuals of all ages, couples, and families.

We are members of all the important HMO and PPO panels.

Staff are well-versed in short term as well as long term treatment.

We have a high level of consultation and supervision staff, well exceeding state requirements.

Our main outpatient office is in Brown Deer in an attractive facility built to our specifications. We also have a satellite office in Greenfield and in Mt Pleasant.

What is the structure of Shorehaven?

Our clinicians report to the Executive Director. However, their clinical supervisors have oversight of the cases of interns and trainees.

Clinic Support Staff report to Kelly Cathey and Billing Staff report to Kathy Schwengel.

What therapy will the therapist be expected to do?

We expect our staff to provide evidence-based treatments such as Behavior Management, Behavior Therapy, Client Centered, Cognitive Behavioral Therapy, EMDR, Motivational Interviewing, Psychodynamic, Social Skills Training, Solution Focused, Systemic Family Therapy, Anger Management, specialized treatment for anxiety (e.g., exposure), depression, severe emotional disorders (e.g., DBT). We do not micro-manage the therapy you do, but you will report to our supervisors and consultants, who will make clinical recommendations.

We receive some referrals for children in foster care. You will be expected to attend CST meetings for those families.

You will be expected to complete all the documentation for your cases, procure authorizations, and turn in billing – all in a very timely way so that there are no gaps in authorization and documentation is always complete and professional at all times.

What population would a therapist in this position serve?

Shorehaven provides care for all age groups, couples, families. Also we provide for almost all diagnostic entities. The therapist must work within his or her competencies. However, a therapist may procure supervision from within or outside of Shorehaven in order to develop new skills. One never advertises expertise without having specialized supervision and course work as expected for the particular treatment approach.

Understanding all that, we expect you to provide treatment for the populations and disorders you are competent by training, course work, and experience to treat. That may be children, the elderly, couples, families, adults, persons with certain diagnoses such as substance abuse (provided you have the appropriate certification)

We do follow state law in that only those with substance abuse certification may treat those with primary AODA diagnoses for primary AODA care.

In addition to referrals of children, one of our major niches, we also have many cases referred who are disabled, on Badgercare, and from other HMO and PPO programs.

How is the program funded?

Most cases are covered by Medicaid or commercial insurance. We provide services for all Badgercare HMOs. We are on the panels of nearly every major HMO and PPO. A small percentage of clients are self-pay. We do have a sliding fee schedule for those on lower incomes.

What are the qualifications of a Billing Specialist or Clinic Support Specialist or Referral Specialist?

These jobs require some specialized skills particular to a mental health clinic. So, a Billing Specialist would come with mental health billing experience. A Clinic support Specialist with some medical assistant training will be an asset. The Referral Specialist will benefit from experience interacting with mental health clientele

or doing some kind of counseling. All these employees interact with the clinical clients and their families. So, the ability to interact compassionately and sensitively with the clients is crucial.

What are the qualifications to be an Outpatient Psychotherapist?

We will look at several items. How many therapists we will require for a particular time and position will vary depending upon various factors active when we are filling a position. Budgetary concerns, treatment populations to serve, space, supervision needs, and many other factors affect the requirements at a given time. Among the factors we consider:

- what type of license do you have – we almost only hire those who already are licensed or soon to be licensed
- Medicaid provider number
- experience working in a mental health setting
- SAC-IT, SAC, CSAC ICS status or other AODA endorsement is helpful
- mental health treatment skills
- evidence-based AODA/MH treatment skills
- personal philosophy consistency with SBH approach
- documentation skills
- other factors which may be important at the time we have a position to fill
- recommendations

What are the duties of the positions?

The Job Openings page has the job descriptions. For the outpatient therapist”

1. Assessment and Treatment Plan. The therapist schedules and assesses the client to determine the psychiatric diagnosis, the dynamic diagnosis, the specific needs of the patient, level of care recommended, and the likely service programs needed. The goals of therapy and treatment methods are recommended and the treatment program laid out for the client.
2. Prior Authorization. The therapist procures the documents needed to obtain authorization.
3. The therapist orients the client to the program and provides psychotherapy in accordance with the treatment plan.
4. Treatment is a collaborative process which may involve contact with primary care physician, psychiatrist, case manager, family, school, and others in the client’s life. The therapist contacts the professionals involved and gathers records.
5. The therapist follows up with the Consulting Psychiatrist and Consulting Psychologist, the Supervisor, the Director, or peer supervision as required.
6. The therapist documents all contacts regarding the case. The therapist supplies billing logs.
7. The therapist provides for orderly termination of cases.
8. While making contact in the community, the psychotherapist is Shorehaven’s representative, the face of the company. As such, we expect the you to represent all of our programs and help develop and nominate potential referral resources. ***The therapist is expected to foster a reputation for excellence, responsiveness, conscientious care, careful and timely reports and paperwork, personable and professional manner at all times.***
9. The therapist maintains and improves certifications, sets learning goals, maintains CEUs.
10. The therapist maintains a professional, collegial manner at all times.

The requirements for psychotherapists are found on the Wisconsin Department of Regulation and Licensing website and in the Administrative Code, MPSW.

For the person who has no experience in private practice or commission (fee-for-service) employment settings:

How does that work? Why should I move to a commission?

Yes, it's common among salaried people to have concerns about shifting to commission. Most of our staff has made that transition and many wonder why they took so long to do so. But it's a very individual issue.

