

CLIENT PROGRAM POLICIES AND PROCEDURES

Thank you for choosing Catalpa Health! As a client of Catalpa Health the following information is provided to help you better understand the services our mental health center offers.



It is important you read this information carefully, and discuss any questions you have with your mental health provider.

Catalpa Health is a State of Wisconsin certified mental health facility. This means that our mental health center has met all service, staffing and administrative requirements set by the State of Wisconsin Department of Health and Human Services. Clients are seen by appointment only. Currently, services provided at our mental health center include counseling, psychological and neuropsychological testing and psychiatric medication management. If Catalpa Health is unable to meet the treatment needs of the client, your mental health provider will discuss appropriate referral options with you.

IMPORTANT PHONE NUMBERS:

Main Number: 920-750-7000

Client Rights Specialist: 920-702-3203

Medication Refills: 920-750-7013

Billing Specialist: 866-788-9744

CALL CENTER

Our Call Center can be reached at **920-750-7000** and is available to take calls from 8:00 AM - 4:30 PM, Monday - Friday (not including holidays). Calls received after hours will be returned the next business day.

SERVICES AFTER HOURS

If you are faced with an immediate life-threatening emergency after hours, please call **911**. If there is a need to talk with a psychiatric provider regarding medication we are prescribing for you or you need to talk with a counselor after normal business hours in an emergency, please call 920-750-7000 and follow the phone prompts.

LATE CHECK-IN POLICY

If you are late checking in for an appointment, you may not be able to be seen and may have to reschedule. A mental health follow up appointment or psychological evaluation late arrival is defined as being checked in 15 minutes or later than the scheduled start time. For psychiatry, late arrival is defined as being checked in 7 minutes or later than the scheduled start time of an initial evaluation or medication follow up appointment.

CANCELLATIONS AND ATTENDANCE POLICY

Keeping your scheduled appointments is important to the success of your treatment. If you are unable to keep your scheduled appointment for counseling or psychiatric services, we ask that you cancel at least 24 hours in advance by calling **920-750-7000**. You can leave a message at this number 24 hours a day.

If you do not show for 2 initial evaluation appointments within a 3 month period, you will not be allowed to reschedule for 3 months. For therapy and psychology, providers will discuss with you how they manage

attendance issues with clients. As a general rule, if a client exceeds 2 no showed appointments within 6 months, a provider may consider discharge from treatment, transfer to another provider, or dismissal from Catalpa's therapy care for a 3 month period of time. Providers will work to address barriers that are impeding attendance, including problems with late cancellations, late arrival to appointments or no shows.

Psychiatry providers may consider discharge from their services, transfer to another provider, or dismissal from psychiatric care for up to a 6 month period if a client no shows 2 appointments in a 6 month period of time. Note that clients can only transfer to another psychiatric provider one time.

PRESCRIPTION REFILLS

Please allow a minimum of **2 business days** for the refill to be ready at your pharmacy. We recommend requesting a refill one week in advance of the client's last dose of medication to avoid any missed doses.

Sending a message to your provider through **MyThedaCare** is the easiest way to request a refill once you have signed a proxy consent form. Go to www.MyThedaCare.org or download the app MyChart Epic. Calls for prescription refills can be made 24 hours a day by calling **920-750-7013**.

SUPERVISION OF MINORS

A parent or legal guardian must attend the first session (intake) with the minor in order for accurate client/family history to be obtained and for a treatment plan to be developed. **A parent/guardian is also required to attend all psychiatric appointments** in case consent needs to be given for starting or changing medications.

Catalpa Health's policy is that a parent or guardian stay at the clinic at all times when a minor under the age of 11 is being seen by one of our providers. A parent who plans to leave the building while a child under the age of 11 is being seen, **must be approved by their child's provider**. In addition, minors should not be left unattended in the waiting room. Childcare is not provided at our clinics.

INCLEMENT WEATHER

Occasionally bad weather might require that the clinic be closed. If the weather is questionable, we do recommend that you call our main clinic number to make sure the clinic is open.

