



COMMUNITY
REACH
CENTER



CONSUMER
HANDBOOK

303.853.3500
CommunityReachCenter.org

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INTRODUCTION

Thank you for choosing Community Reach Center for your behavioral healthcare needs. Community Reach Center’s goal is to offer its consumers the best care available. As part of that effort, the Community Reach Center Consumer Handbook provides an overview of your rights and responsibilities during your treatment.

At Community Reach Center, we understand that reviewing your rights and responsibilities can be overwhelming during your first visit or intake. This handbook will be available to you at all Community Reach Center’s locations and website during your treatment to allow you to take as much time as you need to review, understand and clarify the information as we work together toward your treatment goals. You are encouraged to reach out to your care team for help in reviewing and understanding this Consumer Handbook until you feel comfortable with all the information provided.

Thank you in advance for allowing us the privilege of working with you.

CONSENT TO TREATMENT

Any person in need of behavioral health services must give voluntary general consent to treatment, demonstrated by the person’s or guardian’s signature on a consent form, before receiving behavioral health services. For persons under the age of consent, the parent, legal guardian, or a lawfully authorized custodial agency must consent to treatment, demonstrated by the parent, legal guardian, or a lawfully authorized custodial agency representative’s signature on a consent form prior to the delivery of behavioral health services.

There are times when consent is not required, such as in emergency situations or pursuant to a court order. This is when it is determined by a professional or a judge that you are not safe to yourself or others. These are rare situations and our staff works hard to help people feel comfortable in treatment even when it is not your choice.

Your Rights

- You have the right to revoke consent at any time, except in rare situations of emergency holds or court orders.
- To receive treatment only if you or your legal guardian gives permission in writing.
- To be treated with respect and dignity.
- To receive services based on your individual needs in a setting which supports your individual freedoms.
- To actively participate with your provider in creating a plan for your care and to include other people you think would be helpful to you in creating your care plan.



- To confidentiality, and to expect that none of the information about your treatment will be given to anyone without your permission except as required or allowed by law.
- To request a change in the person or persons providing your care and to be given information regarding any staff changes made. Contact 303-853-3500.
- To refuse treatment unless you are court ordered to receive services and to be informed of the consequence of your refusal.
- To have your family members involved in your care, at your request and to be represented by your guardian, in the case that you are unable to full participate in your treatment decisions.
- To receive written notification and request a second opinion if you disagree with your provider's decision to reduce, discontinue or deny services.
- To receive written information about Community Reach Center's services, providers and clinical guidelines.
- To not be discriminated against due to race or ethnicity, sex, age, disability, sexual orientation, genetic information or source of payment.
- To be informed of the rights in a way you understand.
- To complain about our services at any time without retaliation.
- To receive assistance from a consumer representative in making a complaint and to receive copies of the complaint/grievance procedure.

PRIVACY AND CONFIDENTIALITY

Community Reach Center protects your right to confidentiality and the privacy of your health information. Your records will be held in confidence pursuant to Colorado Revised Statutes (CRS 27-65-101 et.seq. & Standard CF.1 et.seq.), the Division of Alcohol and Drug Abuse pursuant to the code of Federal Regulations (42 C.F.R. Part 2), and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). For our consumers accessing services through our School-Based Programs, another law protecting privacy in schools is called the Family Educational Rights and Privacy Act of 1974 or FERPA.

These laws and regulations outline the ways that your information may be accessed by you, your insurance company, your treatment team and/or others who have the right to access this information. There are exceptions to the rule of confidentiality some of which are listed in section 12-43-218 and in the Notice of Privacy Rights enclosed in this handbook and available separately upon request. These exceptions and all others can be explained and will be identified to you should any such situations arise during therapy. In general, the exceptions include a "threat of serious harm to yourself or others" as in the case of child abuse, elderly/at risk adult abuse, suicide, homicide, grave disability; under a court order; or in response to any legal action taken by you against this agency.

