

COSHOCTON BEHAVIORAL HEALTH CHOICES



Our Story

CBHC has provided behavioral treatment within the community for over 52 years. CBHC has been located in the same location since September 6, 1991 making it a stable location for the community.

Person Centered Philosophy

The philosophy of CBHC is that every individual has the capability and strength to affect positive change in their lives and can do so by focusing on overall health and wellness, including their mental, physical, emotional, and spiritual health.

CBHC Mission

Compassionate, person-centered, wrap-around behavioral health services to individuals and our community.



610 Walnut Street,
Coshocton, OH 43812
740-622-0033 ext. 101

www.coshoctonbhc.org

Our Services

CBHC provides a full continuum of care for those individuals, throughout the lifespan, who are struggling with a mental health and substance use disorder. CBHC offers outpatient substance use treatment and level 2.1 Intensive outpatient programming. Outpatient mental health treatment is provided along with mental health day treatment.

CBHC Team

CBHC Board of Directors

CBHC is governed by a Board made up of community members in Coshocton who help provide direction and feedback.

CBHC Staff

CBHC is made up of a team of health professionals who assure quality treatment. This includes counselors, social workers, case managers, prevention workers, intake workers, nurse practitioners, billing staff, peer recovery coach and other health professionals who care about your progress and treatment.

Hours of Operation

Monday- 7am-6pm

Tuesday- 7am-6pm

Wednesday- 7am-6pm

Thursday-7am-6pm

Friday- 8-noon

Walk in Wednesday

Adult assessments every Wednesday from 8 am- 1 pm, first come first served for those who would like less of a wait time.

After Hour Support



CBHC does not have 24- hour access to services. For **Emergency help after hours, please call**

1-800-344-5818

TDD Hearing Impaired

740-455-4142 or 1-800-432-4142

National Suicide and Crisis Lifeline

988

Text

4hope to 741741



Our Vision

Our vision is to create a thriving community where every individual is empowered to overcome challenges and achieve emotional well-being. We aspire to be the beacon of hope and resilience in behavioral health by fostering innovation, compassion, and inclusivity. We believe that a healthier community is built on trust, collaboration, and the relentless pursuit of understanding, ensuring that every person has access to the support they need to lead a full and meaningful life.



Wraparound Services

Coshocton Behavioral Health Choices (CBHC) provides

- outpatient SUD and MH services
- recovery housing for families
- nurse practitioner services
- MAT
- individual and group treatment
- Family therapy
- Intensive Outpatient (IOP)
- School based support
- management
- Peer support
- Neurological and cognitive assessment with a psychologist (Autism assessments)

Our Values



CBHC is rooted in truth as we value human life and resiliency. Our values are simple. Our values are the foundation of our person-centered philosophy which gives birth to our mission.

- Ethical
- Reliable
- Evidence-based
- Empathetic
- Collaboration

Intake & Orientation

Patients wanting to be seen for services must first call to schedule an assessment. CBHC can be reached during business hours at **740-622-0033 ext. 101** to make an appointment. Our intake specialists will then send an email with intake paperwork to complete. The intake paperwork helps us get to know you better and understand your unique needs. It allows us to gather important background information that guides your care and helps determine financial resources available for payment of fees for treatment services helping create the best possible foundation for your treatment and overall well-being. All patients will receive an orientation booklet with a review of services. No referral is needed to engage in services.

Case management/ CPST/TBS services

Case management services help clients navigate complex systems by providing personalized support to identify needs, develop plans, and access necessary resources. A case manager typically works closely with the client to assess their situation, create a service plan, connect with appropriate resources, and monitor progress toward set goals. The service emphasizes coordination among various service providers, advocacy on behalf of the client, and ongoing evaluation to ensure that interventions are effective and responsive to the client's evolving circumstances.

