

## APPENDIX D UTILIZING THE APA AND ITS RESOURCES

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The following are APA departments and services that you can take advantage of as an APA member, along with their phone numbers and brief descriptions. Bulleted items are products or services that fall under the department.

### CUSTOMER SERVICE CENTER

**(888) 357-7924 or (703) 907- 7355**

The Answer Center is the place to start if you want general information or do not know with whom you need to speak for specific information. An Answer Center coordinator will either provide you with the information you need or direct you to the person in the APA who can best address your questions or concerns.

### OFFICE OF ETHICS & DISTRICT BRANCH/STATE ASSOCIATION (DB/SA) RELATIONS

**(703) 907- 8662**

### DEPARTMENT OF ASSOCIATION GOVERNANCE

The Department of Association Governance serves as the senior staff resource for APA policies and procedures. The department prepares for and follows up on meetings and decisions of the Board of Trustees, Assembly, Area Councils, Joint Reference Committee and other relevant components. The department also oversees the national nomination process and the election of Board officers & trustees, which includes votes on bylaws amendments and/or referenda.

The department oversees and updates the Operations Manual (*Ops manual*), Staff Liaison Handbook, Directory of Components, and other governance-related resource materials.

<b>Margaret Dewar</b>	<i>Director</i>	<a href="mailto:mdewar@psych.org">mdewar@psych.org</a>	(703) 907-8526
<b>Laurie McQueen</b>	<i>Associate Director (JRC &amp; COI)</i>	<a href="mailto:lmcqueen@psych.org">lmcqueen@psych.org</a>	(703) 907-8523
<b>Ardell Lockerman</b>	<i>Sr. Governance Specialist (BOT)</i>	<a href="mailto:alockerman@psych.org">alockerman@psych.org</a>	(703) 907-8528
<b>Chiharu Tobita</b>	<i>Sr. Projects Manager (Bylaws, Nomination, Election, ASM Procedures)</i>	<a href="mailto:ctobita@psych.org">ctobita@psych.org</a>	(703) 907-8527
<b>Jessica Hopey</b>	<i>Sr. Governance Coordinator (ASM &amp; Area Councils)</i>	<a href="mailto:jhopey@psych.org">jhopey@psych.org</a>	(703) 907-8525

## MEMBERSHIP DEPARTMENT

(703) 907-8513

The Membership Department has the responsibility for all membership business operations of the association, including development and implementation of membership policies and procedures, processing membership transactions, responding to member inquiries, and working closely with district branch staff to facilitate the process. The department is responsible for managing the membership database, including the invoice renewal process, payment processing, DB reports/payments, maintaining the accuracy and integrity of the membership data, and reporting of statistical data. It is also responsible for development and implementation of membership recruitment campaigns, membership retention, and developing and managing membership benefits and services (affinity programs).

APA offers its members a number of professional and personal benefits. This information can also be accessed online at [www.psychiatry.org/benefits](http://www.psychiatry.org/benefits) or at [www.psychiatry.org](http://www.psychiatry.org) under **Join & Participate**.

### ***Professional Benefits for Members:***

- **APA-ENDORSED MALPRACTICE INSURANCE PROGRAM**  
Provided by the American Professional Agency, Inc. This leading provider of mental health professional liability insurance offers policies exclusively to APA members. For more information, call 877-740-1777 or visit [www.apamalpractice.com](http://www.apamalpractice.com).
- **APA LEGAL INFORMATION & CONSULTATION PLAN**  
For an annual fee the Plan offers legal consultation and information related to your psychiatric practice. It provides APA members with practice-related legal consultations and contract reviews (the Legal Consultation Plan is not available in the state of North Carolina). Contact Anne M. “Nancy” Wheeler, J.D. at Legal Consultation Plan, [apaplan@verizon.net](mailto:apaplan@verizon.net) or by calling 301-384-6775.
- **PSYCHIATRY RESOURCES ONLINE (PSYCHPRO)**  
Members have free, easy access to the largest inventory of up-to-date healthcare product education and services that can be accessed at the point-of-care right from their iPad, mobile phones, or laptop computer. Unlike any other healthcare site available today, **Psychiatry Resources Online** is an on demand, non-commercial and neutral marketplace, focused on point-of-service resources for patient care. As part of the service, members have access to an affordable Surescripts-certified ePrescribing platform. Members must log in with their APA User Name and Password on the APA website at [www.psychiatry.org](http://www.psychiatry.org) under **Join & Participate** to access the site.
- **ONLINE DRUG ALERTS**  
Register to receive drug alerts online through the **HealthCare Notification Network (HCNN)**, a service of PDR Network. The service was developed with the FDA, AMA, state medical societies and liability carriers to deliver FDA mandated drug Alerts to physicians instantly and securely online. The HCNN also delivers drug and medical device recalls, replacing the current paper

process that is both slow and error-prone. [Register Now](#).

