



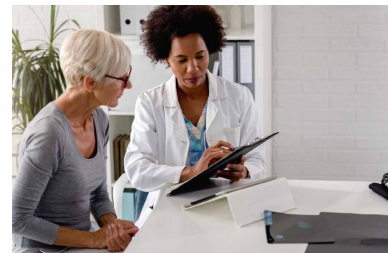
# Catalyst Connection



**March 30, 2023**

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## **Preferred Network Specialists** **Finding affordable specialist care at the right place and right time**



As we strive to achieve the quadruple aim – enhancing the patient experience, improving population health, reducing cost and improving work life for healthcare providers – Preferred Networks make it easier to get patients the appropriate care at the right time, right place and at an in-network affordable cost.

### **What is a Preferred Network?**

Preferred Networks refer to a payer designation of specialists based on quality, utilization metrics and cost-efficiency criteria.

### **How do I ensure that I am sending referrals to a Preferred Network?**

Through the LeadingReach platform, we have put in to place an easy process to refer to a Preferred Network specialist, while supporting you and the patient.

In addition to the new workflow in LeadingReach, by providing us with your patient's most current insurance information, our Catalyst team can assist you in verifying that the patient is referred to a Preferred Network Specialist, enabling the patient to maximize their plan benefits and make more informed choices about their specialist care.

**Learn more...**Please read through our Preferred Network FAQs to learn more about how we are supporting you in this new workflow and how it can be a benefit to your patients.

For any additional questions, please speak with your Performance Advocate or reach out to us at [contactus@catalysthealthgroup.net](mailto:contactus@catalysthealthgroup.net).

[Preferred Network](#)

[LeadingReach FAQs](#)



## Catalyst Social Work Team

### Supporting your patient through their healthcare journey

Our social work team acts as an extension of your practice to help improve outcomes in people's lives by evaluating the psychosocial and emotional needs of patients, assist in discharge planning, and provide community resources in relation to barriers of care.

Social Work Services:

- Adult Resources, Support & Education
- CPS/APS: Post follow-up support
- Pediatric Resources, Support & Education
- Mental health Support & Services
- Social Determinants of Health Support & Services
- Creation and development of case management plans with multi-disciplinary teams including care managers, pharmacists, dieticians, and PCPs

To refer a patient to our Social Work team, please send a referral through the LeadingReach platform. If you need additional assistance, please contact us at [wecare@catalysthealthgroup.net](mailto:wecare@catalysthealthgroup.net).

Learn more about our social work services

## A message from our nonprofit partner...

### Catalyst Community Foundation is now Lightpath Health



We are excited to move forward in our journey of nonprofit work. As part of this journey, we have gathered insight from community leaders and neighbors to ensure our name clearly embodies the work we are doing, and services being provided.

Through these conversations, we saw a need for our name to evolve, aligning with our purpose and long-term commitment to our community's health. With all these things in mind, we are excited to introduce you to Lightpath Health, the new name of our nonprofit organization.



We believe that every community deserves access to basic medical care and our new name, Lightpath Health, helps to evoke that journey we are on with our neighbors.

We aim to be the light of hope, health, and the future, on a shared path together.

To learn more about **our primary care program and how you can support our mission**, please visit [lightpathhealth.org](https://lightpathhealth.org) or contact us at [info@lightpathhealth.org](mailto:info@lightpathhealth.org).

## Catalyst Health Network Announcements

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### Don't forget to register for the Catalyst Health Network Summit

We invite you to join us for the 2023 Catalyst Health Network Member Summit on April 22nd.

Through interactive discussions, strategic networking and insights-focused presentations, we will work together to set a vision that puts us on a shared path to focus, align and most importantly, produce results.

We hope you can join us for a day of partnership and strategy, as we transform what primary care success looks like and how we will move forward, together, as Catalyst Health Network.

**Check your inbox for your invitation or reach out to your Performance Advocate for more information.**

Catalyst Health Group | 8277 Belleview Dr, Plano, TX 75024

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## Catalyst Connection

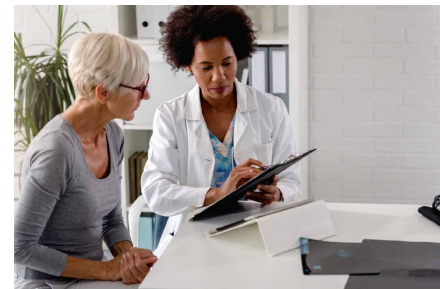


**May 8, 2023**

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### **LeadingReach Specialist Alert Update** **New process for Baylor, Scott & White Specialists**

Beginning on May 5, 2023 Baylor Scott & White – Central Scheduling – Dallas/Ft. Worth (DFW BSW) specialist alerts will transition to efax in LeadingReach.



#### **Can I still send a specialist alert to BSW Specialist through the platform?**

Yes, effective May 5<sup>th</sup> DFW BSW specialists will be converted to a fax contact. This will allow you to continue sending specialist referrals through the LeadingReach platform according to plan coverage and recommendations, including Preferred Networks. DFW BSW owned digital accounts will be removed by May 10<sup>th</sup>, but any specialist with their own account will remain a digital contact.

#### **How do I send a specialist alert to a fax contact?**

After following the LeadingReach workflow:

- Select Catalyst and choose the appropriate plan option for the patient, connecting in our referral team the same way as a digital referral.
- In the next step, search by provider name or organization – you will see all DFW BSW listed as fax contacts.
- Click on the fax icon next to the selected specialist and location.
- Continue the workflow by providing the necessary information and any associated documents before hitting submit.

You also have the option to send to the Catalyst referral team to send/choose a provider on your behalf. Please see the workflow below in detail.

Please note: Specialist alerts to faxed contacts provides limited access and status updates. This limitation does not allow the Catalyst Referral team to provide the

same support through the process as a digital connection.

For additional guidance around sending a specialist alert to a fax contact, please see our video tutorial.

If you have any additional questions, please speak with your Performance Advocate or reach out to us at [contactus@catalysthealthgroup.net](mailto:contactus@catalysthealthgroup.net).

**Video tutorial: Sending to a specialist as a fax contact**

**Workflow: Sending a specialist alert through the LeadingReach platform**

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## **2023 Catalyst Health Network Summit** **We want to hear from you!**

Thank you again for joining us at the 2023 Catalyst Health Network Member Summit.



More than 350 Network members spent the day learning, engaging and discovering what is possible for primary care and the healthcare journey.

When you become part of Catalyst, you're a part of something bigger, a partner in a network that puts trusting relationships at the center of everything and we are so grateful you chose to join us in Arlington.

Your opinions are essential to our 2024 planning and allow us to continue bringing you events that demonstrate purpose, performance and most importantly, possibilities.

Please take 5 minutes to complete our event survey.

**Member Summit  
Survey**



## Catalyst Health Network Announcements

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### May is Mental Health Awareness!

Stay tuned to more information about our Behavioral Health Services in our next Catalyst Connection or reach out to our Social Work team at [wecare@catalysthealthgroup.net](mailto:wecare@catalysthealthgroup.net).

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