Assessment

Patients wanting to be seen for services must first call to schedule an assessment. CBHC can be reached during business hours at 740-622-0033 ext. 101 to make an appointment. Our intake specialists will then send an email with intake paperwork to complete. The intake paperwork helps us get to know you better and understand your unique needs. It allows us to gather important background information that guides your care and helps determine financial resources available for payment of fees for treatment services helping create the best possible

Outpatient Services

Patients work on a range of issues including mental health challenges, emotional distress, relationship concerns, stress management, and personal growth. Since patients continue to live at home and go about their daily lives, outpatient counseling is flexible and tailored to fit into their schedules. The benefits of outpatient counseling include a supportive environment for discussing problems, developing coping strategies, and learning new skills to handle life's challenges. (Services Scheduled individually with each counselor.) (Phase II outpatient group M&Th 5pm-6pm)

Mental Health and Substance Use Disorder Counseling

- Assessment
 - EMDR
 - Trauma Therapy
 - Outpatient Therapy
 - Marriage Therapy
 - Mental health Counseling
 - Gambling Treatment
 - Anger Management
 - Substance use and mental health groups
- Referrals to Inpatient Treatment

Anger Management

Tuesday 4-6, 26 hours of programming that supports individuals seeking to better understand and control their emotional reactions. This program includes an educational component to help clients recognize the triggers of their anger, learn coping strategies, and develop healthier ways of expressing themselves. Through a combination of group or individual therapy sessions, skills training, and practice exercises, participants gain practical tools to reduce the frequency and intensity of angry outbursts, improve relationships, and enhance overall well-being.

Intensive Outpatient Program

Intensive outpatient Program- IOP is 5 days a week, Monday through Friday 8:30-11 am, using evidence based programming, The Matrix Model.



Mental Health Day Treatment

Structured supportive environment with structured support and therapeutic interventions to foster stability
2.5 hour Program, 1 day a week
Tuesday 12-2:25 and Thursday 12:45.





Children and Adolescent Services

- Play Therapy
- Trauma Therapy
- Autism Diagnosis and screening
- Cognitive Assessment
- Dyslexia Screening
- Medication consultation
- Infant mental Health
- Family Therapy
- Substance use and mental health groups
- Nationwide Children's Hospital Partnership for Kids Credentialed

The Flight School

In 2018 Behavioral Health Redesign occurred which led CBHC to expand it's services to offer comprehensive mental health treatment including nurse practitioner services and services for children and adolescents. All services must be scheduled individually with CBHC.

School Based

CBHC provides support services in 3 local schools including Coshocton City Schools, River View School District and Ridgewood School District.



Family Support

- Nurturing Parents Program
- My Fam and Me- Group that focuses on parenting and mental health symptom management
- Parent Child Interaction Therapy
- Child Parent Psychotherapy



Full-time nurse practitioner on site.

Extended office hours

Tuesday, Wednesday and Thursday 7 am-7pm

- Medication refills/adjustments
- Vivitrol injections/Sublocade
- Oral vivitrol
- STD testing
- Pregnancy testing
- Bloodwork orders
- GeneSight Testing

Medical Clinic



Drug Screens

Drug screen collection is performed with care and respect for both the individual's privacy and the accuracy of results. The process involves obtaining a sample—most commonly urine—in a designated, secure setting to ensure confidentiality and adherence to chain-of-custody protocols. Before collection, individuals receive clear explanations about the purpose of the screen, the procedure itself, and any necessary preparatory instructions, ensuring informed consent is obtained. All aspects of drug screening are handled with strict compliance to legal and regulatory standards, promoting a supportive and transparent environment while safeguarding each person's rights and health.

Peer Support

A collaborative relations in which individuals with shared experiences, such as mental health challenges or substance use recovery provide guidance, encouragement, and understanding to one another, fostering a sense of belonging and empowerment in the recovery journey. CBHC has a family peer mentor to work collaboratively with Jobs and Family Services with the Ohio Start Program





OSWI

Ohio School Wellness Initiative:
Collaboration with Miami University and
River View Elementary School to identify
students using the tiers of prevention and
connect them with needed resources.