Commission employment gives you much greater flexibility to increase pay when you need to work harder, make up hours for time you take off, take off when you need to, expand or contract your hours as personal needs dictate, and increase your up-side potential earnings from the customary wage in our community. However, the hours actually expected in this position will be determined in close consultation with the Director of Outpatient Services.

We have a commission pay schedule that is based upon level of licensure and how much supervision you need to get your license, 1 year, 2 years, or more. Based upon that, we pay 50-53% commission for persons with lower levels of experience or with no pre-existing caseload. This is competitive for those who qualify. When therapists achieve the LCSW, LPC, or LMFT, we raise the rate to 55%. When therapists achieve full caseloads and several years of experience, we increase the percentage. We top out at 58%.

We pay you generally speaking the next payroll after the money is received at Shorehaven. We do close the payroll about five work days before payroll so the staff has time to process the payments we have received.

What is the expected level of pay?

If the position is commissioned, we only pay on monies we receive, which means only for direct client services. This is a typical model for outpatient clinics. We advertise on systems that require some estimate and we may say the pay is in the range of \$45-60 per clinical hour. The average will be based upon how many hours you do and the payer mix, since all the companies pay different rates. Only billable hours are reimbursed and only when we receive payment from the insurer. We do everything we can to expedite payments, such as submitting most claims electronically.

If the position is hourly, we try to pay the average rate in this community. But employees with us over a long period of time receive regular increases.

Averaging over 52 weeks, how many hours per week does a full time therapist see clients in face to face contact?

We suggest you consider full time to be as many as 28 billable hours, supported by about 10 to 12 non-billable hours of calls and documentation and supervision. It depends upon your commitment, drive, focus, etc. The annual earning for this level of effort would be approximately \$60,000-\$71,000. For 25 hours per week of clinical work it would be proportionately lower.

Is it possible to exceed 30 billable hours per week? Yes, but it will take an experienced therapist with outstanding time management and case retention skills.

Is the job flexible?

Some of our supporting jobs are flexible as to the ability to do some work from home and to make some adjustments in work hours on different days so as to accommodate family responsibilities and

others appointments.

Clinical jobs at Shorehaven have higher flexibility than you find in hospital or residential settings. Given the need for office space to be considered, clinicians have flexibility to set schedules, take time for personal needs and family needs and appointments. Just schedule for it. To make up for time off, you can often schedule clients before or after that so as to minimize the number of sessions cancelled by time off.

What happens regarding no shows and cancellations with respect to wages?

This is complex. 1) Our payers do not pay for those generally. There is no source of revenue for cancellations. 2) You can reschedule the hour and still get some paid time with that case, usually the same week. 3) We set our commission rate at 53% or higher in a market where 45-50% is common nowadays so you are compensated well for your work, where billable hours are the vehicle for it, and where you should think of all the non-billable time as remunerated because the total compensation is excellent.

How are vacations handled?

The same is true of vacations. We do not pay for vacation time for commission staff. But therapists tend to load up hours the weeks before taking time off or afterward and don't lose much in the way of billable hours for making time for trips. Again, the commission rate is meant to compensate for this as well.

How are cell phones and car expenses handled?

The same is true for cell phone. We require a cell, but do not pay for that because again we've increased the commission or hourly wage a bit to cover the cost of the work portion of the bill. We would rather pay the staff this money than hire someone to keep track of the cell phone bills and mileage for dozens of people. Makes more sense this way.

What benefits are included in the therapist position?

Most clinics have few or no benefits. We have a full panel of benefits.

- 1) 50% of the premium for health insurance (after 90 days of full time employment).
- 2) Dental and Vision insurance is available at employee expense.
- 3) It is an employee position, so employer's Medicare and Social Security is paid by SBH. This saves you self-employment tax of 15.3% that you'd pay in companies which list you as an independent contractor.
- 4) 401k with a small employer match up to 1.5%.
- 5) Profit sharing plan - unheard of in mental health clinics. We have contributed to it 3x in recent years.
- 6) Flexible Spending Account – You can pay up to \$2600 of your medical bills in pre-tax rather than post-tax dollars and save 20-40%.
- 7) We supply office amenities to assist in the work -- access to computer, copier, email, phone system, website, etc.
- 8) We have a unique benefit. We have an online system which can provide many of the CEUs you need every two years. We also provide in-house webinars.
- 9) Malpractice coverage is maintained in a group policy which insures the individual licensed staff

members.

10) Group life insurance of \$50,000.

11) Short-TERM and long-term disability.

What are the hours for this job?

The hours are flexible. Remember that working people often need evening appointments and we recommend you plan to work to 7:30PM two nights per week. Saturday hours are possible as well.

Can I see a job description?

Yes. One is on this site.

The best way to apply for a clinical job is to email a resume to drosenberg@shorehavenbhi.com and/or to fax one to 414-540-2171. Telephone is not as useful since we are tied up or in session so many hours per week.

For an hourly job in a support role or billing, email a resume to lgodec@shorehavenbhi.com

Shorehaven Behavioral Health is a mental health clinic and training center with therapy offices in Brown Deer, Greenfield, and Mt. Pleasant, and also offering telehealth throughout Wisconsin. We specialize in challenging cases and rapid access to services. In addition to depression, anxiety, behavioral problems, and most other psychological problems, we work extensively with children & families and with substance use problems. Our DBT program has three groups – for younger adolescents, older adolescents, and adults – and has openings. We also accept referrals for substance abuse care from clinicians who are not comfortable with that population. Call 414-540-2170.

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