CONTENTS
MAY/JUNE 2003 • VOLUME 23, NUMBER 3

COVER STORIES
10 ...... Consumer-Driven Healthcare?
   It's the "latest thing," but concerns remain about benefit design, utilization, and access
   by Michael M. Faenza, MSSW
14 ...... Online Psychiatry Comes Into Its Own
   Making the case for managing care online
   by Jeff McIlroy, MD
17 ...... E-therapy: A Question of Ethics
   Web-based treatment is still experimental, with uncertain risks and benefits
   Based on an interview with Elizabeth R. Welfel, PhD
20 ...... Using Technology to Track Outcomes
   An interview with Benjamin Brodey, MD, MPH
25 ...... Surfing the Mental Health Web
   What to look for before recommending sites to patients
   by John M. Grohol, PsyD

FEATURE ARTICLES
30 ...... Who Really Benefits From Any Willing Provider Laws?
   A look at each stakeholder's perspective
   by Monica E. Oss, Editor-in-Chief
33 ...... IT Upgrades in the Public Sector: Necessary Even in
   Difficult Times
   An interview with Alicia L. Vines and David V. Kendall of the Sacramento
   County Department of Health and Human Services
35 ...... Your Next HIPAA Deadline: Transactions and Code Set
   Compliance
   Don't wait until the last minute (i.e., this fall) to prepare for new electronic-
   transaction requirements
   by Henry Yennie, GSW
38 ...... A Model to Transcend the Limitations of Addiction Treatment
   Wrapping the traditional care intervention in a continuum of recovery-support
   services
   by William White, MA; Michael Boyle, MA; and David Loveland, PhD

SPECIAL SECTION
S1 ...... Contemporary Issues in Behavioral Health:
   Who Should Treat Bipolar Disorders?
   Part three of a six-part, yearlong series on topics generating discussion in the field

DEPARTMENTS
6 ...... Editorial
   HIPAA Is Happening
   by Monica E. Oss, Editor-in-Chief
7 ...... Washington Insights
   Budgetary Dreams vs Reality
   by Michael J. Stoil, PhD
45 ...... InfoTech: The SATVA View
   Company Approaches to Customer Support
   by A. Sheree Graves
48 ...... Views From the Trenches
   "Consumer-Driven" Care Has Pitfalls
   by J. Chip Droto, MSW, CEAP, Associate Publisher