Signs of Suicide

Partnership with local schools and
Nationwide Children's Hospital to
identify middle and high school
students with suicidal ideation or
depression



Prevention Programs

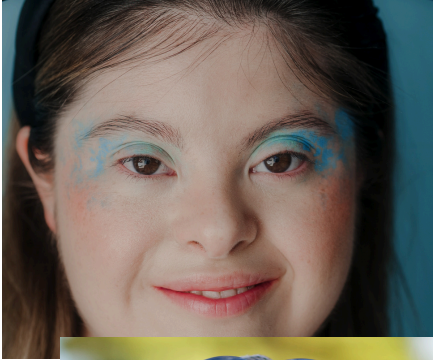
- Vaping Prevention
- Nurturing Parenting- Diversion Program
- Vaping Program- Students and parents that are caught with a vape.
- Creative Options
- Family and Children First Council
- Suicide Prevention Coalition
- Reentry Coalition

Too Good for Drugs/ Sources of Strength

Prevention program in Grades K-
8 that teaches goal setting,
suicide prevention, substance
use and violence prevention and
healthy coping skills.



Empowering Your Journey To Success



Treatment Planning

Treatment planning is a collaborative process between a patient and their healthcare provider to outline a structured approach to address a specific condition or set of conditions. It begins with a comprehensive assessment to identify the patient's needs, strengths, and challenges. Based on this evaluation, clear, measurable goals are established and a step-by-step plan is developed, which may include a combination of therapies, medications, lifestyle changes, and follow-up appointments. The plan is regularly reviewed and adjusted to ensure it remains aligned with the patient's progress and any changes in their condition, ensuring personalized and effective care.

Transition

The counselor works with the client to identify goals, strengths, and potential challenges related to the transition. Together, they develop a concrete plan that may include referrals to additional services, community support resources, or strategies for self-care and coping after the transition. This process emphasizes empowerment, ensuring that the client feels equipped, supported, and confident in managing the change.

Discharge

CBHC's goal is to work with the patient toward symptom reduction and stabilization. Discharge planning occurs when goals established in treatment are met. Noncompliance or lack of engagement in treatment can result in discharge from CBHC services. This includes the client consistently misses appointments, not actively participating, or failing to complete agreed-upon interventions. A persistent lack of commitment may indicate that therapy is not yielding beneficial results and the case can be closed with no contact after 30 days.

Telehealth Services



CBHC offers telehealth for select services to make care accessible for patients and families.

Scheduling Telehealth

CBHC offers telehealth services. Staff will evaluate your ability to receive telehealth services by making certain the appropriate services are available and that there is technical means. Please request this service with your counselor or the CBHC prior to your appointment

Telehealth Technology

Telehealth can occur through a computer or through the use of a phone. A private, quiet area is needed so that confidential information can be shared to ensure care is safe and effective. CBHC can assist in arranging alternative technologies if needed (e.g., interpreters, written materials in large print, having someone read information, etc.)

Safety



First Aid Kits

First Aid Kits are in the following locations: Please look for the first aid sticker for locations.

- Front Office- In the front closet
- Flight School Location- In the bathroom under the sink
- 608 Hallway- in the bathroom
- Clinic Hallway- in medical office

Bloodborne Pathogen Kit

Equipment designed to safely handle and responds to incidents involving blood or bodily fluids. Located with each first aid kit in CBHC

Narcan

CBHC clinic has multiple Narcan kits. The CBHC front office also has one kit. Instructions for use are with each kit.

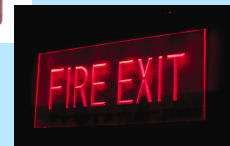
Tornado and Fire Safety

Tornado Shelter Locations in CBHC-

Located at the back of CBHC basement in lobby hallway (610 Walnut). Handicapped location is bathroom of 608 Walnut Street



In the event of a fire: Proceed to the nearest exit. All staff and patients should meet at 131 S. 6th Street (Hope Clinic). Please report to staff. CBHC has fire extinguishers in each hallway for use in the event of an emergency. Fire Extinguishers are located throughout the CBHC building in each hallway.



HIV TESTING/ HEP B & C/OVERDOSE AWARENESS/ TB HEALTH INFORMATION

HEPATITIS B AND C

Hepatitis B and C are viral infections affecting the liver that can lead to long-term health issues if left untreated. Hepatitis B is highly contagious and can be spread through contact with infectious body fluids, while Hepatitis C is most commonly transmitted through sharing contaminated needles or other equipment. Both viruses can be chronic, potentially causing liver cirrhosis or liver cancer over time. Testing for these viruses involves blood tests that detect the presence of the virus or antibodies against it. Early diagnosis is essential for managing the condition and preventing complications.

