



Information guide for therapists & psychologists

Thank you for your interest in the therapist position. We're overjoyed that you're considering Brightside Health.

Here are some FAQs to help you learn more.

1. What types of modalities will I use at Brightside?

Our evidence-based program uses the Unified Protocol (UP), a CBT-based transdiagnostic intervention shown to be effective in treating a wide range of emotional disorders. These include depression, anxiety, panic disorder, OCD, PTSD, substance use, and suicidal ideation. Never heard of the UP? That's okay! Brightside will ensure you are fully acquainted during clinical orientation. Each Brightside member has access to 10 video lessons that review the UP content. You'll guide them through this and provide other interventions based on your members' presenting concerns, diagnoses, and treatment goals.

2. Does Brightside offer additional programs that treat more niche populations?

Yes! We offer a Crisis Care program for members with more acute needs. Participation in Crisis Care is optional for independent contractors, and the Collaborative Assessment and Management of Suicide (CAMS) training is provided by Brightside. In addition, Brightside's expansion includes a Teen Program *launching in the coming months!* Contractors will have the option to work with our general therapy population and participate in our Crisis Care or Teen Program, or both.

3. How do video therapy sessions work?

Members who subscribe to the monthly therapy plan can have up to 4 therapy sessions per month and members can purchase additional "a-la-carte" sessions if they need more. Members who pay with insurance are not limited to 4 sessions per month. All sessions are 45 minutes long. Brightside uses a HIPAA-compliant video platform which is built into our EHR to conduct our video therapy sessions. Video sessions are booked at least 24 hours in advance.

3. Do you offer messaging to Brightside members?

We do not conduct text therapy; however, we do have an asynchronous messaging platform for you to connect with your members as needed. We ask that you respond to member messages within 24 hours Monday through Friday, during business hours, to ensure your members feel heard.

4. What is your required time commitment?

You design your schedule here at Brightside! The minimum requirement for video sessions is 12 sessions per week. All sessions are 45 minutes in length (this equals 9 client-facing hours per week). Since our EHR has the ability of concurrent note taking, you can choose to complete your notes during or outside of session time. We ask that your hours are spread over at least 2 days a week. You can choose your start and end times Monday–Sunday, between 7am–9pm in your timezone. You will be asked to submit recurring hours that you will be available to see Brightside members. If you need to change your hours for any reason (i.e. provide more availability, doctor’s appointments), then you will submit a form to update your schedule to accommodate your personal appointment or increased hours.

5. Am I connected to other therapists for collaboration and peer review?

Yes! We offer an internal messaging channel to connect you with other therapists across Brightside, as well as direct access to our clinical leadership team for individual consultation on cases. Also, we hold two optional weekly consultation groups with the clinical leadership team and other Brightside therapists.

6. When can I start seeing members for therapy?

Onboarding/credentialing can take anywhere from 30-40 days. After your first day, there is a ramp-up period to build your caseload with members. You can start with a minimum of 9 hours per week or increase your hours.

7. Can I choose the type of members that I see or specialize?

We treat individual adults (18+) with a wide range of diagnoses—including depression, anxiety, PTSD, panic disorder, and other emotional disorders. We expect therapists to see members who are eligible for treatment at Brightside.

8. What happens with my members when I take time off or a vacation?

If you’re away for more than 2 weeks, you can complete a time off form >30 days in advance. If you’re taking an extended vacation, our team will work to arrange another provider to help cover the care of your panel. If you are gone for less than 2 weeks, we expect you to participate in best practice care and keep an eye on your inbox in case members are in need.

9. Does Brightside cover malpractice?

Yes, you are covered for all of the members you see during and after your contractor agreement terminates.

10. What EMR does Brightside use?

Therapists love using our EMR, and we think you will too. We've crafted a custom, intuitive, and admin-friendly EMR with pre-built templates that significantly reduce administrative burdens, allowing you to prioritize

member care. Our data-driven and HIPAA-compliant system comes complete with comprehensive orientation to ensure you're well-prepared before you begin serving members.

11. Can I work at my own practice or as an employee for other companies?

Yes! Of course, you can work wherever else suits you—we do not require our therapists to sign a non-compete clause.

12. Who handles issues with access, billing, and membership?

Our leadership and administrative team handles everything for you, so you can focus on member care.

13. What equipment do I need for this position?

You need a computer with a quality camera (no iPads/tablets), a professional setting, and fast, reliable Wi-Fi.

14. Where can I practice while providing telehealth services with Brightside?

You conduct your sessions anywhere in the United States—just don't forget about different time zones. When conducting video sessions, you must be in a secluded office setting or private professional space.

15. What is the pay structure for this position?

We have a competitive set contract for all therapists and psychologists. This contract includes competitive rates for new client intakes, client follow ups, and compensation for no shows. Pay out is monthly, towards the end of the month.

16. What type of employment do you offer?

We currently hire independent contractors (1099) and have full-time W2 positions in select states.

17. Will I be credentialed with insurance companies at Brightside?

Yes! Being in network with insurance companies helps more people access mental health care. You will not be credentialed as an individual provider, only as part of our group, and we will do that work for you. This will not impact your private practice clients or other employment. We do have delegated insurance credentialing.

18. What payers will I be credentialed with?

Our list is continuing to evolve and expand, so including but not limited to: Aetna, Allegiance, Anthem Blue Cross (CA), Cigna, Meritain Health, Montana Blue Shield (MT), Optum/United Healthcare (Commercial & Medicare Advantage), PEHP (UT), Traditional Medicare Part B, Blue Shield (TX)

19. Do I need an NPI number to work at Brightside?

Yes, an NPI is needed for credentialing. If you do not have an NPI, you can register for one at nppes.cms.hhs.gov. It takes approximately 10 days to receive your NPI number.

20. **Does Brightside conduct peer-reviewed research?**

Yes, Brightside conducts research published in peer-reviewed journals. Links to our published peer-reviewed research are included below:

- Journal of Clinical Pharmacology: [Early Response to Antidepressant Medications in Adults With Major Depressive Disorder](#)
- Cureus: [A Comparative Evaluation of Measurement-Based Psychiatric Care Delivered via Specialized Telemental Health Platform Versus Treatment As Usual: A Retrospective Analysis](#)
- BMC Psychiatry: [Feasibility and acceptability of a novel telepsychiatry-delivered precision prescribing intervention for anxiety and depression](#)
- Frontiers in Psychiatry: [Do older adults benefit from telepsychiatric care: Comparison to younger adults](#)
- JMIR Formative Research: [Telehealth-Supported Decision-making Psychiatric Care for Suicidal Ideation: Longitudinal Observational Study](#)
- Journal of Clinical Psychopharmacology: [Does Bupropion Increase Anxiety? A Naturalistic Study Over 12 Weeks](#)
- Frontiers in Psychiatry: [Exploring social determinants of health: Comparing lower and higher income individuals participating in telepsychiatric care for depression](#)
- Taylor & Francis Online: [The utility of completing adjuvant video lessons based on the unified protocol during psychotherapy: A retrospective study using a telehealth platform in routine clinical care](#)