- **EPOCRATES DISCOUNT**

APA members receive discounts of 20% off retail pricing on clinical reference applications at the point of care through Epocrates. **To receive your APA member discount, you must order through a link on the [APA website](#) after logging in with your Member ID and password.** For more details on this member benefit, please call 650-227-1700 or visit [www.epocrates.com](http://www.epocrates.com)

- **APA JOBCENTRAL**

APA's **JobCentral**, the career hub for psychiatry, allows you to search for jobs by specialty and geographic location. You can also just post your resume online and let employers find you. Employers list open opportunities online and can access the candidates' database. JobCentral can be accessed at [Jobs.psychiatry.org](http://Jobs.psychiatry.org).

***Financial tools for Members:***

- **BANK OF AMERICA CREDIT CARD**

Apply for the new **American Psychiatric Association** BankAmericard Cash Rewards™ Visa Signature® credit card that rewards customers with up to 3% cash back on [certain purchases](#), all while supporting APA initiatives. In addition to earning cash back rewards for yourself, use of this card benefits the APA - at no extra cost to you! For information about the rates, fees, other costs and benefits associated with the use of this credit card, or to apply, [Click Here](#) and refer to the disclosures accompanying the online credit application.

- **PAYMENT PROCESSING PROGRAM**

**TransFirst** (formerly Solveras Payment Solutions) provides negotiated group discounts on MasterCard, Visa and American Express credit card processing in addition to other benefits. Call them at 800-613-0148 for a FREE savings analysis or visit their website at [www.transfirstassociation.com/apa](http://www.transfirstassociation.com/apa) for more information.

- **RETIREMENT/FINANCIAL SERVICES**

**Merrill Edge**—APA members can meet with Merrill Lynch Financial Advisors in person or by phone to discuss important financial goals, such as retirement, college savings and investing and small business solutions. Call Merrill Lynch at 888-965-6333 between 8 a.m. - 6 p.m. (ET), Monday through Friday and reference your Partner Code: 1844.

***Personal Benefits:***

- **GROUP DISCOUNTS ON AUTO & HOME INSURANCE**

The APA partnership with **Liberty Mutual** offers members access to the Liberty Mutual auto and home insurance benefit program, which could save you hundreds of dollars on quality, comprehensive auto and home insurance. To learn more or to get a free no-obligation quote, please contact your local sales representative by calling 800-835-0894 or visit [www.libertymutual.com/apa](http://www.libertymutual.com/apa) and refer to **Client # 115957 when calling**.

- **MAGAZINE SUBSCRIPTION SERVICES**

APA members can receive discounts on subscriptions to hundreds of popular magazines. Call 800-289-6247 or visit [www.buymags.com/psych](http://www.buymags.com/psych).

New programs are currently being added and include savings on insurance products (Long Term Care, Life, Accidental Death and Dismemberment, and Pet), a prescription drug program, identity theft protection, discount office supplies, online shopping mall, T-Mobile, and individual vacation and tour packages at discounted group rates which will also include hotel and car rental discounts.

**APA's PRACTICE MANAGEMENT HELPLINE**

**(800) 343- 4671**

Call this toll-free phone number, maintained by the Office of Healthcare Systems and Financing, or send an e-mail to [hsf@psych.org](mailto:hsf@psych.org) for assistance with questions, to register complaints, or for information on Medicare and commercial insurance issues and integrated care.

**AMERICAN PSYCHIATRIC INSTITUTE FOR RESEARCH AND EDUCATION (APIRE)**

**(703) 907- 8630**

The Institute for Research and Education conducts programs and projects of national significance. Although it is a separate entity, the institute is affiliated with the APA and maintains close ties with the Division of Research. The Practice Research Network (PRN), a network of APA members who collaborate to conduct clinical and health services research, is one of the ongoing projects of APIRE.

**OFFICE OF COMMUNICATIONS AND PUBLIC AFFAIRS**

**(703) 907- 8640**

The Office of Communications and Public Affairs (OCPA) is the primary APA office for developing and disseminating information to the press and the public about APA policies, programs, and activities, as well as the source for public information on psychiatry and its impact on those suffering from mental illness. OCPA provides support to APA members, including leadership, and to District Branches and State Associations by screening media requests, assisting with interviews, and developing talking points and media tool kits on important issues. OCPA can also offer media training, guidance on interacting with the press and formulating an effective communications plan.