Vaccination is available for Hepatitis B, offering effective protection, whereas there is currently no vaccine for Hepatitis C; however, effective treatments can cure Hepatitis C and manage Hepatitis B. Regular testing, early detection, and appropriate treatment play a crucial role in maintaining liver health and preventing the spread of these infections.

TUBERCULOSIS

Tuberculosis (TB) is an infection caused by bacteria that usually affects the lungs, though it can impact other parts of the body. If someone is exposed to TB bacteria, they may have a latent TB infection, meaning they do not have symptoms and are not contagious; however, latent TB can develop into active TB disease over time. Testing for TB typically starts with a skin test (Mantoux tuberculin skin test) or a blood test, both of which screen for an immune response to the bacteria. If the initial test is positive, your healthcare provider may order additional tests, such as a chest X-ray or sputum analysis, to determine whether TB is active. Early detection through testing is key to managing and preventing the spread of TB.

HIV

HIV testing involves a simple, confidential process to check for the presence of HIV antibodies and antigens in your blood or saliva. A healthcare professional collects a small sample, which is then tested in a lab or at the point of care, with results typically available quickly. Preventing HIV can be achieved through several proven methods: practicing safe sex by using condoms, taking pre-exposure prophylaxis (PrEP) if you're at high risk, and ensuring that any needles or medical equipment used for injections are sterile. Regular testing and informed conversations with healthcare providers further support effective prevention and early treatment.

Click on the links for more information



OVERDOSE PREVENTION

Naloxone, sometimes spelled Narcan®, is a medication used to quickly reverse the effects of an opioid overdose. It works by binding to opioid receptors in the brain, displacing the opioid, and helping restore normal breathing. Naloxone is available without a prescription in many areas and can be obtained from various sources. You can often find naloxone at local pharmacies, community health clinics, or public health departments. The Coshocton Health Department frequently has free Narcan that can be obtained. Always call emergency services immediately if an overdose is suspected, even if naloxone is administered.

Client Rights

To ensure client's right to respectful and considerate care within the guidelines established by the Ohio Administrative Code 5122-26-18.

It shall be CBHC's policy to provide respectful and considerate care to individuals seeking services. CBHC shall adopt the following guidelines outlined by the Ohio Administrative Code 5122-26-18 which reads as follows:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
- (2) The right to reasonable protection from physical, sexual or emotional abuse and inhumane treatment;
- (3) The right to receive services in the least restrictive, feasible environment;
- (4) The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
- (5) The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
- (6) The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
- (7) The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
- (8) The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
- (9) The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
- (10) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
- (11) The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
- (12) The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
- (13) The right to be informed of the reason for denial of a service;
- (14) The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;
- (15) The right to know the cost of services;
- (16) The right to be verbally informed of all client rights, and to receive a written copy upon request;
- (17) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
- (18) The right to file a grievance;
- (19) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
- (20) The right to be informed of one's own condition; and,
- (21) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

Consumer Complaint & Procedural Summary

In the event that you or your child is dissatisfied in some way with agency policies or services, you may request another copy of the grievance procedure and will be given assistance in understanding the process of filing the grievance, if necessary. Below are also steps to follow.

First, discuss your complaint with your assigned counselor or the staff member.

The complaint can pertain to agency policies, practices, or services.

Second, if you and your counselor are unable to resolve the problem, you have the right to discuss your complaint with the **Client Rights Officer, Jeanette Hall or Tyra Hixon, 740-622-0033. Both can be reached Monday through Thursday from 8-5 pm.**

Should you feel that your issues have not been addressed at this point, you have the right to file a formal grievance.

Written Complaint

Your grievance must:

- Be in writing
- Dated
- Signed by you (or the person filing the grievance on your behalf)
- Date/s of incident
- Approximate time
- Description of the incident
- Names of individuals involved in the incident

Within three (3) days, the CRO will send you a written acknowledgement of receipt of the grievance. CBHC will respond to grievances within 5 days.