NOTICE OF PRIVACY RIGHTS

THIS NOTICE DESCRIBES HOW MEDICAL (INCLUDING MENTAL HEALTH) INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY AND LET US KNOW ANY QUESTIONS THAT YOU MAY HAVE CONCERNING THIS NOTICE. During the process of providing services to you, Community Reach Center will obtain, record, and use mental health and medical information about you that is protected health information. Community Reach Center will not use or disclose more information for payment purposes than is necessary. This is known as using only the minimum necessary amount to accomplish the purpose of use or disclosure. We are accountable to the Secretary of Health and Human Services to safeguard (keep secure) and protect (keep private) our consumer's information. Ordinarily that information is confidential and will not be used or disclosed, except as described below.

I. USES AND DISCLOSURES OF PROTECTED INFORMATION

- A. General Uses and Disclosures Not Requiring the Consumer's Consent: The Center will use and disclose protected health information in following ways.
 1. **Treatment.** Treatment refers to the provision, coordination, or management of health care [including mental health care] and related services by one or more health care providers. For example, Community Reach Center Systems staff involved with your care may use your information to plan your course of treatment and consult with other staff to ensure the most appropriate methods are being used to assist you.
 2. **Payment.** Payment refers to the activities undertaken by a health care provider [including a mental health provider] to obtain or provide reimbursement for the provision of health care. For example, Community Reach Center Systems will use your information to develop accounts receivable information, bill you, and with your consent, provide information to your insurance company for services provided. The information provided to insurers and other third-party payors may include information that identifies you, as well as your diagnosis, type of service, date of service, provider name/identifier, and other information about your condition and treatment. If you are covered by Medicaid, information will be provided to the State of Colorado's Medicaid program, including but not limited to your treatment, condition, diagnosis, and services received. You have a right to request a restriction on certain disclosures to your health plan if the disclosure is purely for carrying out payment or health care operations and the requested restriction is for services paid out-of-pocket.
 3. **Health Care Operations.** Health Care Operations refers to activities undertaken by Community Reach Center that are regular functions of management and administrative activities. For example, Community Reach Center Systems may use your health information in monitoring of service quality, staff training and evaluation, medical reviews, legal services, auditing functions, compliance programs, business planning, and accreditation, certification, licensing and credentialing activities.

