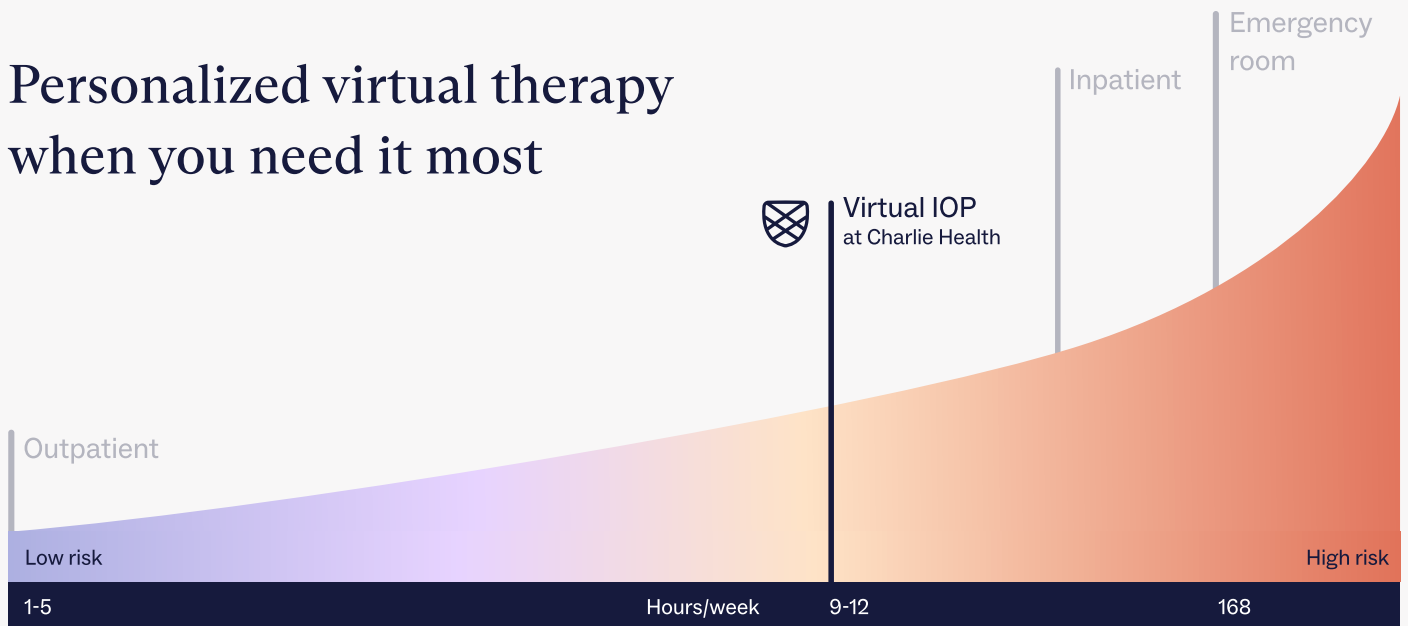


Is Charlie Health right for you?

Personalized virtual therapy
when you need it most



If you've recently been discharged from an ER or inpatient treatment program, or if you've been attending weekly therapy but still need more support, Charlie Health provides the ongoing care you need. We offer a tailored solution, bridging the gap between these levels of care to help you continue your healing journey.

Get started



We offer:

- All-virtual access
- Flexible scheduling, including nights & weekends
- Up to 9-12 treatment hours per week
- Coverage through most major commercial insurance plans and Medicaid (where available)



Your Journey at Charlie Health

Charlie Health provides specialized virtual therapy for teens & adults dealing with serious mental health challenges, offering personalized care designed to meet their unique needs. Here's how it works:

Get started



Connect with Charlie Health

Your journey begins either when you're referred to us by a provider or when you reach out directly.

Admissions Team support

We'll answer your questions, discuss your goals, and explain the next steps. We'll also verify your insurance and review any out-of-pocket costs.

Intake assessment

We'll conduct a thorough mental health assessment to understand your unique needs, lived experiences, and mental health goals, allowing us to create a treatment plan tailored specifically for you.

Your personalized treatment plan begins

Group sessions (3x/week):
You'll connect with people your age in a safe, supportive environment led by a mental health professional.

Individual therapy (1x/week):
You'll meet one-on-one with a licensed therapist each week to focus on your personal goals.

Family therapy (1x/week):
We provide family therapy to foster understanding and collaboration across your entire support system.

Receive ongoing support

Throughout your time in treatment, you'll have access to a suite of free resources, including 24/7 Crisis Care, Care Coaches, family support groups, and more.

Graduating from Charlie Health & beyond

After completing treatment at Charlie Health, you'll still have support. Join our Alumni Community to stay connected and maintain the progress you've made.

Arizona Referral Process

Charlie Health's virtual Intensive Outpatient Program (IOP) looks forward to partnering and collaborating with other providers, organizations, and community members to provide care to your clients (ages 11–33). Please reach out to me and follow the process below to get your clients connected to care as soon as possible.

