

HOW DO I GET SERVICES?

In an emergency situation, contact our HOPEline at 800-567-HOPE, call/text 988 or walk into our 24/7 Crisis Center located at 797 S Main Street in Lima.

If you are not in an emergency situation, contact the intake department at the agency in which you would like to receive services. Most of our agencies have walk-in screening times and do not require an appointment to begin services. You can verify those times by calling.

WHAT SERVICES WILL I RECEIVE?

There are many services provided at our agencies. Agency staff will work with you to develop a plan to meet your needs and offer services that address your current situation. The services available to you may depend upon the level of care needed.

Any resident of Allen, Auglaize, and Hardin Counties who requests services at one of our agencies will be given the opportunity to enroll in the Board's Benefit Plan. When enrolling, you will be asked to sign a billing authorization form. This authorization permits the provider agency to bill the Board for public funds to help offset the cost of your mental health and/or substance use treatment.

What do I do if I am unhappy with services?

- Talk it over with your therapist, case manager, or other agency staff.
- Sometimes problems can be easily resolved through communication.
- Talk with the professional's supervisor.
- Talk with the agency's Client Rights Officer if the issue is still not resolved. This person can assist you with taking appropriate action.
- If none of the above steps work to resolve your issue, call the Mental Health & Recovery Services Board's Client Rights Officer at 419-222-5120.

You will be asked about your income, family size, whether you have insurance, or if you are covered by Medicaid or Medicare. Financial assistance may be offered based on this information. If you choose to not enroll, you may not qualify for all services. Other arrangements will need to be made for covering your treatment costs if you do not enroll, and you may be billed.

What do I do if I feel an adverse decision was made regarding my eligibility or benefits?

- Contact the agency's finance or billing department to discuss your concerns.
- Call the Mental Health and Recovery Services Board at 419-222-5120.

MEMBER INFORMATION BENEFIT PLAN



**Mental Health &
Recovery Services Board**

ALLEN • AUGLAIZE • HARDIN

528 W. Market St. Lima, OH 45801 419-222-5120

MEMBER INFORMATION BENEFIT PLAN

INTRODUCTION

The Mental Health & Recovery Services Board of Allen, Auglaize, and Hardin Counties is the health plan covering any instance where publicly funded dollars are used in the payment of services for mental health or substance use treatment. Services are available to all county residents based on an individual's ability to pay.

MISSION

The Mission of the Mental Health & Recovery Services Board of Allen, Auglaize and Hardin Counties is "To reach out and provide vital prevention and treatment services to any resident."

The Mental Health and Recovery Services Board of Allen, Auglaize and Hardin Counties partners with local behavioral health agencies to provide funding for a comprehensive continuum of services from prevention to treatment.

SERVICES

- Psychiatry
- Mental Health Counseling
- Substance Use Counseling
- Medication Assisted Treatment
- Crisis Intervention
- Crisis Stabilization
- Recovery Housing
- Prevention Services & Education
- Sub-acute Detoxification
- Peer Support

The Board receives State, Federal and local levy funding to plan, fund, coordinate and evaluate community mental health and substance use services. Input from consumers, family members, and the community is encouraged to ensure that services are comprehensive, client-focused, cost-effective, and consistent with the dignity, needs, and rights of Allen, Auglaize, and Hardin County residents.

For a full list of services visit us at www.wecarepeople.org

WHO IS ELIGIBLE FOR SERVICES?

You must be a resident of Allen, Auglaize, or Hardin Counties to be eligible for the Board's Benefit Plan.

Non-residents can receive crisis intervention services.

SATISFACTION SURVEY

