



Seven Counties Services

CLIENT HANDBOOK



**Helping More People Thrive
Through Accessible Care.**



WELCOME TO SEVEN COUNTIES SERVICES

At Seven Counties Services (SCS), we serve adults, children, and families right where they live. As your trusted Community Mental Health Center, we proudly serve Jefferson, Oldham, Bullitt, Shelby, Spencer, Trimble, and Henry counties with compassionate care and support.

From mental health and addiction recovery to services for individuals with intellectual and developmental disabilities, we offer a full range of care to help people of all ages live their best lives. Because everyone deserves to feel supported, connected, and hopeful.

Our Vision:

Helping More People Thrive Through Accessible Care.

Our Commitments:

- **Equity:** Equity demands that we remove barriers to care so more people can thrive.
- **Accountability:** Accountability drives our commitment through action.
- **Compassion:** Compassion fuels our care with dignity and empathy.
- **Hope:** Hope sustains our belief in lasting change.
- **Innovation:** Innovation delivers new ways to reach more people and improve lives.

Seven Counties Services is a Certified Community Behavioral Health Clinic (CCBHC)

The CCBHC program was created by the Excellence in Mental Health Act, which was signed into law in 2014 with the purpose of improving access to and quality of mental health and substance use services in the United States. CCBHCs are community-based clinics that provide a comprehensive range of mental health and substance use services. These clinics must meet certain requirements and standards in order to become certified, including providing 24/7 crisis care, providing care regardless of ability to pay, and coordinating care with other healthcare providers.

Thank you for choosing Seven Counties Services for your care.

We hope that by working together, we can help you and your family live your best lives.

FINANCIAL RESPONSIBILITY

Costs of Services & Payment Sources

SCS takes many private insurance plans as well as Medicaid and Medicare. At your first appointment, an office staff member will help determine your behavioral health benefits based on your insurance plan. Please remember to bring your insurance, Medicaid, and/or Medicare card with you so we may determine if you are required to pay any copays. All co-pays are expected at the time of service. We will file your Medicare and other insurance claims for you if applicable.

Client Assistance With Fees

If you are seeking services and report no source of income or request client assistance, staff will assist by providing information about enrolling in Medicaid and Qualifying Programs/Resources Benefits, and will advise you of the option for a discount/sliding fee scale, if applicable, if you meet eligibility requirements.

SCS Billing

Payments are expected at the time of service. In case of an emergency, arrangements can be made for you to "catch up" on a payment at your next visit. If you have additional questions about billing, please ask the office manager of the site where you receive services.

YOUR RIGHTS & RESPONSIBILITIES

Your Rights & Responsibilities As a Client

It is the policy of SCS that all individuals who are seeking and/or receiving services from any of our programs be provided with effective, efficient services. These services are directed towards health and rehabilitation, and will be provided in the least restrictive, community-based setting possible.

Confidentiality

Under law, it is your right to expect confidentiality about your treatment. You are protected by federal and state confidentiality laws, and violating confidentiality is a crime. Our professionals uphold client confidentiality. Information shared among you, your therapist, medical provider and others involved in your treatment is confidential.

This means we cannot confirm or deny that you are a client of SCS when someone asks us, whether that person is a family member, friend, employer, or the media. We cannot release any information about what you are being treated for or your treatment. For example, if someone calls our offices and asks if you are there for an appointment, we are unable to tell them "yes" or "no" due to confidentiality issues. Callers may be unhappy that we cannot help them, but we must protect the confidentiality of our clients.

SCS can use or share your health information:

- To those providing services to you
- To run our organization
- To bill for your services according to HIPAA regulations

We are required to comply with federal regulations, known as 42 CFR, Part 2, that places strict limitation on how alcohol and substance use disorder treatment information may be used or disclosed.

Release of your protected information will follow HIPAA and 42 CFR, Part 2, but generally only under the following conditions:

1. With the consent of the client or the client's legally responsible party.
2. With a court order.
3. Information discloses that a violent crime has been committed or threatened.
4. As otherwise required by law.

Federal and state laws do not protect any information about suspected child abuse or neglect. This information is reported under state law to the appropriate state and local authorities.

Additional information is contained in our Notice of Privacy Practices. You can ask the office manager at your site for a copy.