4. **Organized Health Care Arrangements.** We may also share medical information about you with the other health care providers, health information exchanges, health care clearinghouses, and health plans that participate with us in “organized health care arrangements” (OHCAs). The organizations participating in the OHCAs will share such medical information about you among each other as necessary to carry out the treatment, payment, and health care operations activities of the OHCAs. OHCAs include hospitals, physician organizations, health plans, and other entities like Community Reach Center and Salud Family Health Centers which work together to provide health care services. The medical information about you to be shared through the OHCAs will be obtained through your visits to hospitals, physician clinics, and other health care facilities.
5. **Contacting You.** Community Reach Center Systems may contact you to remind you of appointments and to tell you about treatments or other services that might be of benefit to you. Appointment reminders may be communicated by phone or by text messaging. It is your responsibility to provide an accurate and up-to-date mobile/cell-phone number to receive these appointment reminders. YOU HAVE THE RIGHT TO OPT IN/OUT OF RECEIVING COMMUNICATION/APPOINTMENT REMINDERS VIA PHONE, EMAIL AND/OR TEXT MESSAGE. PLEASE SPEAK WITH THE FRONT DESK STAFF OR YOUR CARE COORDINATOR TO MODIFY OR TO SELECT YOUR PREFERRED MEANS OF COMMUNICATION.
6. **Required by Law.** Community Reach Center Systems will disclose protected health information (PHI) when required by law. This includes, but is not limited to: (a) reporting child abuse or neglect; (b) when court ordered to release information; (c) when there is a legal duty to warn or take action regarding imminent danger to others; (d) when the consumer is a danger to self or others or gravely disabled; (e) when required to report certain communicable diseases and certain injuries; (f) when a Coroner is investigating the consumer’s death; and (g) to government regulatory and oversight agencies that oversee Community Reach Center and staff activities;
7. **Notification in the Case of a Breach:** Community Reach Center Systems is required by law to notify our consumers in case of a breach of their unsecured (PHI) when it has been or is reasonably believed to have been accessed, acquired or disclosed as a result of a breach.
8. **Crimes on the premises or observed by Community Reach Center personnel.** Crimes that are observed by Community Reach Center Systems staff that are directed toward staff or occur on the Center’s premises will be reported to law enforcement.
9. **Business Associates.** Some of the functions of Community Reach Center Systems are provided by contracts with business associates. For example, some administrative, clinical, quality assurance, billing, legal, auditing, and practice management services may be provided by contracting with outside entities to perform those services. In those situations, (PHI) will be provided to those contractors as is needed to perform their contracted tasks. Business associates are required to enter into an agreement maintaining the privacy of the (PHI) released to them.
10. **Research.** Community Reach Center Systems may use or disclose (PHI) for research purposes if the relevant limitations of the Federal HIPAA Privacy Regulation are followed. 45 CFR § 164.512(i).
11. **Involuntary Consumers.** Information regarding consumers who are being treated involuntarily, pursuant to law, will be shared with other treatment providers, legal entities, third party payers and others, as necessary to provide the care and management coordination needed.
12. **Family Members.** Except for certain minors, incompetent consumers, or involuntary consumers, (PHI) cannot be provided to family members without the consumer’s consent. In situations where family members are present during a discussion with the consumer, and it can be reasonably inferred from the circumstances that the consumer does not object, information may be disclosed in the course of that discussion. However, if the consumer objects, (PHI) will not be disclosed.
13. **Fundraising.** Community Reach Center Systems, or its fundraising Foundation, may contact consumers as a part of its fundraising activities. You have a right to opt out of being contacted for any fundraising activities, if you wish.
14. **Emergencies.** In life threatening emergencies Community Reach Center Systems staff will disclose information necessary to avoid serious harm or death.
15. **Public Health Activities.** We may use or disclose your PHI for public health activities that are permitted or required by law. For example, we may disclose your PHI in certain circumstances to control or prevent a communicable disease, injury or disability and for public health oversight activities or interventions. We also may disclose (PHI), if directed by a public health authority, to a foreign government agency that is collaborating with the public health authority.
16. **Health Oversight Activities.** We may disclose your PHI to a health oversight agency for activities authorized by law. For example, these oversight activities may include audits, investigations, inspections, licensure or disciplinary actions; or civil, administrative, or criminal proceedings or actions. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs, and government agencies that ensure compliance with civil rights laws.

17. **Lawsuits and Other Legal Proceedings.** We may disclose your PHI in the course of any judicial or administrative proceeding or in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized). If certain conditions are met, we may also disclose your (PHI) in response to a subpoena, a discovery request, or other lawful process.

B. Consumer Authorization or Release of Information.

Community Reach Center Systems may not use or disclose (PHI) in any other way without a signed authorization or release of information. When a consumer or guardian 18 years or older signs an authorization, or a release of information, it may later be revoked, provided that the revocation is in writing. The revocation will apply, except to the extent Community Reach Center Systems has already taken action in reliance thereon.

II. YOUR RIGHTS AS A CONSUMER

A. Access to (PHI). You have the right to inspect and obtain a copy of the (PHI) Community Reach Center Systems has regarding you, in the designated record set. Information must be provided in electronic form, if requested. There are some limitations to this right, which will be provided to you at the time of your request, if any such limitation applies. To make a request, ask Community Reach Center Systems staff for the appropriate request form.

B. Amendment of Your Record. You have the right to request that Community Reach Center Systems amend your (PHI). Community Reach Center Systems is not required to amend the record if it is determined that the record is accurate and complete. There are other exceptions, which will be provided to you at the time of your request, if relevant, along with the appeal process available to you. To make a request, ask Community Reach Center Systems staff for the appropriate request form.

C. Accounting of Disclosures. You have the right to receive an accounting of certain disclosures Community Reach Center Systems has made regarding your (PHI). However, that accounting does not include disclosures that were made for the purpose of treatment, payment, or health care operations. In addition, the accounting does not include disclosures made to you, disclosures made pursuant to a signed authorization, or disclosures 10 years prior. There are other exceptions that will be provided to you, should you request an accounting. To make a request, ask Community Reach Center Systems staff for the appropriate request form.

