



Highland Rivers  
Behavioral Health

# Services to Veterans 2013 - 2023



## By the numbers

This is a report of services delivered to Veterans by Highland Rivers Behavioral Health during an 11-year period, from January 1, 2013 to December 31, 2023.<sup>(1)</sup> Data was drawn from Highland Rivers' electronic health records for individuals whose records indicated they were Veterans, and which also includes information about the type and number of services provided, the billed value of those services, payor sources and more.

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Total unique Veterans served

**3,375**

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Number of individual services provided

**91,605**

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Value of services provided

**\$6,253,172**

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Uncompensated services<sup>(2)</sup>

**\$664,000**

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## Services by service type

Veterans were enrolled in almost every level of care and service provided by Highland Rivers Behavioral Health including crisis, residential, outpatient, community-based, crisis respite apartments, supported employment, high utilization management, housing voucher and peer support services, as well as Veterans court. The list below shows the number of Veterans served by the type of service delivered. Many of the Veterans we served received multiple types of services, which is why the total for the service categories is more than the total number of veterans served.<sup>(3)</sup> See Endnotes for additional explanation

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Mental health services

**2,674**

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Crisis services

**883**

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Substance use services

**331**

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Community-based services

**222**

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Veteran counseling groups

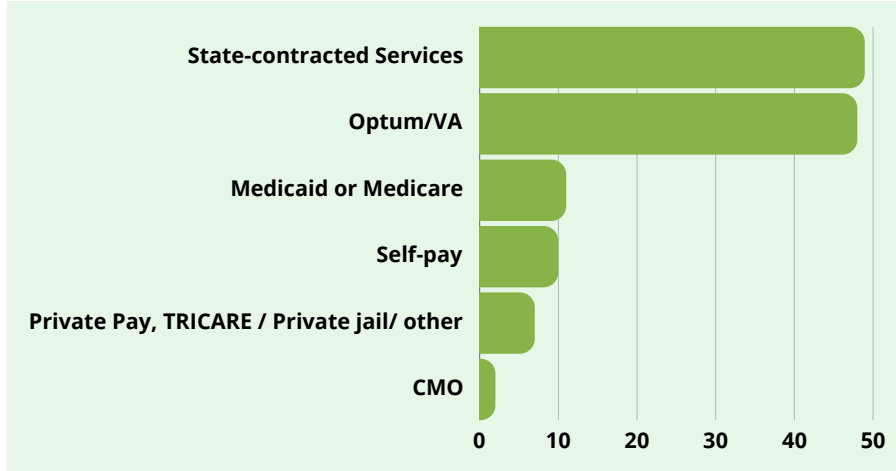
**211**

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## Veterans services payment sources

From 2013 to 2023, nearly half (1,625) of the Veterans we served received some level of state-contracted services.<sup>(4)</sup> State-contracted services were available for Veterans who did not have insurance or other means of payment, or when their primary insurance did not fully cover their needed services. Georgia's state-funded Core Services package provides a rich variety of options that allows Highland Rivers to meet the unique needs of every Veteran we served, regardless of insurance status or ability to pay.



## Services for Veterans

According to the National Center for PTSD, post traumatic stress disorder is generally slightly more common among Veterans (7%) than the population at large (6%). However, Veterans who have deployed can have rates of PTSD up to three times higher than Veterans who have not deployed. Among Veterans who served in Operation Iraqi Freedom and Enduring Freedom, rates of lifetime PTSD approach 29%. In addition, individuals struggling with a mental health condition may be more likely to use substances and may need others types of supports.

Highland Rivers Behavioral Health honors the service and sacrifice of our Veterans, and believes that treatment and support of Veterans' behavioral health challenges should be a priority for treatment providers and communities. For this reason, Highland Rivers serves Veterans regardless of discharge status or ability to pay.<sup>(5)</sup>

In addition to Veteran-specific counseling groups, and the Staff Sergeant Fox Suicide Prevention Program, funded by a grant from the VA, Highland Rivers services available to Veterans include:

- Individual, group and family counseling for PTSD
- Family and couples counseling
- Medication assessments
- Crisis intervention and stabilization
- Case management
- Supported employment
- Outpatient and residential substance use recovery
- Connections to community resources





## Endnotes

(1) **Date range of data.** In fall 2012, Highland Rivers implemented a new electronic health record (EHR) system called CareLogic. Among the benefits of this system is the ability to aggregate service data efficiently across multiple fields simultaneously. Because this system was implemented midway through a calendar year, 2013 represents the first full calendar year for which data is available and was chosen as the starting point for this report.

(2) **Uncompensated services.** This is an approximate value of uncompensated care based on billing records and revenues received. Determining an exact figure is complicated by the fact that some Veterans served had multiple payors and some payors paid only a portion of the amounts billed. However, in aggregate, these data suggest that historically approximately 10% of Highland Rivers' services to Veterans have been uncompensated.

(3) **Veterans served by type of service.** This list shows the number of Veterans served in different types or categories of services, not the number of services delivered. Because many Veterans received more than one type of service, the total for the Veterans served by service type is higher than the total number of unique Veterans served. For example, a Veteran that received both mental health and substance use services is counted in each service category, even though the same individual is counted once in the total of unique Veterans served. In addition, a Veteran that received multiple services in one category is only counted once in that category. For example, a Veteran who received six mental health service encounters is only counted once in the mental health category, which is why the total of services by type is lower than the 91,605 total services delivered.

(4) **State-contracted services (SCS)** are services for which the Department of Behavioral Health and Developmental Disabilities (DBHDD) is the payor. SCS are available for individuals who may be uninsured and/or have limited income, and meet SCS eligibility criteria. Funding for SCS is appropriated to DBHDD by the Georgia General Assembly based on the governor's budget, and helps increase access to critical behavioral health services throughout Georgia.

(5) **Discharge status.** VA health benefits, including mental healthcare, may not be available to Veterans who were dishonorably discharged. Although VA eligibility determinations based on discharge status can be appealed, it can be a lengthy process. Because Veterans may have acute, complex or long-standing behavioral health challenges, Highland Rivers has committed to serving Veterans in need of services regardless of their discharge status.



### Services to Veterans, 2013 - 2023

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