**AMERICAN PSYCHIATRIC PUBLISHING (APP)**

**(800) 368- 5777**

APP publishes and markets the DSM-5 and all other APA publications.

**AMERICAN JOURNAL OF PSYCHIATRY (AJP)**

**(703) 907- 8680**

APA members receive this monthly scientific journal free of charge. As the official journal of the APA, the *AJP* covers all of the latest clinical, biological, and research-oriented undertakings in psychiatric medicine. It is considered vital reading for all psychiatrists.

### **DIVISION OF EDUCATION AND CAREER DEVELOPMENT**

**(703) 907- 8631**

The Division of Education oversees the work of the Department of CME, the Scientific Program Office, the Office of Graduate and Undergraduate Education. For more information about the individual offices, see their separate listings.

### **PSYCHIATRIC NEWS**

**(703) 907- 8570**

Psychiatric News, which is free to APA members, serves as a valuable medium for communication between the association and its membership. It consists of print version, which is published on the first and third Friday of each month; a website, where all the print articles are posted, along with additional news; the Psychiatric News Alert, daily emailed news alerts; and the Psychiatric News Update, a weekly e-newsletter highlighting APA news. These communication vehicles keep members up-to-date on the latest psychiatric news, including clinical and research news, state and federal legislation, education and training news, meetings of interest to members, and APA advocacy initiatives and other activities.

### **DEPARTMENT OF CONTINUING MEDICAL EDUCATION**

**(703) 907- 8665**

The Department of Continuing Medical Education (DCME) holds primary responsibility for developing CME policies and programs, and for ensuring they comply with APA and Accreditation Council for Continuing Medical Education (ACCME) requirements. The DCME is also responsible for maintaining the APA's accreditation with the ACCME, which is critical to sponsorship of CME activities. In order to develop programs of interest and value to members, the DCME also undertakes ongoing needs-assessment activities.

The department provides sponsorship of credit for APA Annual Meetings and regional meetings, and also participates in joint sponsorship of CME activities with District Branches that belong to the Subcommittee on Joint Sponsorship. DCME staff also oversee self-study and self-assessment programs, including *Focus: The Journal of Lifelong Learning in Psychiatry* and the FOCUS self-assessment, APA Practice Guideline Courses, and online CME programs on the APA website that can be accessed at <http://www.apaeducation.org>

### **OFFICE OF SCIENTIFIC PROGRAMS**

**(703) 907- 7808**

The Office of Scientific Programs coordinates the scientific programs for APA meetings and works closely with the Scientific Program Committees of those meetings on the oversight, selection, and presentation of formats for continuing medical education (CME) credit.

### **DIVISION OF GOVERNMENT RELATIONS (DGR)**

**(703) 907- 7800**

The Division of Government Relations is the APA's advocacy arm. At the national level, DGR advises Congress, the White House, and the federal agencies on APA positions and priorities; lobbies Congress and the federal agencies on legislation and regulations of concern to APA members (including laws and regulations affecting the practice of psychiatry and psychiatric reimbursement); and acts as a resource to facilitate communication between psychiatrists and their federal legislators and regulators. At the

state level, DGR provides resource assistance to the District Branches/State Associations on state legislative and regulatory issues, serving as a clearinghouse on these key issues. In addition to tracking healthcare legislation affecting psychiatrists and their patients, as part of its state-level assistance DGR provides on-site training programs to the DBs on grassroots advocacy.

**OFFICE OF HEALTHCARE SYSTEMS AND FINANCING (OHSF) (703) 907-7320**

The Office of Healthcare Systems and Financing handles practice management issues for APA members. These include issues relating to coding, managed care, Medicare, and integrated care as well as any other questions that may arise during the course of maintaining a psychiatric practice. The office staffs the Practice Management HelpLine (800-343-4671) where members can call for assistance with questions relating practice management.

**MEETINGS AND CONVENTIONS DEPARTMENT (MCD) (703) 907-7822**

The Meetings and Conventions Department coordinates the logistics of APA's Annual Meeting and the Institute on Psychiatric Services. The MCD is also responsible for all logistical arrangements for governance meetings (Board of Trustees, Area Councils, Assembly, and fall component meetings), in addition to other meetings of the APA.

