ESKENAZI HEALTH

SANDRA ESKENAZI MENTAL HEALTH CENTER CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC CONSUMER GUIDE

Sandra Eskenazi Mental Health Center is a Certified Community Behavioral Health Clinic (CCBHC) that wants to ensure high-quality and comprehensive mental health and substance use services to all individuals seeking services. This Consumer Guide outlines your rights and responsibilities as a CCBHC consumer along with information about crisis services, the sliding fee discount schedule and grievance procedure.

RIGHTS AND RESPONSIBLITIES OF CLIENTS

- To be in a safe environment and be free from abuse and neglect.
- To be treated with respect, dignity and individuality.
- To be provided protection of confidentiality concerning personal information regarding mental health records and any records of alcohol and/or drug usage.
- To voice grievances to Indiana Disability Rights by calling 1.800.622.4845; Eskenazi Health Office of Patient Experience by calling 317.880.8333; Division of Mental Health and Addiction Consumer Service Line by calling 1.800.901.1133; and Indiana Mental Health and Addiction Ombudsman by calling 1.800.555.6424, ext. 239.
- To choose to participate or not participate in any research projects.
- To manage personal financial affairs or to seek assistance in managing them unless the client has a representative payee or a court-appointed guardian for financial matters.
- To be informed about available legal and advocacy services and right to contact or consult legal counsel at their own expense.
- Is expected to make every effort to respect and care for themselves, their clothing and personal belongings.
- Is expected to respect the rights of the other clients and Sandra Eskenazi Mental Health Center staff.
- Is expected to contribute to and participate in the formulation of their own person- and family-centered individualized treatment plans and to work toward attaining treatment goals.
- Is entitled to humane care and protection from harm.
- Eskenazi Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, disability, sex, veteran's status, housing status, sexual orientation, or gender identity or expression.

CRISIS SERVICES

- Sandra Eskenazi Mental Health Center offers 24/7 crisis care services: Thota Rao, M.D., & Aruna Rau, M.D., Crisis Intervention Unit at Eskenazi Health (720 Eskenazi Ave., Indianapolis, IN 46202; Phone: 317.880.8485).
- Chat, call or text 988 for the Suicide and Crisis Lifeline for any behavioral health crisis or to request mobile crisis response.
- Naloxone is available for free from all Eskenazi Health Pharmacy locations and from naloxone boxes accessible 24/7 at 11 Eskenazi Health locations across Indianapolis.

PAYMENT OF SERVICES & SLIDING FEE DISCOUNT SCHEDULE

- Sandra Eskenazi Mental Health Center is a CCBHC and does not deny services to individuals based on inability to pay. Sandra Eskenazi Mental Health Center will determine eligibility for the sliding scale based on a person's ability to pay and will not discriminate on the basis of race, color, sex, national origin, disability, housing status, religion, age, sexual orientation, or gender identity.
- Sandra Eskenazi Mental Health Center provides essential mental health services regardless of the client's ability to pay. Adjustment of fees is based upon family size and income for individuals and their families with annual incomes above 100% of Federal Poverty Guidelines (FPG) and at or below 200% of FPG. The Sliding Fee Discount Schedule (SFDS) is used to calculate the basic discount. Clients earning annual incomes at or below 100% of FPG will be charged no more than a nominal fee for mental health and substance use treatment and a full discount for nurse and lab visits. (Nominal fees will be fixed flat fees that are nominal from the clients' perspective and do not reflect the actual cost or true value of services provided. Nominal fees will always be less than the fees paid by clients eligible to be charged in accordance with the first payment level above 100% of FPG.) Clients earning annual incomes at or below 100% of FPG who also demonstrate homelessness will have a full discount for all Sandra Eskenazi Mental Health Center services. The SFDS and, as applicable, the nominal fee is updated each year using current FPG. Once approved, the discount will be honored for 12 months, after which the client must reapply. The client may request re-evaluation of their eligibility should their household income or family size significantly change within the year of their eligibility determination. A client is not required to apply for or show proof of denial from Medicare, Medicaid or Children's Health Coverage Program (CHIP). The SFDS is available upon request.
- Sandra Eskenazi Mental Health Center accepts Medicaid, Medicare, Healthy Indiana Plan and many commercial plans. If you need assistance applying for coverage, please contact Eskenazi Health Financial Eligibility Services at 1.855.202.1053.

GRIEVANCES

- To voice grievances, please use the following phone numbers:
  - Indiana Disability Rights, 1.800.622.4845
  - Eskenazi Health Office of Patient Experience, 317.880.8333
  - Division of Mental Health and Addiction Consumer Service Line, 1.800.901.1133
  - Indiana Mental Health and Addiction Ombudsman, 1.800.555.6424, ext. 239.

ATTENTION: If you speak another language, free language assistance is available. Eskenazi Health provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, please call 1.317.880.8333.

ATENCIÓN: Si habla español, tiene a su disposición, sin costo alguno, intérpretes médicos que le asistirán de forma presencial o virtual para que se comunique eficazmente con nuestro personal, así como acceso a información escrita en su idioma. Los pacientes que lo necesiten también tienen acceso a servicios auxiliares gratuitos, como interpretación en lengua de señas e información en formatos accesibles. Si desea consultar más detalles, llame al 1-317-880-8333 o hable con el profesional médico que le atiende.

ATANSYON: Si w pale yon lòt lang, gen èd gratis ki disponib pou domèn lang. Sistèm swen sante Eskenazi Health lan bay moun ki gen andikap yo modifikasyon rezonab ansanm ak èd e sèvis siplemantè apwopriye gratis pou yo ka kominike byen avèk nou. Si w bezwen modifikasyon rezonab, èd e sèvis siplemantè ki apwopriye, oswa sèvis èd nan domèn lang, tanpri rele nan 1-317-880-8333.