



Catawba Valley Behavioral Healthcare (CVBH)

CONSUMER HANDBOOK

A Brief Description of Your Rights and Information about the Services and Programs of CVBH.

Introduction:

CVBH is firmly committed to providing each consumer with services that meet their needs and services that demonstrate quality and performance. A primary purpose of this handbook is to assure clear communication is provided to assure each individual understands CVBH’s services, programs, and their rights. If your needs are not met, please contact us and share your concerns. Should you have any questions regarding the content of this handbook or questions regarding your services please Speak to any employee involved in your care or contact CVBH’s Chief Administrative Officer at (828)-695-5900

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CVBH’s MISSION STATEMENT

Catawba Valley Behavioral Healthcare shall promote the welfare and dignity of all persons who seek and engage needed services. Behavioral health services and support services are designed to provide meaningful assistance to individuals in acquiring those physical, emotional, mental, and social skills necessary for effective functioning within their own person and/or environment and to promote recovery. The rights and uniqueness of all individuals are respected and they are to be served in the least restrictive and most appropriate community setting possible.

We invite you to view our Mission Statement, Vision Statement and Principles posted at all of our service locations or if you would like a personal copy, please ask any staff person.

Consumer Choice and Informed Decision Making:

As a consumer you retain the right to choose your service provider (i.e., agency providing your service – not the specific individuals providing your service), to receive sufficient information to make informed decisions about the services you receive, and the right to provide written consent before services are initiated (this may exclude

emergency services). Our staff will strive to provide you with sufficient information to understand your rights as a consumer and the services and programs offered by CVBH. At any time you have the right to ask questions and have your questions answered in a way that you can understand.

Access to Services, Emergencies, and Crisis:

CVBH's normal hours of operation are from 8:00 am to 5:00 pm, Monday-Friday, excluding recognized Holidays.

CVBH provides 24/7/365 Crisis Services. These services are limited to emergencies and are not meant to address routine needs that can be dealt with during regular business hours with your primary clinician. For emergency situations, consumers that reside in Burke or Catawba Counties can call 1-877-327-2593. This phone number may be called 24/7/365 and is answered by staff that have specialized training to address behavioral health emergencies. If you have any questions regarding crisis/emergency services please ask your assigned worker.

Services Provided

CVBH has numerous behavioral health services designed to meet individual needs. Typically a consumer is screened to determine eligibility for services. Upon determining that an individual is eligible for services, a comprehensive evaluation is completed by professional staff to assess need and type of service. Services at CVBH are provided by professional staff and may include:

Assertive Community Treatment Team (Catawba County)-The Assertive Community Treatment Team is a service provided by an interdisciplinary team that ensures service availability 24 hours a day 7 days per week, and is prepared to carry out a full range of treatment functions wherever and whenever needed. This service is provided to recipients who have the most complex and expensive treatment needs.

Community Supports (Burke and Catawba County)-Community Support consists of mental health rehabilitation services and supports necessary to assist the person in achieving and maintaining rehabilitative and recovery goals.

Life Skills (Catawba County)- Is a service designed for individuals with developmental disabilities who need special help to develop basic work, social and daily living skills prior to entering a more advanced work program and to reach maximum potential for community living.

Medication Management (Burke and Catawba County)-see next section

Outpatient Therapy (Burke and Catawba County)- Outpatient therapy is rendered in an office and may consist of individual, group, and/or family therapy/counseling.

Psychosocial Clubhouse-Connections (Catawba County)- Connections is a Psychosocial Rehabilitation Service (PSR) designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention.

Residential Services (Catawba County)- Residential Group living-low intensity is care provided in a home-like environment to five or more consumers in the community. Apartment and housing programs are also available.

Medication Management

It is the policy of CVBH to assure monitoring and administration of medication is provided within a structure that is safe, therapeutic, and promotes individual recovery. Medication use is directed toward maximizing the functioning of consumers while reducing their specific symptoms and minimizing the impact of side effects.

