



## **Client Rights and Responsibilities**

Citizen Advocate is licensed by the New York State Office of Mental Health (OMH) and New York State Office of Alcoholism and Substance Abuse Service (OASAS). We operate in accordance with Mental Hygiene Law and Regulations, as well as other applicable state and federal laws. As such, our clients are entitled to certain rights, and likewise are expected to fulfill certain responsibilities. It is important that you know your rights and responsibilities as a treatment participant.

### **You have the right to:**

- Be informed of the program's rules and regulations;
- Receive services from staff who are competent, respectful of patient dignity and personal integrity, and in sufficient numbers to deliver needed services consistent with regulatory requirements;
- Participants referred to a faith-based provider have the right to be given a referral to a non faith-based provider;
- Be fully informed of your treatment plan and participate in its development, including setting goals and measuring progress;
- Receive services without regard to race, color, ethnicity, religion, gender, gender identity, sexual orientation, source of payment or place of residence;
- Receive services in a therapeutic environment that is safe, sanitary and free from the presence of alcohol or other drugs of abuse;
- Receive confidential treatment. Except for medical emergency, court order, child abuse or crimes committed on program premises, a program cannot generally release information without your written consent;
- Freedom from physical, verbal and/or mental abuse and mistreatment by employees;
- Be free from sexual harassment and sexual misconduct, including inappropriate personal involvement with counselors, staff or other patients;
- Receive a copy of your record for a reasonable fee;
- Refuse or discontinue treatment and be told what effect this could have on your health or status in the program;
- Obtain, in writing, an explanation of the reason(s) for your discharge from treatment and information about the program's appeal process. And, if necessary, receive help obtaining treatment at another program;

### **You have the responsibility to:**

- Act responsibly and cooperate with the staff from your program;
- Treat the staff and other patients with courtesy and respect;
- Respect the right of other patients to receive confidential treatment;
- Participate in the development and completion of your treatment plan, which included becoming involved in productive activities that will help you reach your goal(s);
- Address all personal issues adversely affecting treatment with your service provider(s);
- Keep all scheduled appointments or contact customer support staff at least 48 hours in advance if you cannot attend;
- Obtain a physical exam when beginning treatment and once a year afterward and have results forwarded to CAL
- Pay for treatment on a timely basis, according to your means;
- When a client is a minor child, provide legal documentation of financial and health insurance responsibility. And in cases of separation or divorce, give permission to communicate with child's other parent;



### Client Grievance Process

If you feel your rights have been violated or have concerns about your treatment, you may:

1. Talk with your counselor. Most problems can and should be handled by your counselor.

Citizen Advocates, Inc. Adirondack Locations:

31 Sixth Street Malone, NY 12953 (518) 483-3261	70 Edgewood Road Saranac Lake, NY 12983 (518) 891-5535	15 Fourth Street Malone, NY 12953 (518) 481-8160
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Citizen Advocates, Inc Seaway Valley Locations:

16 Phillips St Massena, NY 13662 (315)764-8076	242 North Main St Massena, NY 13662 (315)764-8076	1003 Park St Ogdensburg, NY 13669 (315)713-9090	650 State St Watertown, NY 13601 (315) 755-1251
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2. If you counselor cannot resolve the situation, talk with his or her supervisor.
3. If you still need help, talk with the Director of your program

<b>Director-Behavioral Health Adirondack Region</b> • Kaitlyn Gervais Phone: (518)651- 2311	<b>Sr. Director-Behavioral Health ADK/SWY Regions</b> • Jennifer Rowledge Phone: (518)483-1251
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4. If the matter is still not resolved, contact:

### Chemical Dependency Services

OASAS Patient

Advocacy 1-800-553-5790

*No punitive action can be taken against those in treatment for contacting the Patient Advocacy Office*

NYS Office of Alcoholism and Substance Abuse Services

OASAS Commissioner

1450 Western Avenue Albany, NY 12203-3526

(518)473-3460

### Mental Health Services

NYS Justice Center: 1-855-373-2122 (abuse line); 1-800-624-4143 (Information & Referrals line)

(For problems concerning inpatient and outpatient treatment)

NYS Office of Mental Health main hotline: 1-800-597-8481

NYS Office of Mental Health Family Liaison: 518-474-4888 (Assists families in advocating for loved one in a hospital or clinic setting)

NYS Office of Consumer Affairs: 518-474-8583; 800-697-1220 (Consumer Assistance Hotline) (Peer advocates assist consumers with problems with treatment, getting services)



## **Fee and Attendance Policy**

### **Patient Notification Required by NY Public Health Law Section 24**

Citizen Advocates is a not-for-profit organization. Pursuant to section 41.25 of the NYS Mental Hygiene Law, fees are based upon the actual cost of providing services, client ability to pay, and resources available from private and public health insurance and medical aid programs.