D. Additional Restrictions. You have the right to request additional restrictions on the use or disclosure of your health information. Community Reach Center Systems does not have to agree to that request, and there are certain limits to any restriction, which will be provided to you at the time of your request. To make a request, ask Community Reach Center Systems staff for the appropriate request form.

E. Alternative Means of Receiving Confidential Communications. You have the right to request that you receive communications of (PHI) from Community Reach Center Systems by alternative means or at alternative locations. For example, if you do not want Community Reach Center Systems to mail bills or other materials to your home, you can request that this information be sent to another address. There are limitations to the granting of such requests, which will be provided to you at the time of the request process. To make a request, ask Community Reach Center Systems staff for the appropriate request form.

F. Copy of this Notice. You have a right to obtain another copy of this Notice upon request.

III. ADDITIONAL INFORMATION

A. Privacy Laws. Community Reach Center Systems is required by State and Federal law to maintain the privacy of (PHI). In addition, Community Reach Center Systems is required by law to provide consumers with notice of its legal duties and privacy practices with respect to (PHI). That is the purpose of this Notice.

B. Terms of the Notice and Changes to the Notice. Community Reach Center Systems is required to abide by the terms of this Notice, or any amended Notice that may follow. Community Reach Center Systems reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all (PHI) that it maintains. When the Notice is revised, the revised Notice will be posted in the Community Reach Center Systems' service delivery sites and will be available upon request.

C. Complaints Regarding Privacy Rights. If you believe Community Reach Center Systems has violated your privacy rights, you have the right to complain to Community Reach Center Systems management. To file your complaint, call Community Reach Center Systems Consumer Representative at 303-853-3547. You also have the right to complain to the United States Secretary of Health and Human Services by sending your complaint to the Office of Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 515F, HHH Bldg., and Washington, D.C. 20201. It is the policy of Community Reach Center Systems that there will be no retaliation for your filing of such complaints.

D. Additional Information. If you desire additional information about your privacy rights at Community Reach Center Systems, please call the Community Reach Center Systems HIPAA Privacy Officer, Clay Cunningham, at 303-853-3690.

E. Effective Date. This Notice is effective August 26, 2013.



F. Confidentiality of Alcohol and Drug Abuse Consumer Records.

The confidentiality of alcohol and drug abuse consumer records maintained by Community Reach Center Systems is protected by Federal law and regulations. Generally, Community Reach Center may not say to a person outside the Center that a consumer receives services from the Center, or disclose any information identifying a consumer as an alcohol or drug abuser unless:

- (1) The consumer consents in writing;
- (2) The disclosure is allowed by a court order; or
- (3) The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a consumer either at the program or against any person who works for the program or about any threat to commit such a crime.

Disclosure may be made concerning any threat made by a consumer to commit imminent physical violence against another person to the potential victim who has been threatened and to law enforcement. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities. (See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations.)

Destruction of Records

The clinical records from treatment may be destroyed if no further treatment is rendered within ten (10) years of the date of service (or ten years from the date the consumer reaches age eighteen, if the consumer is a minor).

EMAIL AND TEXT COMMUNICATION

As part of our services, Community Reach Center offers flexibility to accommodate your preferred method for communication to send appointment reminders or other brief notifications to you via email or text messages.

The following are the rights and responsibilities you agree to when you authorize Community Reach Center to send you text or email communications:

- Normal text message rates may apply and will not be reimbursed by Community Reach Center.
- Any decision by either the consumer or staff to stop the use of email/text will be respected. Any resumption will therefore require a new Text/Email Consent Form.
- It is the consumers responsibility to inform the service of any changes in email addresses, mobile numbers or lost mobile devices as soon as possible.
- Email/text communication is not secure, and the confidentiality of this communication cannot be guaranteed.

- Therapeutic services cannot be provided via email/text communications.
- Emails/texts may not be used for urgent messages – messages will not be regularly monitored, and email/text communication is not intended for crisis intervention.
- Community Reach Center is prohibited from supplying billing information utilizing email or text.
- Email/text communications will be documented in the consumer's chart and will be available for review by individuals authorized to access your health information.