Your Individual Responsibilities

- To provide, to the best of your knowledge, accurate and complete information about all matters relating to your behavioral and physical health.
- To report perceived risks in your care and unexpected changes in your condition.
- To provide feedback about your service needs and expectations.
- To ask questions when you do not understand your service and/or treatment, or what you are expected to do.
- To follow treatment and service plans, express any concerns about your ability to follow such plans, and accept any responsibility for the outcomes of not following such plans.
- To follow SCS's organization and program rules and regulations.
- To be considerate of SCS's clients, staff, and their property.
- To promptly meet any financial obligations agreed to with SCS.



Translation Services

For individuals who do not speak English, SCS provides translation services free of charge in an individual's preferred language by professional interpreters whom we arrange through the use of Language Line and contracted organizations.

For deaf individuals, hard-of-hearing individuals, and deaf-blind individuals, SCS provides free language assistance as required by The Americans with Disabilities Act (ADA) by utilizing American Sign Language (ASL) interpreting services and, additionally, provision of service providers who are deaf as provided under our Deaf and Hard of Hearing Services program, if indicated.

WHAT TO EXPECT

First Appointment

Your first visit will usually last 60-90 minutes. It is helpful if you arrive 15-20 minutes early. You should bring the following items with you:

- Your insurance or medical card.
 - If you do not have insurance, you will need to bring proof of income, such as several of your most recent paycheck stubs for all family members or a copy of last year's IRS tax return.
- The containers of all medicines you are taking.
- List of any prior mental health, alcohol/drug abuse or dependency, and developmental disability services you have received at SCS or elsewhere.
- The name, address, and phone number of someone you would want us to contact in case of emergency.
- Proof of guardianship if you are with an underage child who will be receiving treatment.

If you are under 16:

- A parent or guardian must accompany you for your first appointment.
- A parent or guardian must accompany you to all psychiatric medical provider appointments.
- A parent or guardian must provide consent for treatment.

Involvement in Developing and Updating Your Treatment Plan

You will work with a multidisciplinary team of professionals from SCS to develop an individualized treatment plan after a thorough assessment. At the time of your initial Treatment Plan and ongoing through all updates, we will ask you to sign a copy of it, and the copy is yours to keep as your anchor to your treatment.

Appointment & Attendance Responsibilities

It's important to keep your appointments and be on time. Sometimes things come up, so here are some simple guidelines to help us work together.

- **Cancelling an Appointment:**

- If you cannot make your appointment, call the office to cancel or reschedule as soon as possible.
- It is best to call at least 24 hours before your appointment, but we understand that it is not always possible.

- **Being On Time:**

- Try to arrive a little early or right on time.
- If your appointment is 45 minutes or less or is a group appointment, we will hold your spot for 10 minutes.
- If your appointment is more than 45 minutes, we will hold it for 15 minutes.
- If you are late, your appointment might be cancelled. If that happens, here are your options:
 - See the same provider later that day if available.
 - See a different provider that day if available.
 - Try a walk-in appointment if there is an opening.
 - Reschedule for another day.

- **Missing Several Appointments:**

- If you miss or cancel three appointments in a row, or do not come as often as your provider suggests, your services might stop.
- We will contact you to reschedule before that happens.

- **If Seven Counties Services Cancels:**

- If your SCS provider has to cancel, we will let you know as soon as possible. Your options may include:
 - Seeing a different provider the same day.
 - Having a virtual (online) appointment.
 - Waiting for the next available appointment (with a waitlist option).
 - Getting help with a medication refill before your next appointment

- **Bad Weather or Other Event Closures:**

- If the clinic closes due to bad weather, we will contact you.
- If possible, we will offer a same-day online visit if it is safe and appropriate. Otherwise, we will help you reschedule.
- Announcements of office closings, particularly due to weather, are frequently aired on local radio and television stations.

Your Safety

We care about you. Your life matters. We want to keep you safe.

We are committed to providing care that not only changes people's lives, but that saves lives. We are dedicated to best practices in suicide prevention and care.

What Does This Mean For You?

- **We will help you with any struggles with suicide or self-harm thoughts or plans** by asking you questions about past and current risk behaviors as part of your assessment when you enter services and at various times throughout treatment.
- **We will be proactive about your care and safety.** Throughout treatment, when we meet with you, we will ask if you have had thoughts of wishing you were dead or actual thoughts of killing yourself. Asking about current suicidal thoughts at every visit is similar to when you go to your primary care doctor, and they check your blood pressure at every visit, regardless of the reason for the visit.
- **If you are going through a particularly tough time and we are concerned about you being at high risk for suicide, we will intentionally support you with additional services on a Suicide Prevention Pathway model during that time period, including:**
 - Safety Planning
 - Updating information about people who are supportive to you as your emergency contacts
 - Making a plan for a higher frequency of services and/or check-in calls
 - Reaching out to you if you miss an appointment
 - Staying in close communication as a Treatment Team about how you are doing
- **We don't want you to go through this alone.** We want important people in your life involved in your treatment. Your family and friends are often the first ones to notice when you are improving or if you are struggling.