**DIVISION OF DIVERSITY AND HEALTH EQUITY (DDHE) (703) 907- 7324**

The Division of Diversity and Health Equity (DDHE) is the focal point for APA initiatives aimed at improving the quality of mental health care for diverse and underserved populations and empowering psychiatrists from minority and underrepresented groups (MUR). The Division manages seven resident fellowships: 1) APA/SAMHSA Minority Fellowship, 2) Diversity Leadership Fellowship Program, 3) Spurlock Congressional Fellowship, 4) Child and Adolescent Psychiatry Fellowship, 5) American Psychiatric Leadership Fellowship, 6) Psychiatric Research Fellowship, and 7) Schizophrenia Research Fellowship. DDHE oversees the Council on Minority Mental Health and Health Disparities, Council on Children, Adolescents and Their Families, Council on Geriatric Psychiatry, and the seven Assembly MUR caucuses and several annual recognition awards for these groups. The Division also presents DDHE on Tour, a traveling mental health awareness program customized to local area concerns and the Research Colloquium, an all-day workshop providing guidance, mentorship and encouragement to junior psychiatric investigators with an interest in a research career. Also under the Division's purview is the Early Academic Career Award on Schizophrenia Research, Kempf Fund Award for Research Development in Psychobiological Psychiatry, Resident Psychiatric Research Scholars, and Resident Research Award.

**QUALITY IMPROVEMENT AND PSYCHIATRIC SERVICES (QIPS) (703) 907- 8608**

The mission of APA's Department of Quality Improvement and Psychiatric Services (QIPS) is to facilitate the optimal provision of quality psychiatric care. The department develops evidence-based practice guidelines; advances the perspectives and needs of psychiatrists in the area of health information technology and performance measurement; identifies, advances and disseminates quality standards, measures, and

interventions for systems of care; and advocates for the improved care of individuals with substance use disorders.

- APA practice guidelines enhance clinical decision-making by providing treatment recommendations that are supported by available evidence, including both clinical trial data and expert opinion. The complete text of all published practice guidelines can be downloaded on [Psychiatry Online](#) with additional tools and resources for each guideline.
- APA collaborates with other medical specialty societies to monitor national initiatives to develop, endorse, and implement physician-level performance measures for purposes such as quality improvement, board certification, public recognition and financial incentives (pay-for-performance).
- The department works closely with oversight and accreditation groups, such as The Joint Commission and URAC, to represent the interests of psychiatrists in the development of quality standards and measures.

#### **DIVISION OF RESEARCH**

**(703) 907-8630**

The Division of Research is in charge of reviewing scientific developments on behalf of the APA to assess their health policy implications as well as conducting original research to support the APA mission and activities of its members. The Division of Research conducts research of relevance to psychiatrists and their patients, with the ultimate goal of improving diagnostic and treatment practices, enhancing patients' access to care, and enhancing the psychiatric work force. The division coordinates the development of updates of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM), currently in its fifth edition, and its integration with the ICD-9- and ICD-10-CM diagnostic coding systems. Dissemination of information about research results also are coordinated by the Division of Research. The Practice Research Network (PRN), a network of APA members who collaborate to conduct clinical and health services research, is one of the ongoing projects of the Division of Research and the American Psychiatric Foundation.

#### **OFFICE OF HIV PSYCHIATRY**

**(703) 907- 8668**

The office was established to support psychiatrists who provide care for people with HIV/AIDS. We offer education programs, policy guidance, and clinical resources. For more specific information, call or visit our website, [www.psychiatry.org/aids](http://www.psychiatry.org/aids) .

#### **MELVIN SABSHIN LIBRARY AND ARCHIVES**

**(703) 907- 8648**

Named in honor of Melvin Sabshin, M.D., APA Medical Director from 1974 to 1997), the primary mission of the MSLA is to collect, preserve and organize the official records of the Association. It also serves as a medical specialty library with state-of-the-art resources to meet the reference, research and document delivery needs of APA members and staff.

## **AMERICAN PSYCHIATRIC FOUNDATION**

**(703) 907-8512**

The American Psychiatric Foundation is the charitable, educational and research subsidiary. Its mission is to improve the lives of patients, families, and their communities through support of education, advocacy, and research that advances the understanding, prevention, and treatment of mental illness.

The Foundation accomplishes its mission through public education programs or partnerships, grants, awards, fellowships and research initiatives.

The public education programs of the Foundation include the Partnership for Workplace Mental Health – which seeks to educate employers and employees about the benefits of a mentally healthy workforce – and the *Typical or Troubled?*<sup>®</sup> School Mental Health Education Program – which educates school personnel about early recognition of mental illness in the student population and appropriate steps to take upon recognition.

Some of the research conducted or supported by the Foundation includes initiatives designed to inform health policy, bridge the gap between research and practice, and enhance research capabilities to improve the quality of psychiatric care.

The Foundation is online at [www.americanpsychiatricfoundation.org](http://www.americanpsychiatricfoundation.org), where more details about these and all of the many other programs and initiatives can be found.