If you would like to opt into or out of email/text communications and alerts, please inform your care coordinator at any time.

ACCOMMODATIONS, NONDISCRIMINATION AND ACCESSIBILITY

Community Reach Center respects you and your right to be treated with dignity. We are committed to providing an inclusive and welcoming environment and to ensure our consumers, staff, subcontractors, visitors, family members, and companions with disabilities or communication needs are able to communicate clearly and comfortably with their treatment teams. In consideration of these factors, we comply with Federal civil rights laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry (nationality), citizenship, religion, pregnancy, sexual orientation, gender identity or expression, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.

Community Reach Center provides qualified sign language and oral interpreters free of charge for consumers, family members, and companions who are deaf, are hard of hearing, or have speech disabilities. If you speak a language other than English or have limited English proficiency, you may also request the assistance of an interpreter.

Please share your specific need, preferred form of communication or accommodation with intake staff or your care coordinator know. We will make reasonable efforts to accommodate any special needs or circumstances that will help you better access treatment services. We will make reasonable efforts to accommodate any special needs or circumstances that will help you better access treatment services.

If an accommodation or service is denied/not available, you can request a reconsideration by submitting a written statement explaining your request. If needed, office staff can help write down your request for reconsideration. If you have any problems, please contact the Community Reach Center Consumer Representative line at 303-853-3547.

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities. People who are deaf, are hard of hearing, or have speech disabilities have the right under the ADA to request auxiliary aids and services. For more information about the Americans with Disabilities Act (ADA), please call the Department of Justice's toll-free ADA Information Line at 1-800-514-0301 (voice), 1-800-514-0383 (TTY), or visit the ADA internet homepage at: www.ada.gov.



TIMELINESS AND MISSED APPOINTMENTS

At Community Reach Center we do our best to accommodate schedules and provide the most flexibility and convenience possible for all our consumers. We work very hard to stay on schedule and avoid delays and starting and ending appointments on time is very important to achieve that goal.

A scheduled appointment is a commitment of time between you and our teams. We have reserved that time just for you. When appointments are missed or canceled, that time is permanently lost and other consumers that could benefit from that time lose the opportunity to receive care.

To reach your treatment goals, it is important that you attend your appointments as they are scheduled or work with your treatment team to address any obstacles that get in the way of attending your appointments. We recognize there may be challenges, and we will do our best to work with your circumstances so that you can be as successful as possible in treatment. In return, we ask that when you schedule an appointment that you make every effort to keep that commitment and arrive on time, and to communicate with your treatment team whenever issues get in the way of your motivation or ability to make your appointments.

The following guidelines are provided around cancellations and no-show appointments so that your treatment can be as successful as possible:

- Cancellations should be made more than 24 hours before your appointment time.
- You are responsible to reschedule cancellations (unless canceled by staff).
- No-Show Appointments are:
 - Not showing up to your appointment and not canceling in advance.
 - Canceling with less than 24-hour notice.
 - Arriving 10 or more minutes after the appointment start time resulting in cancellation.
 - Coming to some appointments (i.e. medication management) but not others (i.e. therapy).

- A fee may be charged to your account for every no-show. Payment of this fee is your responsibility.
- For consumers who have recently been at risk for harm to self or others, your provider may reach out to your emergency contact, or send a crisis team or law enforcement to complete a welfare check to make sure that you are safe.
- No-shows may result in outreach from our staff to ensure your safety and wellness and assess your commitment to therapy.
- The teams will make every effort to assess your commitment to therapy, and to work with you to overcome barriers, resolve obstacles, or identify alternative options to continue or discontinue services.
- If your treatment team identifies that you have had multiple no-show appointments, and not communicating with any part of your team (not returning phone calls, not rescheduling appointments, and/or not clarifying that you desire a change in services), your treatment may be terminated.
- If we're unable to reach you, we will assume that you have decided to discontinue services and are no longer interested in completing your original treatment goals. Exceptions may apply for excruciating circumstances.
- If services are discontinued, all future appointments (including medical appointments) will be canceled.
- If at any time you would like to reengage in services, you are welcome to schedule and complete a new intake.