Crisis Services

A mental health or substance use crisis differs from person to person. SCS offers a full array of 24/7 crisis services available in keeping with your needs & preferences, including the family members, caregivers, or other natural supports whom you want involved. SCS can help you if you have thoughts of suicide, mental health or substance use crises, emotional distress, or other difficult situations requiring immediate attention.

Our commitment extends beyond immediate crisis intervention. We offer a coordination of care designed to support you no matter where you are on your journey towards mental health and wellness. Our services are tailored to meet your unique needs, ensuring you receive the right support at the right time. Continue on for our ways to get help:

Someone to Talk To

- **Suicide & Crisis Lifeline: 988**

- If you or someone you love is feeling overwhelmed, thinking about suicide, or experiencing a mental health crisis, call or text 988. You'll be connected with a trained crisis counselor who will listen with care and without judgment. As part of this network, Seven Counties Services operates a local 988 team with trained Crisis Intervention Counselors available to the community.
- Call at whatever time, whatever the reason. The 988 Suicide & Crisis Lifeline is here for you.

- **SCS Crisis & Information Center: (502) 589-4313**

- If you or someone you know is in crisis and needs urgent help, our Crisis Line is here for you 24/7, every day of the year. Whether you're feeling overwhelmed, struggling with addiction, or facing a mental health crisis, you are not alone.
- Our trained crisis team is ready to listen without judgment, provide immediate support, and help you find the next steps toward feeling safe and supported. No matter what you're going through, we will connect you to the right care and resources.

Someone to Respond

- **Mobile Crisis Services: Call 988 or (502) 589-4313 and request a mobile crisis response.**

- At SCS, we offer a 24-Hour Mobile Crisis Team to bring help and hope wherever it's needed, whether that is at home or any other community setting. Our compassionate team responds in person to provide immediate support, help calm the situation, and ensure well-being. We'll also connect you to ongoing care and resources that fit your needs and preferences, so you're never alone on the path forward.
- If you or a loved one with a developmental disability is in an unsafe situation and needs help determining what to do, we have options available. When you call, you'll speak with a qualified, trained crisis team member who will assess the situation and determine the level of risk.
 - If **no immediate danger** is present, your information will be shared with a **crisis case manager** who will follow up within 24–48 hours to guide you to the right support and services.
 - If **immediate danger** is determined, our **mobile response team** will be engaged right away to further assess the situation and may respond in person.
 - Immediate danger means that a person with a disability is currently unsafe in their environment, whether at home or in the community. This can include concerns related to mental health, self-harm, or aggression toward others.

988 | **SUICIDE & CRISIS
LIFELINE**

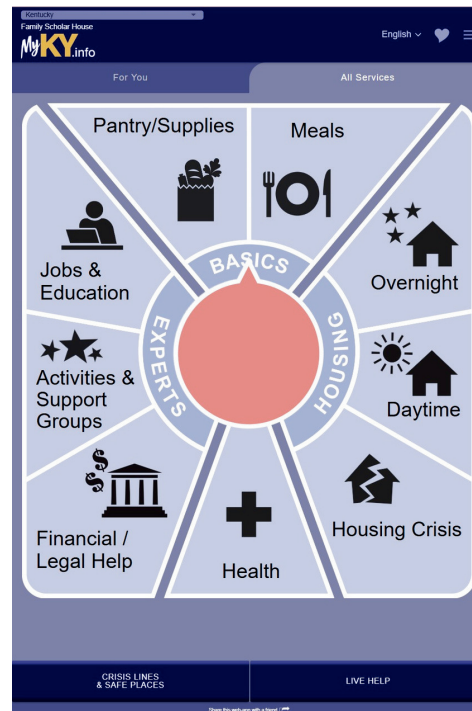
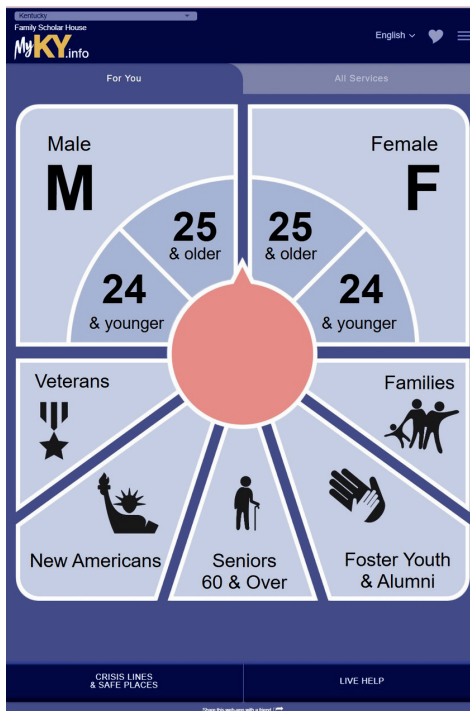
A Safe Place to Go