Medication management services are only provided to individuals who are active consumers of CVBH. General eligibility for medication management services includes:

1. Active participation in service as specified in the consumer's treatment plan or Person Centered Plan.
2. Should the consumer refuse or be non-compliant with active participation, medication management services shall not be provided. Appropriate transition planning will be provided and may include referral to a primary care physician or other appropriate practitioner for continued medication management.
3. Consumers that are non-compliant may be provided a 30-day supply of medication during transition to another provider of medication management services.
4. Consumers that have not participated or have dropped out of services for a period of 90 days may be discharged from services, provided attempts have been made to assess continued need for services, i.e., letter, phone-call, etc.

Under certain circumstances a consumer may not be required to actively participate in services. These circumstances must be approved by the consumer's treatment team.

As a general guideline, CVBH will only prescribe medication for the purpose of treating mental disorders and neuro-psychiatric disorders. Other conditions requiring medication will be referred to an appropriate medical provider for proper disposition and treatment. In no case shall CVBH prescribe medication for the purpose of pain management. Prescribing of other medications with a potential for abuse or dependency, including but not limited to benzodiazepines, opiates or derivatives, and barbiturates, shall be closely monitored and prescribed with caution.

Payment and Fee for Services:

You have the right to know the cost for services and billing practices. At time of admission, or as you request, CVBH will discuss our fees for services and information related to billing/payment and the use of your insurance, Medicaid, IPRS, and/or other benefits. We will ask for information related to your insurance and benefits, and you will be requested to sign a release of information that will allow us to contact and bill your insurance and/or benefits. CVBH does provide a sliding fee scale and may waive fees/charges based on the needs of the consumer. We do ask that consumers pay for treatment and/or pay their required co-payment at the time of their appointment. Should you have questions regarding fees for service, charges, or billing practices please speak with your primary clinician or speak with the receptionist at the time of your appointment.

No-Show/Late Cancellation

To provide high quality services as efficiently as possible, it is very important that clients keep their scheduled appointments with CVBH staff. Consequently, in order to minimize no-shows and late cancellations (i.e., less than 24 hours before an appointment), staff and clients agree to the guidelines below:

- CVBH uses an automated reminder call system to remind clients about scheduled appointments. You will usually receive a reminder call one day before your appointment and can follow the instructions on the call to confirm or cancel your appointment.
- CVBH staff try to be on time for appointments but run late at times due to urgent needs of our clients. Please tell the front desk staff every 15 minutes if you have not been seen. You may reschedule an appointment if you have waited 30 minutes past your appointment time.
- CVBH staff make attempts to contact clients that miss appointments, but you should call as soon as possible to reschedule if you miss an appointment.
- If you have to cancel or reschedule an appointment, whenever possible please call the CVBH office where the appointment is scheduled at least 24 hours in advance.
- If you fail to cancel or reschedule an appointment at least 24 hours in advance, ordinarily you will be charged a \$25 no-show/late cancellation fee that will be your obligation to pay.

If you repeatedly miss or cancel appointments less than 24 hours in advance, CVBH may terminate your services (with 30 days notice) or may schedule your future appointments on a work-in basis, which may require you to wait up to three hours.

Employee Ethics and Professional Behavior:

You have the right to receive services that are professional and ethical. Our professional ethics are reviewed with consumers as part of the admission process and posted in consumer gathering areas at all of our service locations. At all times CVBH's employees are required to treat you in a manner that communicates dignity and respect. We provide our employees with training on consumer rights and ethical/professional behavior and expect our employees to be in compliance at all times. If you would like a personal copy of our Employee Ethics and Professional Behavior, please ask any staff person.

At any time you feel your rights have been violated and/or if you have been treated in a manner that is unethical or non-professional please use our complaint process. CVBH investigates allegations of consumer right violations, professional ethics violations, and allegations of fraudulent billing. If you have questions you may contact [CVBH at 695-5900](tel:695-5900).

CVBH Health and Safety policies

Smoking is only allowed in designated exterior smoking areas; some facilities are designated non-smoking.

CVBH is a drug and weapon free workplace. Only exception is NC Law Enforcement officers can keep their official weapon while on premises.

A search and seizure will only be permitted in emergencies when it is believed that there is imminent danger to a consumer or others in the vicinity. CVBH's staff to the extent possible will utilize practices that assure a consumer's privacy and dignity is upheld.