If you have any questions regarding these expectations, please speak to any members of your treatment team. We sincerely appreciate your understanding and cooperation with this matter.

FEE POLICY AND FINANCIAL AGREEMENT

Community Reach Center, Inc. (COMMUNITY REACH CENTER) is a non-governmental, not for profit organization that relies on fees and insurance payments for a major portion of its operating expenses. To help ease the financial burden on you and your family, we work hard to accept as many insurance plans as possible. It may not always be possible for us to accept part or all your coverage, but we will do our best to make sure the providers and services recommended to you are covered before beginning treatment and to provide information on your financial responsibilities. If you are without insurance, Community Reach Center offers a reduced fee option, based on your income, which will be determined at the beginning of treatment.

It is important to remember that many insurance plans require copays and deductibles that you will be responsible to pay for. Community Reach Center cannot waive or forgive these fees. If you are paying a reduced fee without insurance, it is important that you keep up on your payments in order to continue to receive services.

If you have any form of insurance, Medicare or Medicaid, we require you to:

- Provide a copy of your CURRENT insurance card (front and back) prior to initiating treatment and as needed thereafter. Failure to provide a copy of your current card could result in being charged full rate for services.

- Provide Community Reach Center with any insurance claim form(s) from your employer, insurance agent or company with required information filled in and/or a copy of your insurance card (front and back). Verification of insurance benefits is not a guarantee of payment. The contract for your insurance is between you and your insurance carrier. We will assist you in every way possible to receive payment from them. However, you are ultimately responsible for payment. You are responsible for any/all deductibles and copays.
- Provide a copy of your Medicare card at the time of each visit or at least once a month which reflects whether you are eligible for services under your Medicare Part B insurance. Medicare will reimburse Community Reach Center at 80% of the allowable charge. You are responsible for any/all deductibles and copays not covered by Medicare.
- If at any time your coverage changes, it is your responsibility to notify Community Reach Center. Failure to do so could result in the fees billed to you instead of Medicaid, Medicare, your insurance company, special grant or other third-party payor.
- In the event additional services are requested or required that are not covered under your insurance or payor plan, you will be solely responsible for those services. You will be notified by your care coordinator prior to receiving any service that is not covered.

FEES AND BILLING POLICY

PAYMENT IS EXPECTED AT THE TIME SERVICES ARE RENDERED

- You are ultimately financially responsible for all services you or members of your household receive from Community Reach Center.
- It is your responsibility to pay for services that are not covered, or covered charges not paid in full including, but not limited to any co-payment, co-insurance and/or deductible, or charges not covered by insurance.
- Community Reach Center may utilize the services of a third-party business associate or affiliate entity as an extended business office for medical account and servicing.
- It is your responsibility to notify Community Reach Center of any changes in your financial situation during the term of this agreement. Failure to do so may result in the termination of this agreement and/or changes in your fee.
- At the time of intake, you will be asked to complete a financial statement, if requesting a reduced fee. This reduced fee will be in effect as long as the account remains current. This fee agreement will remain in effect for 1 year unless otherwise noted. An annual review is required on each consumer's account.
- Community Reach Center policy states that consumers who fail to pay for three (3) sessions are at risk of termination of services. The decision to terminate services will be based on both clinical and financial information.
- A NO SHOW fee of \$15.00 may be charged if you fail to notify Community Reach Center, at least 24 hours prior to your scheduled appointment. This fee will be due at your next appointment.

- Payment is expected prior to any psychological or interactional evaluation for all self-pay consumers.

DELINQUENT ACCOUNTS

- In the event it becomes necessary to assign your account to a collection agency, you are responsible for any/all costs of collection which may include attorney fees and other costs incurred.

EMERGENCY SERVICES

Community Reach Center provides behavioral health and substance use emergency services through multiple programs for consumers and non-consumers alike. These services are available to help individuals through urgent psychological, behavioral health, and/or substance use needs. Community Reach Center also partners with the state-wide crisis line to provide in the moment phone support for those in crisis.

Medical, physical health or life-threatening emergencies should continue to be addressed using 911 and Emergency Rooms.

