

Ava Health's Ultimate Guide **for Referring Professionals**



AVA HEALTH
ADAPTABLE • ACCOUNTABLE • ACCESSIBLE

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The Ava Health Referring Professionals Guide

Everything You Need to Confidently Connect Your Clients to Care

1. Why This Guide Exists

If you've worked in behavioral health for any length of time, you already know that referring a client isn't just about finding an available bed or open appointment slot.

It's about **finding the right care, in the right environment, at the right time**, delivered by people who actually follow through.

That's why we built this guide: to give you everything you need to:

- Understand exactly who we are and what we offer.
 - See how we align with your client's needs.
 - Learn what happens from the moment you call us to the moment your client transitions forward.
 - Ask the right questions (and know what answers to look for) so you can be confident you're sending someone into safe, effective, accountable care.
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2. Our Philosophy: The Culture Is the Care

At Ava Health, we believe you cannot deliver trauma-informed care inside a traumatizing workplace, and you cannot expect excellence from a system that burns out the very people tasked with healing others.

That's why everything we do is built on the understanding that how we care is just as important as what we provide.

Our Vision

We're here because we refuse to accept the status quo in behavioral healthcare.

We're creating a world where adaptable, accountable, and accessible behavioral healthcare is a universal right.

Our vision is a promise to our clients, our staff, our communities, and ourselves.

It means:

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- **Adaptable**

We design care around the person—not the other way around.

Treatment plans adjust as clinical needs, life circumstances, and stages of change, well - change. Length of stay, intensity, and step-down decisions are driven by clinical judgment and functional progress, not rigid program timelines.

- **Accountable**

We hold ourselves responsible for outcomes beyond discharge.

In addition to clinical stabilization, we track indicators tied to long-term social determinants of health—housing stability, employment or education engagement, family reconnection, and continuity of care. These metrics inform how we refine our model and where we invest resources, even when doing so is operationally harder.

- **Accessible**

We believe quality care should not be limited by geography, payer mix, or financial privilege.

Ava serves Medicaid members, private-pay clients, and individuals in underserved and rural communities—without creating parallel standards of care. Accessibility, for us, is a structural commitment, not a marketing claim.

It is the standard we expect our clinical teams, leadership, and partners to hold us to.

We're trying to be the provider people trust most because we've earned it.

Our Values in Action

Our values are operational standards.

Agency

We believe every person, client or staff, has the right to make informed decisions about their own life and care. That means:

- Clients set their own goals, and we design care plans around them.
- Staff are trusted to make judgment calls without being micromanaged.
- Everyone's voice has weight, regardless of title.

Service

Service is the active choice to put the needs of others first, without agenda. That means:

- We meet people where they are, not where it's most convenient for us.
- We don't use shame, fear, or compliance-only tactics with our Team.

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- We take the time to listen and understand what communities need; only then do we act.

Purpose

Purpose is what connects the work to something larger than ourselves. That means:

- Every staff member knows how their role impacts client outcomes.
 - Clients are supported to find meaning in their own recovery, beyond “not using” or bring “symptom-free.”
 - Decisions are run through the filter of “Does this align with why we exist?”
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How Our Philosophy Shapes Care

When you refer a client to Ava Health, they enter a system intentionally designed to:

- Remove unnecessary barriers to entry.
- Provide a full continuum of care so people don’t fall through gaps.
- Integrate behavioral health, physical health, spiritual health, and social determinants of health.
- Meet immediate needs (safety, food, shelter, connection, etc.) before asking people to engage in deeper therapeutic work.

Every interaction, from the admissions call to the last session before discharge, is grounded in the belief that people are whole, capable, and worthy of being an active participant in their own care.

We don’t “fix” people. We walk with them while they rediscover and rebuild themselves.

How Our Philosophy Shapes Culture

When we say the culture is the care, we mean:

- Psychological safety is the baseline. People can speak truth without fear.
- Belonging is engineered. No one should feel like an outsider on our team or in our care.
- We hire for character first, skill second.
- Curiosity is rewarded; no “this is how we’ve always done it” thinking.
- Conflict is engaged, not avoided, because it’s often where growth happens.



- Failure is seen as data, not a death sentence.
- Joy, play, and self-care aren't afterthoughts - they're essential to sustainability.

A healthy workplace doesn't just improve morale; it directly improves client care. Burnout and disengagement are as harmful to treatment outcomes as poor clinical practices.

How Our Philosophy Shapes Community

Ava Health isn't just a set of buildings where care happens. It's a living part of the community we serve.

That means:

- We collaborate with local agencies, courts, schools, and health systems to close gaps in care.
- We hire locally whenever possible, building economic resilience alongside individual recovery.
- We share what we know, openly, so other providers can learn from our successes and our mistakes.
- We see our role as stewards, not gatekeepers, of behavioral health resources.

When you refer to us, you're helping someone access care while also strengthening the network of support around them.

Why This Matters to Referring Professionals

When you refer to Ava Health, you're not just placing a client in a program, you're placing them in an environment where:

- Culture, values, and vision align in every decision.
 - Staff are engaged, equipped, and empowered to deliver exceptional care.
 - The client is not "a case" but a human being with strengths, choices, and potential.
 - Outcomes are measured, transparent, and centered on what actually matters for long-term recovery.
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[For more information on our culture and who we are, check out our Manifesto Series.](#)

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The Long Game

We're not here to be a prettier version of the same broken system. We're here to build something durable, ethical, and deeply human.