Provide basic info

To get the admissions process started, please have the following information ready:

- Client name and date of birth
- Guardian/client contact info
- Insurance info (if you have it)

Stay connected

Charlie Health will take it from here, coordinating and scheduling with the client and/or family. We'll keep you in the loop as needed throughout the admissions process and treatment.



Hi, I'm Kate Taylor

I'm a Clinical Outreach Manager in Arizona. I'd love to hear from you:



kathryn.taylor@charliehealth.com
(928) 622-9414
outreach.charliehealth.com

Heal together on your time

At Charlie Health, we personalize every treatment plan to work around school, work, extracurriculars, and more. Below, we've outlined an example of what a typical week could look like for a client.

Our program combines curated peer groups, specialized individual therapy, and family therapy into personalized treatment plans. Clients meet in **groups** three times per week for three hours, in addition to weekly **individual** and **family sessions** for up to 9-11 treatment hours per week for 9-12 weeks.

Sample Schedule

	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.
5-6pm	DBT Skills Group		CBT Skills Group		Family Session	CBT Skills Group
6-7pm	Yoga and Mindfulness		Music Therapy	Psychiatry Session		Art Therapy
7-8pm	Emotional Awareness		Processing Hour	Individual Session		Emotional Awareness

Treatment built for you

Charlie Health offers specialized treatment and curated groups that match clients based on their primary mental health condition, age, lived experiences, and the treatment modality best suited for their goals.

Conditions we treat:

- Anxiety disorders
- Depression
- Bipolar disorder
- Neurodivergence
- Gender dysphoria
- Conduct disorder & behavioral issues
- Chronic suicidal ideation
- Co-occurring substance use disorders
- PTSD & trauma-related disorders
- Personality disorders
- Obsessive-compulsive disorder
- Postpartum depression
- and more

Our methods:

- Cognitive behavioral therapy (CBT)
- Dialectical behavior therapy (DBT) skills
- Art & music therapy
- Experiential therapy
- Compassion-focused therapy (CFT)
- Motivational interviewing
- Yoga, mindfulness & meditation
- Attachment-based family therapy (ABFT)
- Relational therapy
- Exposure & response prevention (ERP) therapy
- Trauma-focused CBT (TF-CBT)
- and more



Description of Services

What makes up our virtual Intensive Outpatient Program (IOP)?

Up to 9–12 hours of treatment per week for 9–12 weeks:

- 3 hours of curated groups, 3 times per week
- 1 hour of individual therapy per week
- 1 hour of family therapy per week
- Psychiatric care and medication management as needed and where available

What is our admissions & intake process?

- Clients receive a personalized treatment plan based on:
 - Condition
 - Age
 - Evidence-based treatment modality
 - Lived experiences
- We're also proud to offer specialized curricula for BIPOC, LGBTQIA+, and neurodivergent clients, and specialized programming for perinatal clients and the military community

Who do we serve?

- Clients with a mental health diagnosis or co-occurring mental health/substance use disorder (SUD) diagnosis, including but not limited to:
 - Mood disorders (major depression/bipolar disorder)
 - Anxiety disorders
 - Personality disorders
 - Self-harm issues; suicidal ideation
 - Neurodivergence
 - Trauma/PTSD
 - Postpartum depression
 - Obsessive-compulsive disorder
- Clients who are stepping down from a higher level of care (e.g., ER, residential treatment, psychiatric unit)
- Clients who are stepping up from a lower-level of care (e.g., once-weekly outpatient)

When are we available?

- Flexible scheduling, including evenings and weekends

Which insurance plans do we accept?

- Nearly all commercial health plans, including Optum/United Healthcare, Aetna, Cigna, BCBS, TriCare, and regional/local plans
- Medicaid in states where IOP is covered
- Self-pay

What are our evidence-based practices?

- Dialectical behavior therapy skills (DBT)
- Cognitive behavioral therapy (CBT)
- Mentalization-based therapy (MBT)
- Motivational interviewing (MI)
- Art & music therapy
- Experiential therapies
- Attachment-based family therapy (ABFT)
- Trauma-focused CBT (TF-CBT)
- and more

Who are our clinical staff members?

- Master's-level clinicians (e.g., LCSW, LPC, LMFT)
- Psychiatrists and Nurse Practitioners
- Experiential therapists (art, movement, dance, yoga)
- Supplemental support from peer advisors and case managers

Exclusionary criteria

- Active suicidal or homicidal ideation requiring immediate supervision in a closed setting
- Active psychosis, hallucinations, or delusions not controllable or treatable in an outpatient setting
- Active primary eating disorder requiring medical intervention
- Primary SUD diagnosis without co-occurring mental health issues

How to get started

We're so grateful you're interested in starting the next phase of your healing journey with Charlie Health. We're here to support you with the best treatment possible for your mental health needs.

You can fill out [this quick form](#) to get started with a free assessment, or call us directly at (406) 316-3700. We're here to answer your questions and help with insurance verification ASAP.

