

Quartet

What is Quartet?

[Quartet](#) is a technology and services company focused on connecting members to the mental healthcare services they need. Partnered with Regence since October of 2019 and live in the Washington market since 2016, Quartet offers a HIPAA-compliant product that allows members to be matched to appropriate mental health services. Quartet's SmartMatch algorithm and Care Navigation team match members to in-person and telehealth outpatient mental health providers who are in-network, have availability, and offer an array of mental health services including but not limited to: therapy, psychiatry, outpatient substance use disorder services, and outpatient severe mental illness treatment. Quartet's service is free for all Regence, Asuris, and Bridgespan members who reside in the state of Washington.

How does it work?

Quartet matches members to mental healthcare providers (MHPs) based on the member's geography, insurance, clinical care needs, and, when possible, personal preferences. Traditionally, members are referred through primary care or specialty care settings to Quartet and then matched to an MHP. Quartet is expanding services to allow members to self-refer without the need of a PCP or specialty provider referral.

Provider Referrals	Self-Referrals
Members are referred through primary care, specialty care settings, or onsite health clinics to Quartet and then matched to an MHP. Quartet recruits and trains providers in the market, and has already recruited over 1,500 providers in Washington and works with some of the largest provider systems in the state.	Members are directed to a website that allows them to fill out a self-referral form. That form includes information like the members name and contact preferences, symptoms they are experiencing, address, and insurance information. Quartet will receive this referral and begin their work in matching the patient to their best-fit mental healthcare provider.

How does Quartet ensure a reliable MHP network is available?

Quartet creates and curates an MHP network that is anchored on the requirement of the MHP to accept a member's insurance, have availability for appointments, and to show a commitment to provide timely updates about the member's care. While we cannot guarantee an appointment will be scheduled, we strive to only match members to MHPs who are actively engaging with Quartet, can accept a member's referral quickly, and connect with the member to discuss scheduling.

What is the member's experience with Quartet?

Quartet is free to all members who reside in the state of WA, and free to the providers who utilize the platform. Every referred member has access to our Care Navigation team, composed of clinical social workers and trained specialists who act as liaisons to members throughout their journey with Quartet. They outreach the member to explain the service, answer any questions, and help navigate any barriers that may arise. The Care Navigator remains in contact with and acts as a resource for the member until they are matched with an MHP and attend an appointment. As stated previously, all members are matched using Quartet's SmartMatch algorithm.

What are the requirements for self-referrals?

Regence, Asuris, and Bridgespan members who reside in the state of WA can use Quartet's self-referral channel free of charge. *Traditional copays and deductibles if a member sees a mental health provider will still apply.*

How do I start a referral to Quartet?

You can get started here: [\[Sign up for Quartet\]](#)