Your Rights as a Consumer:

CVBH actively promotes, protects, and advocates for the rights of consumers and persons served. As a consumer of CVBH, you are guaranteed that you will be treated with respect, dignity, privacy, and receive services in an environment that is humane and safe. This will include freedom from abuse, financial exploitation, retaliation, humiliation, and neglect.

As a consumer, you shall retain and exercise the following rights:

1. The rights to be actively involved, participate, and communicate your preferences for all services provided/received, to include expressing your preferences regarding the selection and approval of individuals delivering your services.
2. The right to have qualified service providers and initiate informed choice/consent for all services provided. This shall include service delivery, releases of confidential/protected health information, service delivery team, and consent for involvement in research projects.
 - a. Employees are required to explain all paperwork and services in a manner that you can understand. This includes, providing you with information regarding the benefit, potential risks, and possible alternative methods of treatment. This shall include the length of time any written consent will be valid and the procedures to be followed if you choose to withdraw consent.
 - b. At any time you have the right to ask for information or have questions answered.
 - c. You have the right at any time to refuse treatment/services or withdraw consent for treatment services (as provided by law). A voluntary refusal to consent to services will not be used as the sole grounds for termination or threat of termination from services.
3. The right to review service record documentation (as approved by Chief Clinical Officer or Designee) and receive a copy of your service plan.
4. The right to have any information obtained during service delivery be held confidential, unless you provide written consent to release information, and/or as required by federal and state law.
 - a. As required by NC statute, CVBH is required to report all allegations of abuse, neglect, and exploitation to the local director of the Department of Social Services.
 - b. During an emergency, CVBH may release information to assist emergency law enforcement, emergency medical personnel, or other entities involved in the emergency situation.
5. The right to be informed of the qualifications and experience of individuals providing services to you.
6. The right to exercise all civil rights (unless restricted by a recognized court of jurisdiction). This shall include the right to dispose of property, execute instruments, make purchases, enter into contractual relationships, register and vote, bring civil actions, and marry and get a divorce, unless the exercise of

a civil right has been precluded by an unrevoked adjudication of incompetency. This shall not be construed as validating the act of any client who was in fact incompetent at the time he performed the act. This includes access and/or referral to legal entities.

7. The right to be informed of fee assessment, billing procedures (paper/electronic), and fee collection practices.
8. The right to submit a complaint regarding care and services received, or appeal any decision regarding your care or services. Complaint procedures are posted at each location, including the availability of complaint/appeal forms.
9. The right to know procedures for suspension, expulsion, and transition/discharge from services.
10. The right to know and understand procedures for search and seizure.
11. The right to receive services in the least restrictive manner. This includes your understanding of the purpose, goals, and reinforcement structure of CVBH's behavioral management procedures.
 - a. CVBH does use Emergency and Planned Interventions to manage consumer behavioral that is considered a danger to the consumer, other consumers or employees. Legal guardians as appropriate will be notified when emergency interventions are used.
12. The right to be free from unnecessary and/or excessive use of medications. Medication shall not be used for punishment, discipline or staff convenience. Medications are administered in accordance with accepted medical standards and only upon order of a physician as documented in the record.
13. Consumer's that receive services in 24 hour a day settings (e.g., Residential) shall have additional rights to include¹²:
 - a. an atmosphere conducive to uninterrupted sleep during scheduled sleeping hours.
 - b. accessible areas for personal privacy, for at least limited periods of time, unless determined inappropriate by the treatment or habilitation team;
 - c. Each client shall be free to suitably decorate his room, or his portion of a multi-resident room, with respect to choice, normalization principles, and with respect for the physical structure;
 - d. Each client shall be assured the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the:
 - i. opportunity for a shower or tub bath daily, or more often as needed ;
 - ii. opportunity to shave at least daily;
 - iii. opportunity to obtain the services of a barber or a beautician;
 - iv. provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil;

¹ Reference §122C-62 of NC Mental Health, Developmental Disabilities, and Substance Abuse Laws.

² No right enumerated in this section may be limited or restricted except by the qualified professional responsible for the formulation of the consumers treatment/habilitation plan.

