



2018 - 2019

CONSUMER HANDBOOK



Funding provided by:



**FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES**
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INTRODUCTION

Central Florida Behavioral Health Network, Inc. (CFBHN) is pleased to provide our 2018-2019 Consumer Handbook for persons eligible to receive mental health and/or substance abuse services in the Suncoast Region and Circuit 10. We trust this handbook will provide useful information as you seek services through our network of community provider organizations.

Every year during Florida's annual legislative session, elected representatives develop a budget which allocates general revenue funds to pay for services throughout the state. Florida also receives a variety of federal funds (including block grants) that provide services according to federal guidelines. Both of these fund types are managed through a Managing Entity (ME) contract between the Department of Children & Families (DCF) Substance Abuse and Mental Health (SAMH) Program Office and CFBHN. Under the current contract, CFBHN provides a system of care in the following counties: Charlotte, Collier, Desoto, Glades, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, and Sarasota.

CFBHN ensures that quality services and best practices are provided to consumers and families who are eligible to receive SAMH funded services throughout the network. CFBHN network providers employ principles of recovery including: choice, hope, trust, personal satisfaction, life sustaining roles, interdependence and community involvement. Services must also be culturally and linguistically competent and are provided regardless of race, religion, color, national origin, age, sex or sexual orientation. As used in this handbook, the term "*Consumer*" refers to an individual receiving service at a CFBHN subcontracted provider organization. Again, services provided through the CFBHN managed system of care are funded by State of Florida general revenue and some specialized federal funding. These services are **NOT** funded by insurance plans, the Florida Agency for Health Care Administration (AHCA) Medicaid program, or the Federal Medicare program.

This manual provides general information only. Should you need assistance and/or have questions related to mental health and/or substance abuse services managed by CFBHN through the provider network that are not answered in this handbook, please call 813.740.4811. Please keep this handbook for future reference.

ABUSE HOTLINE

Abuse can come in many forms including verbal, physical or sexual mistreatment. The Abuse Hotline is the phone number you can call to report abuse, neglect and/or mistreatment for all children and vulnerable adults in Florida.

Telephone Number: 1-800-96-ABUSE (22873)

TDD (Hearing Impaired) Number: 1-800-453-5145

If an emergency situation occurs where an individual appears to face immediate risk of abuse or neglect likely to result in death or serious harm;

CALL 911 FIRST

Contact the Abuse Hotline SECOND

ACCESS TO CARE

Geographic Location

CFBHN's expectation is that services will be available in contracted counties either by public and/or private transportation that meets the following guidelines:

- Services are to be within thirty (30) minutes typical travel time in urban areas
- Services are to be within sixty (60) minutes typical travel time in rural areas

When it is determined that a service is not available within these time frames, CFBHN staff will evaluate community needs and if an unmet need is identified will expand services of a current subcontractor, develop a new subcontractor, or increase capacity through use of technology such as telemedicine and/or E-therapy. Identification of need and comprehensive plan development will be accomplished through meetings with local subcontractors and community members.

Timeliness of Services

An important component of access is the availability of timely services. The following is set forth as the guideline for access to services. In all cases, it is important to note that each individual is different and that subcontractors are expected to do everything reasonably possible to meet the needs of those requesting services within the timeframe the individual requests.

- **Emergent/Life-threatening** An individual who is in imminent danger of harm to self or others, or who requires immediate access to detoxification services, must be directed to the most appropriate care, which may include: an Emergency Room, Crisis Stabilization Unit (CSU), or Detoxification Services (DETOX) for evaluation, and/or treatment if indicated. Care is to be rendered within six (6) hours.
- **Urgent** An individual whose clinical situation is serious and is expected to deteriorate quickly if care is not provided (however the situation does not require immediate attention and assessment) and the individual is not a danger to self or others, does not need Detoxification Services, and is able to cooperate in treatment. These individuals are to be seen within forty-eight (48) hours.
- **Routine Care** Individuals who submit service requests for symptoms that do not meet the criteria for emergent or urgent, and do not substantially restrict an individual's activity, but could lead to significant impairment if left untreated, are to receive services based upon seeking assessment at a local Substance Abuse/Mental Health provider. For Adults involved with child welfare, the time frame to receive services is seven days from time of referral.

BEHAVIORAL HEALTH SERVICES

CFBHN supports a culture of wellness and recovery within each of its' subcontracted provider organizations who serve consumers and families. The Substance Abuse and Mental Health Services Administration

(SAMHSA) defines "*Recovery*" as a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

It is important to inspire "*Hope*" within an individual as this makes recovery possible. CFBHN subcontracted providers work to instill hope so that individuals begin to believe in themselves and the

possibility of recovery. A key component in this process is a **“Recovery”** or **“Treatment”** plan. Provider staff work with individuals to develop a personal recovery plan which should include overall health and well-being goals, not just mental health and substance abuse issues. Plan components may include participation in support groups as well as individual therapy, basic health care maintenance, stable housing, development of family and interpersonal relationships, as well as community connections. It can also include educational, occupational, and volunteer goals.

