

ABOUT LIFESTANCE HEALTH

Exciting News for Spectrum Behavioral Health

Spectrum Behavioral Health is now a proud member of LifeStance Health, a national leader in mental health care! In the coming months, we will change the name of our locations to LifeStance Health. As we become part of the LifeStance Health family, you will begin to see some changes as we improve the patient experience. Rest assured, patients will continue to receive the same comprehensive and compassionate care, with the same insurance coverage, from the providers you've grown to trust.

To start, we are adopting a different logo on our printed materials, emails, office signs, and website. While the name is changing, our mission remains the same. As part of LifeStance Health, we will continue providing the high-quality care you expect from us. You will continue to receive care in the clean, comfortable, and nurturing office spaces you are used to and will see the same smiling faces when you check in and out with the admin staff. Your clinical care team of physicians, advanced practice practitioners, therapist and nursing staff will remain the same, with a few additional team members as we grow to address the growing needs of patients in our community.

As we embark on this new adventure, the leadership team understands that you may have important questions about your care. Below are answers to some of the most pressing questions. If anything else comes up, please feel free to let our office staff know, and we will be happy to help. We look forward to improving behavioral health care across the country as part of LifeStance Health!

Q: What is LifeStance Health?

A: LifeStance Health is a leading provider of mental and behavioral health care in the United States. Our network of more than 370 locations across the country provides both in-person and online mental health care. As part of the LifeStance Health family, we're connected to more than 3,300 psychiatrists, psychologists, advanced nurse practitioners, licensed therapists, and registered dietitians in 27 states.

Q: What's happening to Spectrum Behavioral Health?

A: Our practice is becoming a part of the LifeStance Health company. This process does not change the mental health care providers or high-quality care you expect from us. In fact, it will enable us to offer access to even more convenient services in Maryland.

Q: What changes will patients see as a result of the affiliation?

A: You will see a few enhancements focused on streamlining your access to care. The updated processes we will be implementing will free our clinicians' time and energy. This allows them to spend more time with patients and less on administrative tasks. These changes will also improve your ability to schedule appointments, communicate with your provider, and access medical records and forms.

You can expect to see specific changes such as:

- A new Electronic Health Records (EHR) system that will give you easy access to patient forms, scheduling, and many other great resources through our patient portal. Look out for more information on the new patient portal soon!
- In the coming months, our website will redirect to www.lifestance.com. This site will provide access to the patient portal, telehealth waiting rooms, online booking options, information on mental health conditions, resources, and more!
- In addition to the website change, you will notice a change to the logos on our printed materials, signage, and electronic communication.

Q: Will billing or insurance change for patients?

A: As part of this transition, you may see some changes in your explanations of benefits, which may reference LifeStance Health entities. You may also see changes in your out-of-pocket costs and fees for visits beginning in August.

Additionally, since regular attendance at scheduled appointments is a key component of successful healthcare, if you cannot attend an appointment, we will now require 48 hours/2 business days in advance to avoid being charged a cancellation fee.

LifeStance Health accepts most major insurance, and we are constantly looking to expand the scope of our coverage. If any changes are made to carriers we accept, you will be notified.

Patients can also expect to see the new LifeStance logo appearing on your bill soon.

We are excited about this new chapter for Spectrum Behavioral Health and we hope you are too! We understand that there may be questions, so please feel free to reach out to us at any time.