

# Member Information and Benefit Guide



## Mission

The Mental Health & Recovery Board of Clark, Greene and Madison Counties supports a system for delivering mental health, alcohol and other drug treatment, prevention, education and advocacy services for its residents.

## Vision

The Mental Health & Recovery Board of Clark, Greene and Madison Counties assures access to quality behavioral health services so residents have opportunities to lead healthy, productive lives.

## Benefit Plan

The MHRB benefit plan was developed to oversee and pay for mental health and substance abuse services to Clark, Greene, and Madison county residents through federal, state, and local dollars.

### *What services are available to me?*

Our agencies provide a wide range of services for conditions including: Mental Illness, Substance Abuse, Domestic Violence, Family Crisis, and Child & Adolescent problems. Treatment may consist of many services including, but not limited to: assessment, counseling, medication, case management, residential, housing, prevention and other outpatient services. Members have the right to determine what services they need. Input from members and family are important to the whole service plan development.

## Eligibility/Enrollment

Residents of Clark, Greene, & Madison Counties are eligible to participate in the MHRB plan. The level of assistance is determined by each agency upon intake with consideration given to your financial status. Some members may be required to pay a co-payment for services.

### *How do I become a member?*

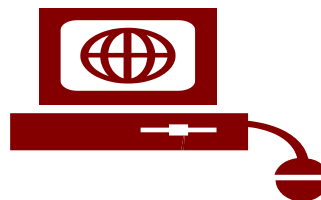
You will be enrolled into the benefit plan once you present for service at one of our network providers. You will be asked to sign a billing authorization form, permitting the provider to bill the MHRB for public funds to help offset the cost of your services. You will be asked questions regarding your financial status, family size, and medical insurance. Many agencies can bill your private insurance and Medicaid for you. If you choose not to enroll, you may not qualify for all treatment and services available through the benefit plan.

### *What if I want services outside of the local benefit plan?*

Enrollees are encouraged to seek treatment from our local providers to assure maximum benefit. However, local residents may seek services outside of our tri-county area, but not all services may be covered. If you do choose an out of network provider, please check carefully what services will be covered and available to you.

## Web Access

To better serve our clients and family members, you may visit our MHRB website for more information about our providers and our board. Please visit <http://www.mhrb.org>.



1055 E. High Street, Springfield, Ohio 45505  
Phone: 937-322-0648 Toll Free: 800-435-7968 Fax: 937-322-7631

# MHRB Service Area Contracted Providers

The MHRB contracts with many local agencies to offer the best variety of services. Our providers for the tri-county area are listed by county.

## Clark County

- Mental Health Services Clark County
- McKinley Hall
- Oesterlen Services for Youth
- Project Woman
- NAMI Clark County
- Rocking Horse
- Springfield Metropolitan Housing
- Catholic Charities of SW Ohio
- Clark County ESC
- Wellspring
- United Senior Services
- Matt Talbot House

## Greene County

- TCN Behavioral Services
- Housing Solutions Greene County
- Women's Recovery
- Family Violence Prevention Center
- Greene County ESC
- Greene County Juvenile Court

## Madison County

- Mental Health Services Madison County
- Madison Co. Dept. of Family & Children

## Confidentiality

The Mental Health & Recovery Board of Clark, Greene, & Madison Counties and all of its contract agencies comply with all state and federal laws regarding client confidentiality. Your personal financial will be used in accordance with these laws. The new HIPAA guidelines are abided by to ensure your private information is secure and protected.

## Complaint Process

Communication is the key to resolving many issues. First, you should speak directly with your counselor or case manager. If your issue is not resolved, you should talk with their supervisor. If no resolution has been attempted, you may go to the Client's Rights officer at the agency to get assistance in the matter.

As a last resort, contact the Mental Health & Recovery Board of Clark, Greene, & Madison counties Client's Rights Officer at 937-322-0648 or toll free at 800-435-7968.

Your Well-Being Is Our Goal.

***Take control of your life and seek the assistance you need for a better state of living.***