OBTAINING COPIES OF MEDICAL RECORDS

Clients, parents, or legal guardians may obtain copies of their records by signing a Release of Information form. We require up to a (10) ten day turnaround time for all records requests.

BILLING QUESTIONS

We are here to help you with your billing and payment questions, do not hesitate to contact us.

Please call **866-788-9744** to speak with a billing representative. If you have questions about your insurance coverage, you can contact your insurance company at the number listed on the back of your insurance card. Continued unpaid balances or failure to comply with your payment plan may result in involuntary termination of care.

FINANCIAL POLICY

You are expected to bring your child's insurance card with you to your first appointment and when new insurance information becomes available for verification of benefits. The cost of your treatment will depend on the length of your treatment session, who you see, and whether you are being seen individually or in group. Co-pays are due at the time of service. At your request, our billing department will assist you with a payment plan. Continued unpaid balances or failure to comply with your payment plan may result in involuntary termination of care.

We are committed to providing you with the best possible care and service. In order to achieve these goals, we need your assistance and your understanding of our Financial Policy. It is your responsibility to contact your insurance company for benefits. No one at this agency can guarantee what your insurance will pay.

- **MINOR CLIENTS:** The parent(s) or guardian(s) accepting responsibility at the initial appointment will be responsible for full payment. We are not affected by any **divorce decrees** and will not get involved in these types of disputes, and we cannot do any type of split billing (parents will need to work that out amongst themselves).
- **PAYMENTS:** We accept checks, cash, and credit cards. A fee will be charged for any returned checks. Online payments can be made at www.pay.instamed.com/CatalpaHealth Co-pays are due at the time of services.
- **INSURANCE:** We are anxious to help you receive your maximum benefits if you have health insurance, however:
 1. Your insurance is a contract between you, your employer, and the insurance company. We are not a party to that contract. Here are a few guidelines to help you in obtaining insurance information:
 - a. Contact your insurance company and write down the date and whom you talked to.
 - b. Catalpa Health is a state mandated, state licensed facility.
 - c. Find out if your plan is self-funded – if it is, your insurance does not need to follow state guidelines
 - d. The credentials of the clinician you are seeing.
 - e. You will need to know benefits, limitation per year, authorizations required, and EAP referral required.
 2. Not all services are covered benefits in all contracts. Some insurance companies select certain procedures or diagnoses that they will not cover.
 3. In the event your insurance coverage changes, you need to notify us immediately. Knowingly giving false insurance information can result in insurance fraud.
 4. **You are responsible for payment regardless of any insurance company's arbitrary determination of usual and customary rates.**

INVOLUNTARY DISCHARGE FROM SERVICES

Be aware that you may be involuntarily discharged from services with a provider for issues related to attendance, non-payment of services, disruptive behavior and/or non-compliance with treatment recommendations. If this occurs, you will have 30 days to find another treatment provider and will receive

information on how to file a complaint with the State of Wisconsin, if you decided to do so. Be advised that if you or a family member engages in abusive and/or threatening behavior toward a provider or staff member, this might also result in the involuntary termination of all services at Catalpa Health.

COMPLAINT PROCEDURE

If you are dissatisfied with any aspect of your treatment, please start by talking with the person whom you have a complaint and try to resolve the issue. If you do not want to speak with that person directly, you can contact the Catalpa Client Rights Specialist at **920-702-3203**. They will gather information about your complaint and try to resolve your concerns. If necessary, they can involve a Manager to make a decision about the matter. If you would like to file a grievance (see below), the Client Rights Specialist can assist with this process.