Emergency services and crisis phone services are provided by trained mental health professionals who are able to help consumers through challenging experiences. These professionals are available 24/7 through phone, text, online chat or at our **Behavioral Health Urgent Care** facility.

To access, please contact crisis services through one of the following ways:

- Phone: **1-844-493-TALK (8255)**
- Text **"TALK" to 38255**
- Online Chat: **www.coloradocrisisservices.org**

In person:

- **Community Reach Center Behavioral Health Urgent Care**, 2551 W. 84th Ave. Westminster, CO. 80031.
- Any of the closest emergency rooms in your area.





EMERGENCY PLAN AND PROCEDURES

Community Reach Center takes health, safety and emergency preparedness seriously and has procedures in place to help address risk and help protect everyone in our buildings. No illegal substances, alcohol, or weapons are allowed in Community Reach Center facilities or vehicles. In some buildings, tobacco products are allowed outside in designated locations only.

Each Community Reach Center location has an individualized emergency plan, signaled exits, facility maps, identified shelters and evacuation locations, which are publicly posted for you to review. Please let us know if you require any special accommodations if there is an emergency in the building.

As part of Community Reach Center's effort to maintain safety at all locations, we aim to:

- Train all staff members on the emergency procedures of their assigned location.
- Publicly post all facility emergency procedures in a way that is accessible to consumers at that location.
- Hold periodic drills to ensure efficacy of the emergency plans.
- Maintain external and internal communication channels to be quickly notified of external threats or other safety hazards for situations requiring response.

In the event of a drill or actual emergency, please remain calm and follow staff directions. For medical emergencies, Community Reach Center will utilize 911 and other emergency protocols to provide you or others with life-saving procedures.

If you have questions about the emergency procedures at any of our facilities, please reference posted materials and/or speak with the front desk staff or a member of your care team for a thorough review of planned emergency responses.

ADVANCE DIRECTIVES

You have the right to make decisions concerning your health care, including the right to accept or refuse medical treatment (unless court ordered). As a healthcare provider, Community Reach Center needs to be informed of any medical decisions that you have made so that we can respect and follow your decisions. As part of our treatment, we request information on Advance Directives which are explained and reviewed below.

What is an Advance Directive?

Advance Directives are written instructions a person completes ahead of time that tell medical providers what to do if they become incapacitated and can't make those decisions for themselves. For example, a person might not want to be placed on life support if they are in an accident or have a stroke or other serious medical event. Any competent adult in Colorado (age 18+) can obtain an Advance Directive.

Why do you need this information?

Federal Medicaid regulations (CMS-2104-F, Section 438.6(i)(1) and Colorado State law CRS 15-18.101-113) recognize the right of competent adults to make decisions regarding their medical care, including their right to accept or reject medical treatment. These laws further require organizations such as Community Reach Center to ask you if you have an Advance Directive. You do not have to have an Advance Directive to receive services from Community Reach Center.

Types of Advance Directives

- Living Will
- Guardianship
- Medical Durable Power of Attorney
- Medical Proxy Decision Maker
- Do Not Resuscitate (DNR) Directive
- Cardio-pulmonary Resuscitation (CPR Directive)

If you have an Advance Directive, it is your responsibility to provide a copy of the document to Community Reach Center staff. The document will then be placed in a prominent location in your medical record. If you ever revoke or change your Advance Directive, you must inform your care coordinator as soon as possible so your information can be updated in your medical record.

Community Reach Center will not provide care that conflicts with an Advance Directive, except in the following circumstances:

- Pregnancy – if a medical evaluation has determined a fetus is viable and could develop to live birth with continued application of life-sustaining procedures
- When the validity of the Advance Directive is challenged in a court of law
- When there is notice of revocation, fraud, misrepresentation or improper execution of the Advance Directive

If an attending physician or health care facility refuses to comply with an Advance Directive on the basis of moral convictions, religious beliefs or other conscientious objections, the individual will be transferred to the care of another health care provider willing to comply with the Advance Directive.

Community Reach Center will not assist or advise adult consumers in developing Advance Directives, however consumers can obtain additional information at: www.coloroadvancedirectives.com

If you have a complaint concerning noncompliance with your Advance Directive, you may contact the Colorado Department of Public Health and Environment at: (303) 692-2826 or Community Reach Center.

