



BEHAVIORAL HEALTH SERVICES CLIENT HANDBOOK



INTRODUCTION

The purpose of this booklet is to introduce you and your family to the Behavioral Health Services available to you at CONCERN, and to inform you of the benefits, rights, and responsibilities of receiving these services. If you need more information, or do not understand something about our policies or services offered, please ask any staff member.

WHAT SERVICES ARE AVAILABLE?

Information and referral

Initial intake and assessment

Psychiatric evaluations

Psychological evaluations

Individual psychotherapy

Couples counseling

Family therapy

Group therapy

Medication management

Intensive Behavioral Health Services (IBHS)

Employee Assistance Programs (EAPs)

Partial Hospitalization Program (PHP)

Family Based Mental Health (FBMH)

Community Residential Rehabilitation (CRR)

Parent-Child Interaction Therapy (PCIT)

Crisis Intervention Services (Telephone, Walk-in, and Mobile)

Community and School Based Behavioral Health (CSBBH)

***Services available at office sites vary, and all services may not be available at all office sites**

WHAT IS CONCERN AND WHAT ARE THE BEHAVIORAL HEALTH SERVICES?

CONCERN was initially organized in 1978, and is a non-profit human service agency that offers a growing array of adoption, behavioral health, foster care, and residential programs. CONCERN Behavioral Health Services has grown to where it now provides comprehensive clinical Behavioral Health Services to individuals and families who could benefit from therapeutic intervention and support. The behavioral health programs vary by site, so please feel free to ask CONCERN staff for more information about any of the programs listed in this handbook.

WE ARE A FULLY LICENSED AGENCY

All CONCERN behavioral health programs are licensed through the Pennsylvania Department of Human Services.

CONCERN offers behavioral health to individuals of all ages, as well as couples, families, and groups. Services are provided by a staff of experienced and caring professionals who possess degrees which were awarded by accredited universities in the fields of psychology, counseling, or social work. Administratively, CONCERN's management team is led by a CEO and Senior Leadership Team, with each service site being led by properly credentialed supervisory personnel.

CONCERN BEHAVIORAL HEALTH SERVICES (BHS) CLIENT CANCELLATION POLICY

Please kindly offer CONCERN at least 24 hours notice of the need to cancel/reschedule an appointment. Our professionals attempt to accommodate client emergencies or the need to offer an alternative appointment as much as possible. We recognize that situations arise, and we want to encourage clients to openly communicate needs and concerns with your treatment provider.

It is the policy of CONCERN Behavioral Health Services that any appointment missed without notification to BHS or canceled

less than 24 hours in advance of the appointment will be considered a 'no show' or 'short notice cancellation'.

1. After the first No Show or Short Notice Cancellation, a staff member will contact the client and attempt to reschedule.
 2. After the second No Show or Short Notice Cancellation in a 6 month period, a staff member will send the client an "At Risk of discharge Letter" with the hopes of re-engaging the client in treatment services.
 3. After the third No Show or Short Notice Cancellation in a 6 month period, a letter will be sent to the client indicating that the file is being closed with CONCERN Behavioral Health Services and offering the client the option to call our office to receive a referral to an alternate provider. The client may also contact their insurance carrier or Managed Care Company for alternate providers.
- For clients receiving medication management services: If you cancel or No Show, your psychiatrist may not authorize any refills until you attend your next face to face appointment.
 - CONCERN staff will review and offer a full copy of the BHS Cancellation Policy to you during intake.

CONFIDENTIALITY

Confidentiality is an essential part of treatment. Information gained during the assessment and treatment process is considered confidential. Exceptions to this include information indicating that harm would come to a client or another person if this information is not reported. As mandated by law, all professionals must also report instances of suspected child abuse/neglect. CONCERN does not share any other information outside of the treatment team either verbally or in writing, with anyone else without the written consent of the client except as defined by law.

The confidentiality of CONCERN Behavioral Health Services records is protected by Federal law and regulations. Generally, CONCERN staff may not say to a person outside the program that a client

attends the program or disclose any information identifying a client unless:

- the client consents in writing
- the disclosure is allowed by a court order, or
- the disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.

Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime.

Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or Local authorities.

All information released will be handled confidentially and in compliance with the Federal Privacy Act (P.L. 92-282), the PA Mental Health Procedures Act (Section 7100.111.3), the Juvenile Court Act (42 PA C.S.A.6301 et seq.), the Child Protective Services Act (11 P.S.2201 et seq.), The Federal and PA Drug and Alcohol Abuse Acts (P.L.92-255, and 221. No. 63), Education Regulations (P.L. 94-142 and 22 PA Chapters 12 and 341), DPW regulations (55 PA Code 4225.21 - 4225.50).

By reading this, you have been informed of your right to inspect all material to be released (PA MH Procedures Act Sec. 7100-111.3 and PA Drug and Alcohol Abuse Control Act).

WHAT CAN I DO IF I DISAGREE WITH HOW I AM BEING TREATED?

1. When you have a complaint, you are encouraged to discuss the situation with the staff who works with you, your therapist, your psychiatrist, psychologist, or the supervisors of the Behavioral Health Services.
 - a. Discuss the problem directly with the individual involved.
 - b. If the issue is not resolved, you may file a grievance either orally or in writing directly to CONCERN staff.
 - c. The Supervisor or Region Director will contact you within 48 business hours with a decision.
 - d. If you are not in agreement with the grievance decision, you may file an appeal within ten working days of receiving the grievance decision.
 - e. The Region Director will contact you within 48 business hours to discuss the appeal resolution.
 - f. You have the right to the assistance of an independent person and witnesses in presenting your complaint (PA Code 5100.54, Article VII). You can contact your local Mental Health program office, the Managed Care Organization or insurance company that provides coverage for your mental health treatment, or an advocacy agency at any time, to help you articulate your grievance and appeal. If you need assistance locating any of the above named agencies, CONCERN staff can provide you the contact information. You may also contact the Office of Mental Health and Substance Abuse Services (OMHSAS) at:

P O Box 2675
Harrisburg, PA 17105
Phone: 717-787-6443
Toll Free: 855-284-2494

WHAT ARE MY RIGHTS AS A CLIENT?

1. You have the right to considerate, respectful care, in a humane physical and psychological environment.
2. You have the right to non-discriminatory services in the least restrictive setting available.
3. You have the right to actively participate in your treatment plan, and to full information about the treatment goals, expected benefits, risks, and alternatives.
4. You have the right to ask questions about procedures at any time.
5. You have the right to expect reasonable continuity of care.
6. You have the right to decide whether to allow a student intern to participate in your treatment.
7. You have the right to refuse medication.
8. You have the right to refuse or withdraw from treatment, unless the treatment or service is court ordered. Refusal or withdrawal from treatment may result in discharge from services.
9. You have the right to ask for alternate consultation, evaluation, or treatment.
10. You have the right to appeal termination of services to your Clinical Therapist or CONCERN staff.
11. You have the right to expect that all communication and records pertaining to your care will be treated as confidential.
12. You have the right to know the nature of the material about to be released or obtained from others with your signed consent.
13. You have the right to voice grievances and make recommendations with regard to your treatment and services.
14. You have the right to be offered the most appropriate and least restrictive or intrusive service alternative to meet your needs.

15. You have the right to receive services in a manner that is free from harassment or coercion and respects your decisions and choices.
16. You have the right to receive services that are respectful of, and responsive to, cultural and linguistic differences.

WHAT ARE MY RESPONSIBILITIES AS A CLIENT?

1. You have the responsibility to help develop your treatment plan and to participate actively in any services you receive.
2. You have the responsibility to work toward those goals in cooperation with your therapist or direct service provider.
3. You have the responsibility to be a part of the decision-making process in deciding when your goals have been achieved.
4. You have the responsibility to be as honest as possible in dealing with your therapist or direct service provider.
5. You have the responsibility to pay for the services at the time service is provided.
6. You have the responsibility to inform staff when you cannot keep an appointment as far in advance as possible. Cancellations made within 24 hours without good reason may require payment of the full fee for the missed appointment.
7. You are responsible for payment of any co-pays or payments that are not covered by your insurance or payer.
8. You are responsible to report any insurance, address, or phone number changes to your therapist or office staff.