- v. Bathtubs or showers and toilets which ensure individual privacy shall be available;
- vi. Adequate toilets, lavatory and bath facilities equipped for use by a client with mobility impairment shall be available.
- e. Except as prohibited by law, keep and use personal clothing and possessions under appropriate supervision, unless clothing and possessions are detrimental to the treatment setting. This includes having access to individual storage space for the safekeeping of personal belongings.
- f. Reasonable protection of personal clothing and possessions from theft, damage, destruction, loss, and misplacement, This includes, but is not limited to, assisting the consumer in developing and maintaining an inventory of clothing and personal possessions if the consumer and/or legally responsible person desires.
- g. The right to provide input into facility governance and self-governance groups.
- h. The right to participate in religious worship.
- i. The right to contact and consult with (at own expense) legal counsel, private physicians, private behavioral health professionals of choice. This shall include the right to receive necessary treatment for and prevention of physical ailments based upon consumer's condition and projected length of stay. The facility may seek to collect appropriate reimbursement for its costs in providing treatment and prevention.
- j. The right to communicate and visit with parents, legal guardians, and/or significant others.
- k. The right to make and receive confidential phone calls (long distance calls are at consumer's expense or collect to the receiving party).
- l. The right to send and receive sealed mail and have access to writing materials, envelopes, stamps, and staff assistance.
- m. The right to have access to and spend a reasonable sum of own money.
- n. Retain a driver's license, unless otherwise prohibited by Chapter 20 of the general statutes.
- o. The right to have, as soon as practical during treatment or habilitation but not later than the time of discharge, an individualized written aftercare/transition (discharge) plan containing recommendation for further services designed to enable the consumer to live as normally as possible. This plan may not be required when it is not feasible because of an unanticipated discontinuation of a consumer's treatment.

If you have any questions about these rights, please speak to any employee involved in your care or contact CVBH's at (828)-695-5900

Confidentiality and Security of Information You Provide to CVBH

Service (medical) records, treatment plans and any other information about you (including what you say or share) must be kept private and cannot be shared without your permission except as allowed by state and federal law (examples are listed below). However, it is very important for your treatment to be coordinated with other professionals that might be working with you, such as your primary care physician, other professionals within CVBH, school professionals or even state agencies. Should it be necessary to release information about you to outside individuals, the reasons for release will be fully explained and you will be asked to sign an authorization to release confidential information before information is shared or requested.

By law, there are some situations when information about you may be shared without your permission. These include:

- If a responsible professional determines you are in imminent danger of hurting yourself or others or if there is the likelihood that you may commit or have threatened to commit a crime;
- If the court orders that we disclose information in a legal action brought against you;
- If you bring legal action that in some way relates to your treatment;
- If you have been assigned a legal guardian or someone has been appointed to have power of attorney over your affairs, that person may authorize release of information on your behalf;
- If your medical records must be reviewed or audited to abide by government or area authority/LME regulations, including but not limited to clinical supervision;
- To report suspected abuse, neglect or exploitation of a child or disabled or elderly adult;
- To coordinate your care between the area authority/LME and service providers as allowed under state and federal law;
- To coordinate your care with other area or state facilities when it has been determined that disclosure of information is needed to ensure appropriate and effective care;
- If you are an inmate with the Department of Corrections and it has been determined that you are in need of treatment;
- If a physician or other health care provider who is providing emergency medical services to you determines that you are in need of treatment;
- To report any communicable disease.

Your Responsibilities and Choices as a Consumer/Guardian/Advocate:

While receiving services from CVBH, we request that you:

- Let your needs be known through verbal or written communication with staff involved in your care. This allows us the opportunity to assure you receive quality services.
- Ask questions about the benefits and potential risks of services you receive and about the different kinds of services that are available. This allows you to make an informed decision about the services and supports you receive.
- Be involved in developing and reviewing your person centered, crisis, and aftercare/ transition plans.
- Keep all scheduled appointments or call at least 24 hours in advance to cancel. If you miss a scheduled appointment you may be charged for the missed appointment. Keeping your scheduled appointment is critical to quality services and your recovery.
- Comply with your medication regimen as prescribed and communicate ahead of time if you have problems with your medications and/or are running out of medications.
- Refrain from using “street drugs.”
- Refrain from drinking alcohol if you have been advised that this may interfere with your treatment or recovery
- Work with your treatment team to meet the goals you have established. Your recovery is contingent on your honest efforts to initiate and achieve meaningful objectives.

