Concert Health

Same-Day Access

“We provide the specialist clinicians [therapists and psychiatrists], know-how, and technology infrastructure to help physician practices deliver high-quality, evidence-based behavioral health care and take advantage of Medicare’s new Collaborative Care Management (CoCM) reimbursement opportunities,” said Hutchins.

One of the major challenges physicians face is getting patients in to see someone, either because patients can’t find a therapist that takes their insurance or don’t want to start therapy. Through Concert Health, they can introduce patients to a behavioral health provider, and hold weekly consultations with psychiatrists for advice.

Those services are reimbursed as collaborative care management, which is covered by Medicare, Medicaid plans in 18 states, and most commercial insurance plans.

In total, the company supports over 800 physicians in seven states including Arizona, California, Connecticut, Florida, New Mexico, New York, and North Carolina.

“Primary care providers are treating a huge amount of depression alongside other chronic diseases without sufficient support,” said Virna Little, co-founder and chief operating officer at Concert Health. “By providing same-day access to Concert Health’s expert clinicians we are making it easy for primary care providers to identify and treat patients with behavioral health conditions,” she added.

Hutchins, formerly founded a physical therapy company, Reflexion Health. He raised about $12 million in venture funding and grew the team to employ 20 people before departing to launch Concert Health in 2016.

Hutches is the co-founder and CEO, and Little is co-founder and chief operating officer. Concert Health has about 20 employees in La Jolla and 50 employees in total.

“Concert Health has built a powerhouse clinical team coupled with a modern technology platform in an area of health that we all know needs effective models that scale,” said Dave Schwab, founder and managing director at Vertical Venture Partners.

“We are proud to support their growth, and look forward to collaborating with their management team to scale an industry-changing organization,” he added.

Symphony

Although the series is expected to wrap up in May, which is traditionally the end of the Symphony’s indoor season, Gilmer said she supports the organization will continue to host virtual productions past that point. Her hope, though, is that by then there will be more clarity on the next phase of reopening and that the San Diego Symphony Orchestra will be able to perform live shows during the summer season in front of a physical audience.

In anticipation, the Symphony’s team of 82 musicians and roughly 60 staff members are examining how that business model might look like, she said.

“You can imagine there are a lot of variables, including vaccination and immunity and, even past vaccination, there will be a period of time in which we are all still wearing masks and practicing social distancing,” said Gilmer. “You build an outdoor site with the idea that people will buy tickets and sit close together. So, we are re-examining that.”

Originally scheduled to open summer 2020, once allowed to reopen, The Shell will operate yearlong, concurrently with the indoor venue, she said.

A BIT OF HISTORY

The San Diego Symphony Orchestra is the oldest symphony in California, said Gilmer. It owns its own hall, the Copley Symphony Hall, located on 7th and B street and with a seating capacity of 2,248, and is currently building its permanent outdoor site at the Embarcadero Marina Park South.

Because of the COVID-19 pandemic, the orchestra had its last live concert on March 9, 2020, losing all earned revenue from ticket sales at that point, which is about a third of its total annual revenue (another third comes from contributed revenue and the rest by way of an endowment fund). It typically performs 32 weeks out of the year, including three full productions with the San Diego Opera and with June and September being its off months, said Gilmer.

MOVING FORWARD

The launch of the “San Diego Symphony Digital All-Access Pass” is the group’s first effort since then at some sort of ticket sales, said Gilmer, as the Symphony embarks on its own recovery efforts.

With the hiring of Payare, the new musical director, in 2019, the San Diego Symphony Orchestra had already been on a growth trajectory pre-COVID-19, she said. When things return to some sort of normalcy, the plan is to continue on that path.

Payare is on board.

“The sky is the limit,” he said. “I can’t wait to have concerts (at The Shell) with the San Diego Symphony.”