

## Can My Family And I Help Decide On My Treatment?

You are encouraged to be involved in decisions regarding your treatment. This is a right granted to you by state law. When there is no conflict with confidentiality, families are encouraged to be involved with the treatment being received. In most cases, the more a family is part of the individual's care, the more progress can be made.

## What Family Supports Are Available to Us?

Families dealing with severe mental illness may wish to join the National Alliance on Mental Illness (NAMI) and local support groups. Providers also may have information available for alcohol and drug abuse support groups. In addition, support and education may be available for other mental health issues.

## Can I Help to Make Sure My Treatment Is Successful?

In order for you and your family to receive the most benefit from services, you must think of yourself as part of the treatment team.

## What If I Seek Services Outside My Network?

Enrollees are encouraged to use their local county providers that are part of the Network. If services are sought in another county, or outside the Network, and you are not Medicaid eligible, special arrangements need to be made and some benefits may not be available.

## I'm Concerned: Is My Information Kept Confidential?

The Board and providers must comply with state and federal laws regarding confidentiality. Your personal information, including your name, will be kept confidential. Only information for billing will be stored in the computer system with your name.

## What If I'm Not Satisfied With My Care?

The Network aims to provide only quality services but you are encouraged to discuss with your provider any concerns regarding treatment. If the problem persists, you can file a formal grievance. Each Board and provider has a plan for dealing with such complaints. To begin this process, ask to speak to the clients rights officer. Your rights are fully explained in the Client's Rights Policy and Grievance Procedure. To obtain a copy contact your county Board or call 1-800-337-1251.



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PRESENTS

## **THE MACSIS BENEFIT PLAN FOR CLIENTS ENROLLED FROM**

Brown County ADAMH Board - (937) 378-3504

Hancock County ADAMH Board - (419) 424-1985

Community Mental Health Recovery Board of Licking & Knox Counties  
(740) 522-1234

Logan & Champaign MHDAS Board - (937) 465-1045

Mental Health & Recovery Services Board of Seneca, Sandusky & Wyandot  
(419) 448-0640

Mental Health & Recovery Board of Union County - (937) 642-1212

Mental Health Recovery Services of Warren & Clinton Counties  
(513) 695-1695

**The Boards oversee and pay for mental health and substance abuse treatment services for local citizens based upon need. The benefits provided by the Boards are available to the residents of the counties through a Network of providers. The Boards and their providers work together in many ways to ensure quality services.**



## What is the Network Benefit Plan?

The Network Benefit Plan is the behavioral health plan that provides public funds to assist with payment of services. Network providers cooperate so that a wide range of treatment options are available to individuals and families as they work toward recovery. These may include counseling, medication, case management, housing, job training, consultation with schools, social supports and development of everyday living skills. The Network has also been designed to deal with the mental health and substance abuse crises that families and individuals sometimes face.

## Where Do Network Funds Come From?

The Board's Network is funded by Federal and State tax dollars as well as local levy dollars if available. Funding comes from Federal sources including Medicaid, and from the Ohio Department of Mental Health and the Ohio Department of Alcohol and Drug Addiction Services.

## What Help Does The Network Benefit Plan Offer?

Quality Mental Health & Recovery Services are offered to residents based on clinical need. Many kinds of mental health and addiction problems can be treated through the Network. Personal, behavioral and social problems may also be addressed through counseling, medications, support groups and educations. At Network providers, help is available for people of all ages, including children.

## What About More Serious Mental Health Illnesses?

Serious mental illnesses, sometimes referred to as brain disorders, are conditions such as major depression, bipolar disorder, schizophrenia, and obsessive compulsive disorder. These psychiatric conditions may range from mild to severe and are treated by qualified providers through the Network. Your opportunity for success is increased when you cooperate with the treatment plan suggested by your provider.

## How Can I Receive These Services?

If you are not in an emergency, contact the intake department of the agency from which you would like to receive services and request an appointment. A professional staff person will ask you about your situation to make sure the services which that agency provides are appropriate for your needs. You may also be referred to another provider, since the level of care you need may only be available from certain providers.

## What If I Can't Afford To Pay For My Services?

Help is provided for people of various income levels. Priority is given to those most in need. You must be a resident of the County to be eligible for Network benefits. Non-residents may receive services in a crisis situation.

## How Do I Become Part Of the Benefit Plan?

County residents who request financial assistance will be given the opportunity to enroll in the MACSIS Benefit Plan. Financial assistance offered to you is based on information regarding your specific needs, your financial status, and the resources of your County Board.

## What Does Enrollment In The Benefit Plan Involve?

When you enroll you'll be asked to sign a billing authorization statement. This form permits the provider to bill the Board, accessing public funds. During intake, you will be asked about your income, family size, whether you have medical insurance or whether you are covered by Medicaid or Medicare. This information will be entered into a computerized billing system operated by the Board in cooperation with the Ohio Department of Mental Health, the Ohio Department of Alcohol and Drug Addiction Services and Ohio Department of Human Services.

## Will My Private Insurance Cover My Care?

Most providers accept Insurance Cards. Providers will work with you to establish if your treatment is covered under your private insurance plan.

## Do I Have To Enroll In the Network Benefit Plan?

You may choose not to enroll. In that case, you may not qualify for public funds. Other arrangements will need to be made for covering your treatment cost and you may be billed.

## How Will I Know I'm Getting The Best Services?

Network providers are reviewed by the Boards, The Ohio Department of Mental Health and the Ohio Department of Alcohol and Drug Addiction Services. Many providers are also accredited by various professional organizations. Treatment Staff must have specific degrees, certifications and trainings.