



2014-2015

# CONSUMER HANDBOOK



*Funding provided by:*



**FLORIDA DEPARTMENT  
OF CHILDREN AND FAMILIES**  
MYFLFAMILIES.COM

Administrative Office  
719 South US Highway 301  
Tampa, FL 33619  
813.740.4811  
[www.cfbhn.org](http://www.cfbhn.org)

## TABLE OF CONTENTS

Introduction.....	2
Abuse Hot Line.....	3
Access to Care .....	3
Behavioral Health Services.....	4
Complaints & Grievances .....	5
Consumer Choice in Service Providers .....	5
Consumer Rights & Responsibilities.....	5
Emergency Services.....	7
Fee for Services .....	7
Priority Populations.....	7
Provider Directory By County .....	8
Quick Reference Clip Out Card .....	8

## INTRODUCTION

Central Florida Behavioral Health Network, Inc. (CFBHN) is pleased to provide our 2014-2015 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 providers.

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 agency. 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 the ME 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 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 works 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 your 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 can 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](mailto:ndcs@cfbhn.org).

## CONSUMER RIGHTS & RESPONSIBILITIES

Your **rights** as a consumer while receiving treatment at a facility are protected under Florida law. When you request or receive services, you should be given written information regarding your rights by the provider.

Here is a list of specific rights:

- To be treated with dignity and respect
- To be free of abuse and neglect
- To be treated in the least restrictive setting
- To receive a physical examination within 24 hours after arrival
- To participate in the development of an individualized treatment plan and discharge plan
- To give express and informed consent to treatment by competent individuals

- To access a system for filing complaints
- To be free of seclusion and restraint unless imminent danger is evident
- To access a telephone to report abuse or speak to an attorney at anytime
- To access a telephone for private communications with family and friends unless such communication is deemed harmful
- To immediate access by a person's family, guardian, guardian advocate, representative, or attorney
- To have personal property and clothing inventoried upon admission and to receive a copy of the inventory
- To vote in national, state, and municipal elections if eligible and registered to vote
- To reasonable accommodations under the Americans with Disabilities Act (ADA)
- To protection of confidential records
- To access to grounds unless restricted for medical or safety reasons

You are also encouraged to assume some reasonable **responsibility** for the success of your treatment.

Active engagement in your care increases the likelihood of achieving positive outcomes.

- Be on time for all appointments and call if you can't make an appointment
- Talk to your case manager, doctor, counselor, peer specialist and others providing your care about needs, preferences, and goals you have
- Provide information about progress in meeting your goals
- Be very involved in developing and reviewing your service/treatment plan
- Tell your provider when you are experiencing problems
- Let staff know about any changes to your medications or changes in your health
- Let your provider know if you decide to discontinue services
- Treat staff and other consumers with respect and consideration
- Follow the rules of the program where you receive services
- Respect the confidentiality and privacy of other consumers
- Present your Medicaid, Medicare or Insurance card each time you come for an appointment
- Let your provider know about changes in your name, address, insurance, telephone number, or your finances

- Pay your bill or make arrangements with the provider to meet a payment schedule

## **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 COUNTY

Currently CFBHN contracts with approximately 64 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: <http://www.cfbhn.org/Pages/Provider-Service-List.aspx>. Provider organizations are listed by county, show what category of services are offered, display contact information such as address and phone number, and have a link to their websites (if available) for more detailed information. This listing can be printed from the website. You can also locate providers using the visual geomapping feature at: <http://www.cfbhn.org/Pages/GeoMapping.aspx>.

### QUICK REFERENCE CARD

Please clip and  
keep handy



Administrative Office  
813.740.4811  
[www.cfbhn.org](http://www.cfbhn.org)

Complaints & Grievances: 877.355.2377  
Network Development & Clinical Services: [ndcs@cfbhn.org](mailto:ndcs@cfbhn.org)

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  
<http://www.cfbhn.org/Pages/Provider-Service-List.aspx>