Citizen Advocates participates with the following healthcare plans:

- APS Healthcare
- Blue Shield NE NY
- CHAMPVA
- Cigna
- Couresource
- Evercare
- Excellus
- Federal Blue Shield
- Fidelis
- Gallagher & Koster
- Gallagher Bassett
- GEHA
- GHI
- Healthnet Pearl
- Health First
- Highmark
- Humana
- Lifetime Benefit
- Martins Point
- Medicare
- NYS Medicaid
- Monroe Health Plan
- Opturn Geisinger
- Pomco
- Priority Health
- Resolve Multiplan
- St. Lawrence Lewis
- Secure Horizon
- Today's Options
- Tricare solutions
- United Healthcare
- United Behavioral health
- Value Options
- WellCare
- No Fault
- Workers Compensation

If we do not participate with your healthcare plan, your plan (i) may not cover out-of-network services at all, (ii) impose higher deductible and/or copayments for out-of-network services, or (iii) reimburse you for a lesser amount than our fees. You are responsible for payment of the full fees regardless of what reimbursement you may or may not receive from your healthcare plan. If you cannot afford to pay the fees due to services, you may qualify for a discount. Please see a financial assistance counselor for more information.

**Citizen Advocates will see you regardless of your ability to pay.** but it is expected that you meet your financial responsibility as determined by your insurance provider or our Sliding Fee Scale if you have been approved for our Financial Assistance Program.

Our fees are:

- Initial Assessment, Mental Health/Chemical Dependency, Extended: \$250
- Individual Therapy, Brief: \$128
- Individual Therapy, Normative: \$175
- Family Therapy with Client: \$250
- Family Therapy without Client: \$250
- Group Therapy: \$250
- Other services are available; rate vary depending on service and length of session

All fees and/or co-pays for services are due at the time services are rendered. We accept cash, check, money order, credit and debit card payment. A %35 fee will be assessed for returned checks.



## **Insurance, Medicaid or Medicare Coverage and Responsibility for Payment**

Health insurance, Medicaid or Medicare may cover all or part of the above fees. Clients are responsible for full-fee payment unless insurance, Medicaid or Medicare eligibility is established. Clients are responsible for payment of charges in accordance with their insurance contract. Clients are also responsible to pay an co-payment required by their insurance plan, and Citizen Advocates reserves the right to contact a client's insurance company if such fees are not paid. Citizen Advocates is prohibited from adjusting deductibles, co-payments, or caps on service set by insurance plans.

Urine screening(s) or other lab work may be requested by your counselor and/or mandating agency as part of your evaluation and ongoing treatment. The testing/lab company will bill you directly in the event you are self-pay or your insurance does not completely cover these costs. We make every effort to utilize the most cost-effective lab services to comply with your drug testing or lab needs.

A sliding fee scale may be available for uninsured clients when they are not eligible for insurance, and when fees are beyond the ability to pay because of family income, size and expenses. We will require documentation of current income and number in household to be considered for the sliding scale. Eligibility for the reduced rate will be reviewed every 6 months.

A billing representative is available to assist clients with billing questions.

## **Open Access**

Citizen Advocates will provide Open Access to clinic services. Client will be able to receive medically necessary services, included daytime crisis and assessment, Monday through Friday (except when the clinic is closed on holidays) from 9am to 3:00pm. Walk in is available, although an advanced phone call is preferred.

All clients may utilize Open Access services, regardless of attendance policy status.

## **Attendance**

Clients are expected to attend all scheduled appointments. Customer support staff will phone all clients 48 hours in advance of a scheduled appointment to confirm attendance.

Cancellation or rescheduling of an appointment must be done within 48 hours of the scheduled appointment. Please call during regular business hours (8:00am- 5:00pm, Monday-Friday, excluding holidays)/ Failure to provide 48 hours' notice will be considered a "no show/late cancel".

Client who completely miss a scheduled appointment will be considered a "no show". The first time a client does not show for an appointment, efforts will be made to reach the client by phone and/or letter to reschedule. Client must contact a customer support to schedule a new appointment.

**Clients who "no show" or "no show/late cancel" two appointments may be referred to our Engagement Specialist. Referred clients will be unable to schedule future appointments with their primary therapist until they meet with our Engagement Specialist and follow any recommended protocols, which may include participation in a three session Engagement Group.**

Once recommended engagement activities are completed, scheduling with a primary therapist may resume. Clients who "no show" for a scheduled evaluation will not be rescheduled but can obtain an evaluation during Open Access Hours.