9. You have the responsibility to maintain confidentiality about other clients you may see in the office whom you may know.

WHAT ARE MY RESPONSIBILITIES FOR VERIFYING SERVICES?

- CONCERN staff is required to follow all regulations and laws related to properly billing for services.
- You will be asked to sign an Encounter Form verifying the service provided that will include the date and time of service.
- It is your responsibility as the recipient of services to only sign the correct dates and time of service. Many services are paid for with federal and state funds and those regulations must be followed. In order to help prevent fraud, waste and abuse, we ask you to closely review the encounter form. If false claims, statements, or documents, or concealment of material occurs, it could be unlawful under applicable Federal and State laws.
- If you are asked to sign when the date and/or time is incorrect, you may refuse to sign and we ask that you report this.
- You may also be contacted by CONCERN staff who will ask you to verify specific dates and times of services.
- When services occur in a school or community setting, the encounter form may be signed by approved personnel in that setting.

If you have any questions or believe that any service is incorrect (fraud, waste or abuse) please contact the program supervisor at the phone number on the cover page of this pamphlet or the compliance officer by phone at 855-234-3168 or by email to compliancehotline@concern4kids.org

CONCERN Behavioral Health Services strives to deliver quality mental health treatment to all of our clients. As such, you may receive written correspondence to notify you if you become at risk of discharge and when your treatment is ended for any reason. Additionally, and through CONCERN Behavioral Health Services commitment to improving the quality of our services, you may receive an aftercare survey in the mail.

Should you have questions about any of the information included in this handbook, CONCERN staff will be happy to assist you.



Office Locations

Aspire

411 Walnut Street
Allentown, PA 18102

Bethlehem

90 S. Commerce Way, Ste. 300
Bethlehem, PA 18017
(610) 691-8401
Mon - Thu: 8:00 AM - 8 PM
Fri - 8:00 AM - 4:00 PM
Weekends by Appointment

Children's Home of Easton

Acopian Center
2000 S. 25th Street
Easton, PA 18042
484-541-5379
Mon - Fri - 8:30 AM - 4:30 PM
Weeknights/Weekends by Appointment

Coudersport

269 Route 6, Room 2
Coudersport, PA 16915
814-205-9322
Hours by Appointment

Easton

175 South 21st Street, 2nd Floor
Easton, PA 18042
484-497-9699
Mon - Fri - 8:00 AM - 4:00 PM
Weeknights/Weekends by Appointment

Fleetwood

24 N. Franklin Street
Fleetwood, PA 19522
(610) 541-2309
Mon - Thu: 8:00 AM - 8 PM
Fri - 8:00 AM - 4:00 PM
Weekends by Appointment

Lewisburg

60 North Eighth Street
Lewisburg, PA 17837
(570) 523-2372
Mon - Fri: 8:00 AM - 4:00 PM

Mansfield

63 Third Street
Mansfield, PA 16933
(570) 662-7600
Mon - Thu: 8:00 AM - 8 PM
Fri - 8:00 AM - 5:00 PM
Weekends by Appointment

Towanda

846 Main Street
Towanda, PA 18848
(570) 268-3073
Mon - Fri: 8:00 AM - 4 PM
Weekends by Appointment

Wellsboro Office

62 Plaza Lane
Wellsboro, PA 16901
(570) 724-7142
Mon - Fri: 8:00 AM - 4:30 PM

Wilkes Barre

100 N Wilkes Barre Blvd., Ste. 212
Wilkes Barre, PA 18702
570-800-2332
Hours by Appointment

Wyomissing

1120C Hobart Avenue
Wyomissing, PA 19610
(610) 541-2309
Mon - Thu: 8:00 AM - 8 PM
Fri - 8:00 AM - 4:00 PM
Weekends by Appointment