



Scaling Tele-Behavioral Health in South Carolina: Access and Workflow



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USE OF TELEHEALTH IN THE BEHAVIORAL HEALTH SETTING

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What is the Phoenix Center

- ▶ Greenville County Authority on Alcohol and Other Drug Abuse (301 system)
- ▶ Continuum of Services and Levels of Care
 - Medically Monitored Detox
 - Women's Residential
 - Intensive Outpatient
 - Outpatient- Adult and Adolescent
 - Medication Assisted Treatment
 - Prevention, Intervention, Education



Withdrawal Management



Withdrawal Management

- ▶ Medically managed detoxification 24/7 care
- ▶ Primary substances treated- Alcohol and Benzodiazepines; Opioids and more recently Kratom
- ▶ Protocol is typically 5 to 7 days
- ▶ 3 groups per day: counselor, peer support, community support, outside partnering agencies for additional care following detox.



Serenity Village



Serenity Village

- ▶ Women's residential
 - 16 women, up to 2 children each (preschool age and younger)
- ▶ LOTUS
 - Outpatient program to assist with longer term care
 - Villas for mothers and children following completion of care
- ▶ Partnering with the Magdalene Clinic for pre and postnatal care.



Outpatient Services



Outpatient Services

- ▶ Intensive Outpatient
- ▶ Outpatient
- ▶ Medication Assisted Treatment
- ▶ Prime for Life- DUI/DWI to regain driver's license
- ▶ Educational Services
 - Probation
 - New Start



Tele-Health History

- ▶ Our agency initially began working with the Medical University of South Carolina back in 2018 to assist with medication assisted treatment clients. Very limited.
- ▶ Covid silver lining..... Telehealth became a necessity in 2020 and now is more readily accepted as a part of behavioral health services.
- ▶ Widely used throughout our agency now for both clinical services and everyday staff needs.



Current Telehealth Platforms

- ▶ Zoom- While heavily used during Covid, now used significantly less due to financial cost per user.
- ▶ Doxy- used for direct client care- assessments and clinical care sessions.
- ▶ Teams- used for nearly all Phoenix Center meetings, client interactions, and trainings. Already included in our software packages, no additional cost.
- ▶ Most important aspect of any platform used- must be HIPAA and 42CFR-Part 2 compliant to ensure client confidentiality.



Use of Telehealth with clients

- ▶ Tele Assessment- BioPsychoSocial evaluation
- ▶ Tele Individual Sessions- peer support, family, clinical substance use, psychotherapy, treatment plan
- ▶ Tele Group session, 1x weekly
- ▶ Educational Groups
 - Probation
 - ADSAP/PRI



Use of Telehealth with staff

- ▶ Trainings
- ▶ Clinical Supervision
- ▶ All agency meetings
- ▶ Care Coordination with referral sources
- ▶ Community Connections



Reimbursement requirements

- ▶ Licensed with state of South Carolina
- ▶ In process of licensure
- ▶ Licensed Addiction Counselor/Certified Addictions Counselor
- ▶ For the Phoenix Center, we also require each staff member to take an additional RELIAS training on providing Telehealth prior to allowing this privilege.



Challenges

- ▶ Internet accessibility of clients, limited to 8 in group
- ▶ Billing- insurance, Medicaid, referral sources can deny financial assistance reimbursement depending on the situation.....
- ▶ Self-Pay option?
- ▶ ADSAP
 - Level I face to face hours
 - Is tele really the best mode of treatment for this specific person?



Trauma Informed Care: Choice and Best Practice

Questions?