COMPLAINTS AND GRIEVANCES

CFBHN has a procedure for filing a complaint or grievance if you are not satisfied with the services you receive. However, CFBHN recommends you first discuss the situation with your therapist, case manager, psychiatrist, and/or the program supervisor/manager at the provider organization before contacting us. You should also request a copy of your provider’s grievance policy and follow those instructions as well. If you are not satisfied with the results then you call CFBHN at **877.355.2377**.

CONSUMER CHOICE IN SERVICE PROVIDERS

You have the right to choose any substance abuse and mental health provider from within the SunCoast and Circuit 10 subcontractor provider network. If you would like to change your therapist at the provider organization you have chosen, first ask to speak to the therapist’s supervisor and attempt to be reassigned to another therapist. Should you need further assistance, you may contact CFBHN Network Development and Clinical Services at **813.740.4811** or at ndcs@cfbhn.org.

CONSUMER RIGHTS & RESPONSIBILITIES

As a patient in care, your rights are protected by law.

You have the right to:

- Be treated with respect
- Have your privacy protected
- Have information about you, and your medical records, kept confidential
- Let others know if you have concerns about your care, or if you feel your rights have not been respected
- Get treatment in the least restrictive setting possible

You have the right to learn about, and say 'yes' or 'no,' to:

- The services you receive and the treatment team that provides them
- Instances in which your information is shared with someone else
- If you would like to take part in a research study

You have the right to be referred to:

- A lawyer or legal help
- Self-help services
- People or places that can advocate for your care

You have the right to access:

- Your own records
- The information you need to help make choices about your care

Other rights that you have while in care include:

- Access to a phone to reach out to family, friends and other supports
- To have others, including CFBHN, investigate your complaints or concerns and help resolve them
- If you have a disability, the facility providing your care must accommodate your needs
- If eligible, the right to register and vote in federal, state and local elections
- Your treatment team is not permitted to abuse, neglect, humiliate, retaliate against you, or exploit you financially

It is very important to take an active role in your care. To help have a good result during treatment:

- Let your treatment team know about what you need, want, and expect from your care
- Talk to your provider about your progress, or lack of progress, towards meeting your goals
- If you are experiencing any medication side effects that are difficult to manage or your health history has changed, let your doctor know
- If you are dealing with any specific problems, let your treatment team know
- Follow the rules of the program in which you are enrolled
- Respect the confidentiality and privacy of other consumers
- Be on time for appointments and call your provider if you cannot attend
- Update your provider if there are any changes to your address, phone number, email address or insurance plan

EMERGENCY SERVICES

Crisis Stabilization Unit (CSU)

If it is determined that an individual is a risk to themselves or others, the individual can be admitted to a CSU for an examination. The individual can be admitted either voluntarily or involuntarily under the Florida Mental Health Act, commonly referred to as the Baker Act (named for the state representative from Miami that sponsored the law). Crisis Stabilization Units are available for both children (CCSU) and adults (CSU).

Detoxification Services (DETOX)

Services can be provided in an inpatient setting where medical and clinical procedures allow adults and and/or children to withdraw from addictive substances.

- Adult Detox settings are known as Addictions Receiving Facilities (ARF)
- Children's Detox settings are known as Juvenile Addictions Receiving Facilities (JARF)

FEE FOR SERVICES

Community mental health centers that receive funds from the State provide treatment and services based on what you can afford to pay. Every person is responsible to pay for some of the cost of their care, but if you have very little money or no money, services are still provided. This is called a "*sliding-scale*" or "*sliding fee basis*" of payment. DCF funds are always the payer of last resort.

PRIORITY POPULATIONS

There are several categories of individuals and families who are designated to receive priority for services that are funded through general revenue or federal funding.

- Children and parents who are not Medicaid eligible or who need services that are not covered by Medicaid, and who are in or placed from households that DCF Child Protective Investigators determined that children were "unsafe" without additional services, will have priority for substance abuse and mental health services. Per Section 394.674, F.S.;
 - Eligibility for adult mental health services for parents is based upon the emotional crisis they are experiencing due to the potential removal of their children


- Eligibility for adult substance abuse services is based on parents who put children at risk due to their substance abuse disorder
- These individuals may not be placed on a wait list for longer than one week
- A primary goal of treatment is to place individuals into the appropriate recommended treatment service as soon as possible. This is especially important for pregnant women and intravenous (IV) drug users who seek substance abuse treatment. According to Section 1923 of the Public Health Service Act (45 CFR 96.126):
 - IV drug users are to be placed into treatment within fourteen (14) days of their request for treatment
 - Pregnant women are to be placed in treatment within forty-eight (48) hours of their request for treatment

PROVIDER DIRECTORY BY LOCATION

Currently CFBHN contracts with community provider organizations throughout the SunCoast region and Circuit 10. The best resource to determine which contracted organization provides services in your area is to access the CFBHN website at: <https://www.cfbhn.org/service-locator/>. Provider organizations can be searched based on location, it shows what services they offer, displays contact information such as address and phone number, and includes a link to their websites (if available) for more detailed information.

QUICK REFERENCE CARD

Please clip and
keep handy



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Abuse Hotline: 1.800.96.ABUSE (22873)
TDD (Hearing Impaired) 1.800.453.5145

For A Life Threatening Emergency Call 911

For a list of all contracted providers in the Suncoast and Circuit 10 go to
<https://www.cfbhn.org/service-locator/>