GRIEVANCE RESOLUTION PROCESS (DHS 94.40)

1. You have 45 days from the occurrence of the event in dispute to file a grievance.
2. The Client Rights Specialist will investigate your grievance, which will involve talking with you and any staff involved, as well as reviewing any pertinent records for facts. They will request that you put your grievance in writing prior to completing the investigation.
3. The Client Rights Specialist will complete the investigation and issues a report of their findings and recommendations of the grievance to the Catalpa president or medical director within 30 days for non-emergency situations and 5 days for emergencies. This time period may be extended only if you agree to it.
4. The Catalpa president or medical director will review the report and recommendations and if they agree, a copy of the report will be sent to you.
5. If you both agree with the report, action will be taken on the recommendations within an agreed upon time period.
6. If you disagree with the report and an agreement cannot be worked out, they will prepare a written position of their findings and recommendations which form the official position of Catalpa Health. This written decision will be issued within 10 days in non-emergency situations or 5 days in emergencies from the time you inform the Client Rights Specialist that you do not agree with the original report.
7. If you disagree with the president or medical director decisions, you have a right to request an administrative review with the County (if you are a County funded client) or State. The Client Rights Specialist will assist you with this and explain the process. You have 14 days from the date you receive the written decision to request an administrative review.
8. Other information about our grievance procedure you should know includes:
 - a. No one can retaliate or discriminate against any person who files a grievance
 - b. Your grievance will be handled in a confidential manner. Only staff that need to know are entitled access to the information. The staff person(s) about whom a grievance may be filed shall be informed as to the nature and content of the grievance.
 - c. You are permitted to have another person (non-legal) act on your behalf in filing a grievance.
 - d. If another person represents you in a grievance, you will be required to sign a Release of Information form before any information can be shared with this person.
 - e. Use of the informal complaint process is required for seeking the formal process. Additionally, if you are in the formal grievance resolution process, you can switch to the informal process to attempt to resolve the issue.

- f. At any point in time, you have the right to seek legal counsel and take the matter to court. If this occurs, the grievance process will be suspended.
- g. If you have a grievance about the operation of the Catalpa Health's Grievance Resolution process, you may register a complaint with the County or State and request an administrative review.

CLIENT RIGHTS

When you receive services as an outpatient or an inpatient for mental health, alcoholism, drug abuse or developmental disabilities, you have certain rights under Wisconsin Law (s51.61).

Listed below is a summary of rights that will apply to clients receiving outpatient services. A complete, unabridged copy of Client Rights under Wisconsin State Section 51.61 is available to you upon request.

You have the right to:

1. Be informed of your rights as a client [see 51.61 (1)(a), Wis. Statutes]
2. The least restrictive treatment conditions necessary [see 51.61 (1)(e)]
3. Receive prompt and adequate treatment [see 51.61 (1)(f)]
4. Refuse medications and treatment (except for court orders and emergencies) prior to commitment [see 51.61 (1)(g)]
5. Be free from unnecessary or excessive medication at any time [see 51.61 (1)(h)]
6. Not be subjected to experimental research without your informed, written consent [see 51.61 (1)(j)]
7. Not to be subjected to drastic treatment procedures without your informed, written consent [see 51.61 (1)(k)]
8. A humane psychological and physical environment [see 51.61 (1)(e)]
9. Petition the court for review of your commitment order [see 51.61 (1)(d)]
10. Confidentiality of all treatment records, to review and copy certain records, and to challenge the accuracy, completeness, timeliness or relevance of information in your records in accordance with the provisions of Section 51.30 Wisconsin Statutes [see 51.61 (1)(n)]
11. Not to be filmed or taped without your permission [see 51.61 (1)(o)]
12. Access to a grievance procedure to ensure your rights [see 51.61 (5)]
13. To go to court if you believe your rights were violated [see 51.61 (7)]

Catalpa Health believes that:

1. Clients can expect to be actively involved in establishing their treatment goals and treatment plan. No decisions are made about treatment without their involvement.
2. Every client shall have the right to know the staff responsible for coordination of their care by name and credentials.
3. Every client shall have the right to considerate and respectful care and privacy.
4. Clients shall have the right to know the agency's rules and regulations that apply to their conduct as a client.
5. Every client has the right to nondiscrimination based on race, religion, age, sex or sexual orientation, ethnic origin, psychological well-being, physical or mental impairment, financial support, social status, or number of prior contacts with the treatment facility.