

Scaling What Works Across Systems

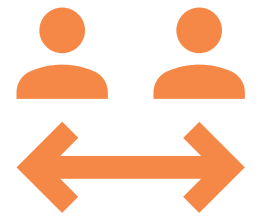
Caregivers as the Missing Link in Youth Mental Health

Mallika Pajjuri

CEO, Psyche Care



Our Digital Family Peer Support Program



Community-based recruitment and uptake



Intake and matching to a **Certified Family Peer Specialist**



Access to text, call, and **on-demand** parenting strategies



Re-Admission Rates in Pediatric Mental Health ED Utilization

109 Admissions



81 Readmissions

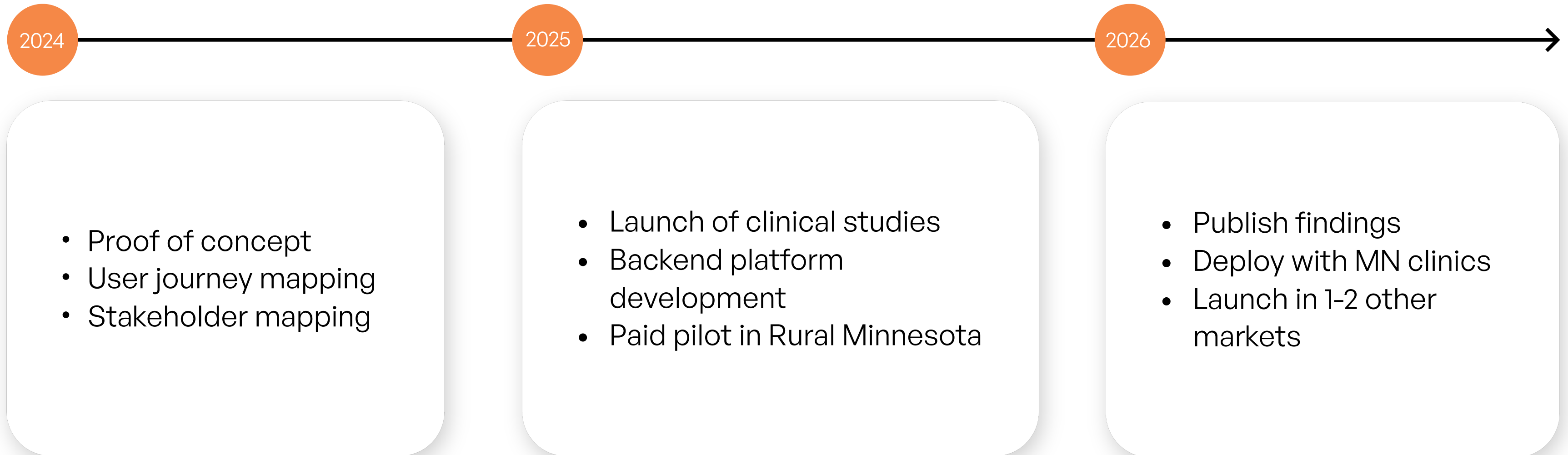
w/in 90 days

"...the **most significant** contributors to **higher risk** for youth psychiatric re-hospitalization: more severe conduct problems, **harsh parental discipline**, and **disengaged parent-child relations**."

A 2-year-long study of 109 youths published by Stony Brook University



Journey & Outlook



Psyche is scaling services to **300-500 families in Minnesota** in early 2026, looking to identify 1-2 additional markets to focus on.

The Challenges in Reimbursement - Family Peer Support

1

**Fee-for-service vs.
Value-based Care**

2

**Whose Pocket -
Payers' or EDs'?**

3

**Challenges with
Patient Identification**

4

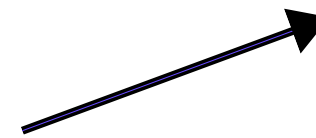
**Credentialing of Family
Peer Specialists**

Psyche is pursuing two strategies: (1) identifying states that offer **innovative billing codes** for subclinical services, and (2) demonstrating **reductions in crisis service utilization** to stakeholders.

Case Example: MN Behavioral Health Home

\$350/mo

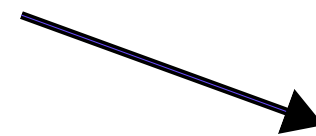
MN BHH Rate



Psyche retains

80-90%

as a services fee



Clinics retain

10-20%

as an admin fee



Key Partnerships and Systems Integration

Validation Partners

Massachusetts



Rural Minnesota



Implementation Partners

Maryland



MedStar Health



Twin Cities - Minnesota



MedStar Health System: Reduction in ED Utilization



Caregiver Engagement

100%

Show Rate

Caregiver Satisfaction

9.7/10

Perceived Usefulness

Clinical Symptoms
Alleviation

100%

Report Improvements
in Family Dynamics



Pilot Data - Cost Containment

	Before (3Y Av)	Before (1Y Av)	After (Average)
ER Visits	4.5 visits	2.0 visits	~0 visits
In-Patient Days	28 days	16.8 days	2 days
IOP/Day Treatment	82 days	46.2 days	28 days



Caregiver-specific supports can be incredibly scalable and impactful—

if reimbursement systems reward family mental health approaches.



Let's design systems that help every family thrive.

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