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## **Metrocare Board Chair Announces Agreement with NTBHA**

*Terry James praises Board's leadership and CEO for commitment to mission;  
Resolution frees professionals to focus on COVID-19 crisis.*

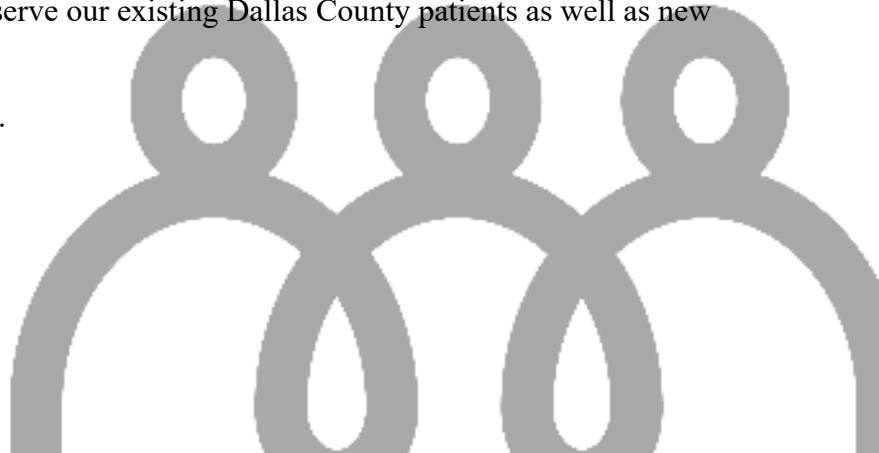
**DALLAS, TX** – Terry James, Chairman of Metrocare's Board, the volunteer body overseeing Dallas County's largest provider of mental and behavioral healthcare services, announced today that an agreement has been reached between Metrocare and the North Texas Behavioral Health Authority (NTBHA).

In January, Metrocare expressed its concern about the lack of a negotiated agreement for the current fiscal year. Leadership said NTBHA's proposed rate reduction would have far reaching effects for the agency's ability to provide care for uninsured patients in Dallas County. In addition, James and Dr. John W. Burruss, Metrocare's CEO, worried that NTBHA's proposals would create significant challenges because Metrocare's professionals were being asked to do more for less. The new agreement allows continuation of services without a reduction in funding.

NTBHA is the governmental agency with the primary responsibility to distribute allocated State of Texas funds to organizations able to fulfill the urgent need to provide mental and behavioral healthcare for uninsured or indigent patients in a six-county region. In Dallas County, Metrocare serves some 10,000 uninsured people each month.

"We are grateful this contract got resolved," said James. "That's especially true because Metrocare and NTBHA have a collective mission to respond to the COVID-19 crisis. Contract discussions and disputes definitely distracted from our common goal to serve our existing Dallas County patients as well as new clients who may need us now more than ever."

James specifically praised the Metrocare Board.





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“It’s very difficult when we have disagreements with NTBHA,” said James. “They have a job to distribute and protect the State’s funds, but we have an established mission to provide direct service to County residents who have no place to turn without us.”

The resolution allows Metrocare to focus on the current crisis. Last week, Metrocare established a direct support and assistance phone line for those feeling stress, fear, anxiety and depression about COVID-19.

“We continue to serve existing patients via telehealth or, when necessary, in our clinics,” said Burruss. “Additionally, there are many people who have been managing life well on their own, but now are extremely anxious about the future because of all the changes resulting from COVID-19. So, we have expanded our capabilities to serve Dallas County through this new direct support line.”

The Metrocare Coronavirus (COVID-19) Support Line is answered Monday through Friday during normal business hours at 214-743-1215. Anyone can call to get access to services and resources.

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## **About Metrocare Services**

Metrocare is the largest provider of mental health services in North Texas, serving more than 60,000 adults and children annually. For over 50 years, Metrocare has provided a broad array of services to people with mental health challenges and developmental disabilities. In addition to behavioral health care, Metrocare provides primary care centers for adults and children, services for veterans and their families, accessible pharmacies, housing and supportive social services. Alongside the clinical care, researchers and teachers from Metrocare’s Altshuler Center for Education & Research are advancing mental health beyond Dallas County while providing critical workforce to the state. For more information, visit [metrocareservices.org](http://metrocareservices.org) or call 214-743-1200. Follow us on [Facebook](#) and [Twitter](#).