If you want your clients to land in a place where their dignity and potential are non-negotiable - where care, culture, and community work together to create lasting impact - Ava Health is that place.

3. Who We Serve

We work with:

- Adults (18+) with primary mental health challenges, substance use disorders, or co-occurring needs.
 - Clients with Medicaid, in-network commercial insurance, out-of-network commercial PPO plans, or private pay.
 - People in rural or underserved communities who've been turned away elsewhere.
 - Justice-involved individuals (competency, pretrial, diversion, probation, parole).
 - Individuals stepping down from higher levels of care who need structured, ongoing support.
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4. Our Full Continuum of Care

One of the most important factors in any referral is knowing whether a provider offers a **true continuum of care**, not just a single program labeled as “comprehensive.”

Duly licensed by the Colorado Behavioral Health Administration (BHA) to treat mental health disorders and substance use disorders, and accredited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), we provide trauma-informed:

1. **Mental Health Stabilization**: Short-term, structured support to help clients regain emotional and psychological footing after acute episodes. No locked doors, ever.
2. **Medical Detox**: 24/7 medically monitored withdrawal management, fully integrated with co-occurring mental health support.
3. **Residential Treatment**: 24/7 structured living with therapeutic programming, holistic services, and strength-based care.

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4. **Partial Hospitalization Program (PHP)**: Full-day programming without overnight stay; ideal for step-down or intensive stabilization.
 5. **Intensive Outpatient Program (IOP)**: Several days per week of therapy and skill-building while clients live at home or in sober living.
 6. **Outpatient Services**: Individual therapy, group therapy, and psychiatric medication management.
 7. **Ambulatory Withdrawal Management**: Outpatient detox services with a licensed prescriber, nursing, and peer support.
 8. **Medication-Assisted Treatment (MAT)**: Integrated with therapeutic services for ongoing recovery support.
 9. **ASAM Level 3.1 Transitional Housing**: Safe, supportive housing for clients progressing toward independent living, covered by Medicaid.
 10. **Sober Living**: Structured housing environments that promote accountability and connection.
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5. The Ava Health Referral Process

Step 1: Contact Us

- Call or email our admissions team.
 - **(970) 822-0144**
 - **Together@HelloAvaHealth.com**
- We respond immediately or within minutes.

Step 2: Quick Clinical Snapshot

- We collect only the information needed to determine the right level of care quickly.
- We'll clarify insurance, clinical needs, and urgency.

Step 3: Rapid Assessment

- Telehealth or in-person assessment completed within hours if needed.
- If we're not the right fit, we'll help place the client elsewhere.

Step 4: Admission & Onboarding

- Immediate or scheduled admission depending on urgency and client readiness.



- Coordination with referring professional for seamless handoff.
- Transportation services if required
- Gathering of all collateral information, with consent.

Step 5: Ongoing Communication

- Progress updates at agreed intervals (with consent).
 - Collaboration on treatment planning and discharge.
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6. What Happens When Your Client Arrives

From the moment your client steps in:

- **Immediate needs are met first:** Food, clothing, rest, connection.
 - **Environment is welcoming:** Natural light, clean spaces, privacy, respect.
 - **Team introduction:** They meet the care team right away.
 - **Orientation without overwhelm:** We explain what to expect in plain language.
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7. What Makes a Great Provider (and How to Spot One)

A provider worth your referral should:

- Be **licensed** for every level of care they offer.
 - Hold **national accreditation** (Joint Commission or CARF).
 - Provide **measurable, transparent outcomes**, not just claims of success.
 - Provide transparent ‘Cost of Care’ breakdown – what are their financial margins?
 - Maintain a **healthy staff culture** (low turnover, values driven).
 - Offer **true trauma-informed care** (agency, empowerment, relational)
 - Integrate **family support at every level**.
 - Have **clear emergency protocols** and a rapid admission process.
 - Clearly display all staff including bio, headshot, experience on their website.
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8. Key Questions to Ask Any Provider

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When vetting a program, ask:

1. What licenses and accreditations do you hold?
 2. How do you define and measure success?
 3. How quickly can you admit a client in crisis?
 4. What's your process for co-occurring disorders?
 5. How do you include families and support networks?
 6. What's your insurance acceptance and authorization process?
 7. How do you handle transitions between levels of care?
 8. What's your staff turnover rate?
 9. What rights and grievance procedures do clients have?
 10. Do you provide transportation locally?
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9. Advocate Like a Pro

When making a referral, advocate for:

- A **scheduled facility tour** for the client and loved ones.
 - Measurable goals and outcomes.
 - Understanding discharge criteria **before** admission.
 - Clear post-discharge support plans.
 - Transparency and accountability.
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10. How We Partner with Referring Professionals

We see you as part of the care team.

That means:

- Transparent communication.
- Shared planning.
- Mutual respect for your expertise.



- No “referral black hole.” you will know where your client is, how they’re doing, and what’s next.
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11. How to Refer Now

- 📞 **Call Admissions:** (970) 822-0227
 - ✉️ **Email:** Together@HelloAvaHealth.com
 - 📍 **Tours Available:** In person or virtual – Call Us!
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For Those Who Want More

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