- If you need help right away, you can walk into any of our clinic locations during business hours – no appointment required.
- To find the closest location to you, operating hours for walk-in services, and for assistance after hours, call our Crisis & Information Center: (502) 589-4313 or visit sevendcounties.org.
 - Once you arrive, our team will listen, assess your needs, and provide immediate support to help you feel safe and calm. From there, we'll connect you to care that's right for you, ranging from outpatient therapy to another level of support. Our goal is to make sure you have the care, comfort, and guidance you need to continue your journey toward healing and recovery.

Resources To Support You

MyKy.Info is our community's safety net WEB-APP that pulls together free services in our community to provide support for people experiencing a difficult time or in need of assistance.

- You can customize the results to fit your needs, or go straight to see all services.
- The offerings are divided between everyday needs and urgent needs.
- Click for Listings: See services mapped out and listed in distance order.
- Click for Full Info: Then get the lowdown on how a service works.



Kentucky Medicaid

SCS can assist you in applying for Kentucky Medicaid. Please reach out to one of our staff if you need assistance. Or you can do the following:

- Call 1-855-458-6328
- Visit www.kynect.ky.gov
- Apply in person at your local DCBS office or Neighborhood Place
- Contact your KYNECTOR for assistance with an application.

Scan to Visit Kynect.ky.gov



Scan to find your KYNECTOR



Safety Issues

SCS strives to provide a safe environment for you, your family members, our guests, and our staff. If you see any safety concerns, please notify the front desk.

No Weapons Policy

No weapons are allowed. This applies to SCS's property and surrounding areas such as sidewalks, walkways, driveways, and parking lots under SCS's ownership or control. This applies to anyone carrying a weapon, with or without a license to carry a concealed deadly weapon; police officers are exempt. Violators will be denied entry to our sites or removed from the premises.

Grievances

SCS respects your right to file a grievance when you have an unresolved complaint, following procedures to acknowledge receipt of the grievance and work towards a review and timely resolution. Grievance procedure information that informs you of your right to file a grievance and the address, email, and phone number contacts to do so for the SCS Ombudsman, Commonwealth Office of the Ombudsman, and the Joint Commission is available as follows:

- Provided in this Client Handbook
- Posted on the website
- Posted in the public areas of each facility
- Provided to you on the SCS Client Bill of Rights that you will review and sign when you start services.

Contact Information for each is included as follows:

- Seven Counties Services Ombudsman
 - Address: 10401 Linn Station Road, Suite 100, Louisville, KY 40223
 - Phone: (502) 587-8240
 - Email: ombudsman@sevencounties.org
- Commonwealth Office of the Ombudsman
 - Address: 209 St. Clair Street, Frankfort, KY 40601
 - Phone: (866) 596-6283
 - Email: kyombud@ky.gov
- The Joint Commission
 - You may submit a concern using their online submission form, which can be accessed at www.jointcommission.org.



Join Our Citizens Advisory Committee

Have you had experience with SCS, or do you have family members who have been in services with us? We want people like you who know about mental health and/or substance use to help guide our vision. Your voice can make a difference in what we do!

- **What Will You Do?**
 - Be Part of the Team: You'll join a group that helps inform and advise our decision makers!
 - Share Your Ideas: Help us understand what works best for all of the people we serve.
 - Collaborate: Come to meetings to discuss your ideas. You can join in person or online.
 - Enjoy Perks: As part of an official committee member, you'll be paid to attend scheduled meetings, and food and beverages will be provided.
- **Who Can Join?**
 - Ages 18 and up: Especially if you have personal experience or your family has been involved with SCS.
 - Seven Counties: Committee members must live in Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, or Trimble counties.
 - Term Details: You can stay on for up to four years, but you must attend the meetings regularly.
- **Interested?**
 - Learn more about SCS at sevencounties.org.
 - If interested in joining the Citizens Advisory Committee, please reach out to mhenry@sevencounties.org to request an application.



Seven Counties Services