- Let us know if you have moved so we will know how to contact you or can help link you to new services. This is important to our efforts to serve and communicate with you.
- Pay for services at the time services are rendered to include any co-payments or deductibles that you are responsible for. We are a private not for profit agency and must receive co-pays, deductibles, and payment for services delivered in order to keep our doors open.

Respect the rights and property of others. This includes treating CVBH staff and other consumers with dignity and respect.

- Respect the confidentiality of any persons you may see while receiving services.
- Follow the expectations and rules for the program or service you are receiving services from.
- If your needs are not being met, submit a complaint and/or appeal and give us the opportunity to address your need(s).
- Be aware that your treatment provided at CVBH is contingent upon your cooperation with the above responsibilities; and that your services may be terminated upon a 30 days notice if you do not cooperate with these responsibilities

What To Do If You Think Your Rights Have Been Violated:

If you think your rights have not been supported, that you have not been treated with dignity and respect, or you feel a staff member has been un-professional/unethical towards you, we request that you submit a complaint using the procedures outlined below. CVBH's promptly investigates all consumer rights allegations, and allegations of unprofessional and unethical conduct. CVBH's additionally operates a corporate compliance program that requires all employees to report suspicion or being witness to unethical behavior, to include fraudulent billing practices.

Complaint and Appeal Procedures:

CVBH strives to continually improve the quality of our services. As a valued consumer, parent/guardian, or customer, you have the right to submit a complaint. It is our request that when your needs are not being addressed and/or you see an area for improvement that you submit a written or verbal complaint to our office at 695-5900. The procedures below outline several options for exercising your right to submit a complaint. These procedures are also posted in consumer gathering areas at each of our service locations.

1. Options for complaint submission:
 - a. Contact CVBH by phone at 828-695-5900
 - b. Obtain a formal complaint form and envelope from any employee. After completion of form, put in provided envelope, address to, CVBH Complaint department and give to any CVBH employee.

2. Provide honest and accurate information regarding the specific nature of your complaint and your proposed solution/resolution.
3. Upon submission of your complaint, you will receive an initial response within five (5) working days.
4. As a consumer or parent/guardian, at anytime during the complaint process, if your needs are not being addressed you have the following choices/options:
 - a. Contact the responsible LME Complaint Line
 - i. Mental Health Partners at 1-828-323-8062
 - b. Contact the NC Division of MH/DD/SA at 1-919-715-3197; or,
 - c. Disability Rights NC at 1-877-235-4210
5. There shall be no consequence or retaliation when a consumer, parent/ guardian, or customer submits a complaint.
6. The complaint process will be utilized to continuously improve the quality of CVBH's services and programs.

Medicaid and IPRS Recipient Appeal Procedures

As a recipient of Medicaid or IPRS services you have the right to appeal Medicaid or LME decisions to terminate, deny, or suspend your services. Only a consumer or the legal guardian of a consumer can appeal to Medicaid or the Local Management Entity (LME) following the procedures listed below. CVBH is allowed to assist you in filing an appeal and your primary clinician can assist you with this process.

WHAT ACTIONS MAY BE APPEALED? Recipients of Medicaid or IPRS benefits may appeal when services are suspended, terminated or denied³.

HOW WILL I BE NOTIFIED ABOUT MY RIGHTS? You will receive written notification either from Medicaid or the LME regarding the decision and your appeal rights. This written notification will be by mail.

HOW DO I APPEAL? The written notification will contain instructions regarding procedures and timelines for initiating your appeal. If you have questions about your appeal please talk with your primary clinician.

ACT QUICKLY: You have a limited number of working days from the date on the heading of the notification letter to file an appeal. In situations in which services are reduced, suspended, or terminated you may continue services during the appeal process until a final decision is rendered.

CVBH Locations and Phone Numbers

CVBH Main-Catawba County 828-695-5900
3050 11th Ave. Dr. SE
Hickory, NC 28602

CVBH – Burke – 828-438-6226
350 East Parker Road, Suite 100
Morganton, NC 28655

³ If you have been denied Medicaid eligibility, you should direct your appeal to the Department of Social Services or the Social Security Administration.