

## An Interview with Ashley Admissions Director, Lisa Dehorty, MA



Lisa Dehorty, MA with Fr. Joseph Martin, S.S.

*“We’re  
always  
open!”*

**Lisa Dehorty, MA**

Lisa Dehorty, Ashley’s Director of Admissions, answers some questions many professionals ask.

**Q: How long have you been working at Ashley? How long as Director of Admissions?**

A: Fifteen years. Director of Admissions for eleven years.

**Q: What hours is the department open?**

A: Always open! 24/7/365! There is NO outside call center nor do calls ring over to someone’s cell phone.

*Please email other questions  
you may have to  
[Ashley.Marketing@fmashley.com](mailto:Ashley.Marketing@fmashley.com)*

**Q: Addiction admissions can be tricky with co-occurring medical and psychiatric issues, can you describe what makes a challenging case?**

A: The most challenging cases are the ones where it is unclear whether the potential patient is presenting with diminished mental or physical function because of current substance use or as a result of more chronic, long-term damage that may not resolve after detoxification. That’s why we take a thorough history and why we want to speak to the patient directly. We are experienced in assessing their cognitive and physical status by asking specific questions and evaluating their responses.

**Q: Can Ashley treat a patient that has co-occurring medical and/or psychological/psychiatric conditions?**

A: Yes, with qualifications. We can treat individuals whose primary affliction is substance abuse but that also have a co-occurring psychiatric condition that is relatively stable (such as anxiety or depression that is stable with medication or a now stable eating disorder) or physical conditions that may be the result of long-term alcohol abuse—hypertension, pancreatitis, diabetes, cirrhosis. However, we need to confirm and assess each potential patient’s specific situation prior to admission. We have two full-time physicians on staff and round-the-clock nursing on site so we can often treat more complex cases successfully. Please call admissions with any questions you may have about someone you may want to admit.

**Q: What are the most important things that referring professionals need to know to make a successful admission to Ashley?**

1. Give as thorough a medical and psychiatric/psychological history as possible.
2. Have their patient’s full name and specific insurance information if they want to access benefits —company,

policy numbers, subscriber name and date of birth, subscriber’s employer name and insurance company phone number.

3. We want to help them make the most appropriate placement—our questions are to ensure that we are the best fit for their patient.
4. Please be patient. The insurance company response is often not immediate (especially on weekends) and we need to gather all the necessary patient history to help you make a successful admission.

**Q: What is the best way for a professional to refer a patient to Ashley?**

A: Call us. We prefer to speak to you, the professional, first to gain good insight about the patient’s status and to start the intake record. We will then want to speak to the patient themselves and perhaps any involved family members. You or the family can use the online form\* to start the process and we will call to follow up.

**Q: Can your department help with interventions?**

A: Yes. We can provide contact information for interventionists who can help if you, or the family, need a referral. We can also help set up the admission appointment. However, we do still need the information mentioned earlier to schedule the admission. If you are an interventionist who would like to be considered for our referral list, please contact [ashley.marketing@fmashley.com](mailto:ashley.marketing@fmashley.com) for an interventionist questionnaire.

**Q: Does Ashley offer medically supervised detox on site?**

A: Yes, absolutely.

**To read the answers to more questions, please visit [FatherMartinsAshley.org](http://FatherMartinsAshley.org) and click on the Referring Professionals button.**

# An Interview with Ashley Admissions Director, Lisa Dehorty, MA - continued

**Q: What kind of background do you have?**

A: Masters degree in Psychology, with emphasis on community counseling.

**Q: How many staff members do you have? Do they all work here on the Ashley campus? What training do they receive?**

A: 12 staff members. Yes, we all work in the admissions/intake department in Noble Hall. All have degrees or are working towards their degree. In addition, all admission counselors receive training in DSM IV and ASAM criteria.

**Q: Does Ashley accept insurance?**

A: Yes. Ashley is in-network with several large mental health insurance carriers. (visit [FatherMartinsAshley.org](http://FatherMartinsAshley.org) for the list) This means that we have a contract with these companies to provide services at agreed-upon rates. We provide benefit assessments to all patients/families who desire to access their insurance benefits. We will contact their insurance company to provide the necessary information they need. We then communicate a benefits summary back to the patient/family of any out-of-pocket costs they may incur. With either in-network or out-of-network insurance, Ashley will submit the claim to the insurance company on the patient's behalf.

**Q: Who handles the benefits discussion with the insurance company?**

A: Our benefits analysts. They are part of the Ashley Admissions staff and handle the insurance assessments prior to admission. Then, our Utilization Review manager, who is also clinically credentialed, keeps the insurance/managed care company informed of the patient's progress during treatment.

**Q: What happens if insurance won't cover the patient's treatment?**

A: There are several options:

1. A patient or family can self-pay the balance or the complete cost of treatment. We DO accept most major credit cards and cashier's checks.
2. If the patient and family truly have very limited resources, they can complete an application to be

considered for a scholarship.

Scholarship awards are based on need and fund availability.

3. We can recommend other treatment facilities that may be less expensive or that may accept their insurance.

**Q: What is one thing that you want referring professionals to know about Ashley that they may not know?**

A: That managed care insurance rules and benefits are constantly changing and that Ashley does not have control over these changes. We work hard to help patients and families access their benefits. However, we are not the deciding body. The insurance or managed care company renders the decision about benefits, whether the patient meets their established criteria for inpatient treatment, and the length of treatment benefits.

**Q: How has Admissions changed over the years that you've been doing this?**

A: Admissions has changed a lot. We now work with a completely electronic medical records system from the very first phone call. We can have our Medical Director review a patient's records without having to walk them to her. Information from every call is captured so nothing is lost and the caller doesn't have to repeat information to other people at Ashley. On the patient side, we see more and more complex cases. Much more polysubstance addiction, co-occurring disorders and multiple addictions. And, we're seeing older patients and more patients addicted to prescription drugs.

**Q: Can you handle admissions any time of the day or night?**

A: Yes. We can admit a patient at any time so long as an appointment for admission has been made through the admissions office.

**Q: How can professionals be sure to get the reporting they need from Ashley's clinical staff? Is there anything special they need to do when the patient admits?**

A: We want to stay in contact with referring professionals to help ensure good continuity of care. Referring

professionals need to: 1) make the first call so we are sure to get all of your correct contact information 2) be sure to advise the patient that they will need to sign a consent form at Ashley allowing us to share progress in treatment information with you. Once we have that consent on file (we will prompt this during intake) then the assigned Ashley counselor will be in contact with the referring professional within a few days of admission. Please make sure to tell the assigned Ashley counselor your preferences for frequency and method of contact—i.e. phone call, fax, mail etc. We discourage communicating patient information via email to protect privacy.

**Q: If the referring professional works for an employer who could be referring multiple patients each year, can they contract for a corporate rate?**

A: Yes. Please call or email me if you would like to discuss a contract for care or a single case agreement. [ldehorty@fmashley.com](mailto:ldehorty@fmashley.com)

**Q: Is your staff involved both on the phone and also in person when the person is admitted? Who else does the patient, and/or family see when they are first admitted?**

A: Yes, the Admissions staff also handles the intake process. The patient will also meet with the Admissions nurse for an initial health assessment.

**Q: What is the best way for a referring professional to convey important information they may have about the patient?**

A: By calling Admissions first and then, if needed, faxing us records.

**Q: How does your team record the information professionals, patients and families give you?**

A: In the electronic medical record which is then available to the Ashley treatment team.