CONSUMER SATISFACTION, COMPLAINTS AND GRIEVANCES

At Community Reach Center, we realize that your experience is paramount to your treatment and recovery. We hope you will be pleased with the services provided at Community Reach Center and that we exceed your expectations of care. Your feedback is welcome at any time, and satisfaction surveys are provided regularly to help us improve consumer experience.

If, however, you experience problems with the services, you have the right to express your concerns, grievances and complaints regarding the care provided at our Center. We will do our best to assist you through this process, help you access the appropriate representative, and help you understand your rights. The procedure for expressing your complaints, concerns, and grievances is as follows:

- First, if you feel comfortable, talk to any member of your treatment team, as this is the most efficient way to resolve concerns. They may not be aware of the problem and if they become aware they may be able to help you resolve it quickly.
- If you prefer not to involve your treatment team or the concern isn't resolved to your satisfaction, a complaint may be filed by you or any interested party on your behalf.

Note: If the complainant is someone other than you or your legal guardian, you or your guardian will be contacted in order to obtain permission before any action is taken.

- You may contact the Community Reach Center Consumer Representative for assistance reporting a complaint or initiating a grievance. Your complaint may be filed verbally by calling Community Reach Center's Consumer Representative line at (303) 853-3547 or in writing.
- Grievance Forms are available at all Community Reach Center locations, can be provided by any member of your treatment team, front-desk staff or through the Consumer Representative. You may request the provider's assistance in completing the form, if needed. Instructions for submission are provided on the form.
- The investigating Consumer Representative will be available to assist you in resolving grievances and will have no involvement in your clinical or regular care.
- You will not be penalized in any way for filing a complaint. No adverse action should result from filing grievances. You shall not be discharged from treatment services during a grievance procedure, unless continuation of services poses a risk to you or others, or treatment goals are met.

- If you are dissatisfied with the outcome of a grievance or you have concerns about your care, you may also contact the following organizations:

1. If you have Medicaid, you may call the Ombudsman for Medicaid Managed Care at 303-830-3560 (Denver Metro Area/Front Range) or 1 (877) 435-7123 toll-free or 1(888) 876-8864 for TTY.
2. You may call the Colorado Department of Healthcare, Policy and Financing at 303-866-2993 if you would like help with your concern from someone outside of the Community Reach Center. For metro Denver call 1-877-435-7123 toll-free 1-888-876-8864 for TTY.
3. For all services provided by Community Reach Center, you may call the Office of Behavioral Health (OBH) at 303-866-7400.
4. For Substance Abuse specific treatment, you may call Signal Behavioral Health at 303-639-9320.
5. For Day Treatment services, you may call the Department of Human Services/Child Care (DHS) at 303-866-5958.
6. If your provider is licensed by DORA, you may call the Department of Regulatory Agencies (DORA) at 303-894-7800.

If you believe Community Reach Center is not complying with a requirement of Consumer Safety Confidentiality Complaint, you can bypass the Community Reach Center grievance process and file your complaint with HHS/Regional Office for Civil Rights via the Customer Response Center at (800) 368-1019 or TDD (800)537-7697.

IMPORTANT PHONE NUMBERS

Main Line/Operator	303.853.3500
Consumer Representative	303.853.3547
Billing Questions	303.853.3500, #5
Nurse Line.....	303.853.3517
Genoa Pharmacy.....	303.487.1146
Colorado Crisis Line	1-844-493-TALK (8255)
Emergency Assistance	911
Poison Control Center	800.222.1222
Tobacco QuitLine.....	800.QUIT-NOW

<https://www.communityreachcenter.org>

Our Mission

"To enhance the health of **OUR** Community"

Our Values

We embrace and RESPECT the DIVERSITY of our COMMUNITY.

We create a SAFE environment that encourages INNOVATION.

We focus on building lasting RELATIONSHIPS,
EXCELLENCE and COMPASSION.

We demonstrate good STEWARDSHIP and GRATITUDE.



303.853.3500

CommunityReachCenter.org