The CRO's written acknowledgement will include: Date the grievance was received by CRO, Summary of the grievance, Overview of the investigation process, Timetable for completing the investigation and notifying of the resolution, An alternate treatment provider contact name and phone number

CBHC will make a resolution decision on the grievance within 20 calendar days of receipt. Extenuating circumstances, indicating need for extension, will be documented in your file. You will receive notice of the extension

MAINTENANCE OF GRIEVANCES

CBHC shall maintain grievance records for no less than 2 years. The records shall include the following:

A copy of the grievance

Documentation reflecting the process used

A copy of the letter to the client reflecting the solution/remedy

Documentation of extenuating circumstances for extending resolving the grievance beyond 20 calendar days, if applicable.

At any time, the client can file a grievance with outside organizations that are listed below.

Mental Health and Recovery
Services Board
Coal Run Road
Zanesville, OH 43701
(740) 454-8557 or 454-8558

Ohio Department of Mental Health
and Addiction Services
Broad Street, 7th Floor
Columbus, Ohio 43215-3430
Phone: 614-752-8717
Fax: 614-485-9739

U.S. Department of Health &
Human Services
Celeste Davis, Regional Manager
Office for Civil Rights
Michigan Ave., Suite 240
Chicago, IL 60601
Voice Phone (800) 368-1019
FAX (312) 886-1807
TDD (800) 537-7697

Disability Rights Ohio
200 Civic Street, Suite 300
Columbus, Ohio 43215-5923
Phone: 614-466-7264 or 1-800-
282-9181 (Toll free in Ohio only)
TTY: 614-728-2553 or 1-800-858-
3542 (Toll free in Ohio only)
Fax: 614-644-1888

Consumer Satisfaction Program



CBHC has a philosophy of Continuous Quality Improvement (CQI) for the organization and a Quality Improvement program to ensure the practice of a QI philosophy and continuous improvements to the organization.

CBHC has established a robust patient satisfaction program that directly supports the organization's overall goals by ensuring that patient feedback is consistently integrated into service improvements and strategic planning. Here's how the program works and drives agency goals:

Ongoing, Periodic Surveys:

- CBHC conducts a comprehensive survey four times a year that evaluates each program.
- These surveys capture a broad range of patient experiences and satisfaction levels, allowing the agency to track trends over time and determine the impact of any changes implemented.
- The periodic nature of the surveys ensures that feedback is current, helping the agency to promptly address any issues or adapt strategies as needed.

Multiple Feedback Channels – Suggestion Boxes:

- In addition to formal surveys, CBHC places suggestion boxes in several locations throughout the agency.
- These boxes encourage patients and their families to provide feedback at any time, giving voice to ideas, concerns, or suggestions for improvements without the need for a scheduled survey.
- The anonymity and ease of access associated with suggestion boxes can lead to more candid and detailed patient feedback, which is vital for understanding patient needs.

Open Feedback Sharing and Frequent Review:

- Open feedback provided by patients is regularly shared with staff members across the organization.
- This transparency ensures that everyone—from frontline care providers to management—is aware of patient concerns and praises.
- Regular reviews of this open feedback promote a culture of continuous improvement, where staff can quickly identify areas that require attention or recognize successful practices worthy of reinforcement.

Driving Agency Goals:

- The insights gained from this multi-faceted program help CBHC align its service delivery with patient expectations and overall quality standards.
- By integrating patient feedback into decision-making processes, the agency can refine its services, improve patient care, and ensure that its programs evolve to meet emerging needs.
- Enhanced patient satisfaction is also a key performance indicator for the agency, as it correlates with better health outcomes, increased patient loyalty, and a more responsive, efficient organization.

In summary, CBHC's patient satisfaction program—a combination of quarterly surveys, readily accessible suggestion boxes, and regular reviews of open feedback—plays a critical role in driving agency goals by ensuring that the patient voice shapes both immediate operational changes and long-term strategic planning. This approach reinforces CBHC's commitment to excellence, responsiveness, and patient-centered care.

Consumer & Client Responsibilities



Information: You have the responsibility to provide, to the best of your knowledge, accurate and complete information about any information related to your health, your insurance, your mailing address, and your phone number.

Attendance: Keeping all your appointments is very important. We understand that life situations can occur at the spur of a moment. It is important that you call as soon as you are aware you will miss an appointment. Appointments canceled the same day can be seen as a No call/no show and can result in discharge from services should the event occur more than one time. Please call no later than 4 pm the day prior to your appointment.

For those in substance use treatment: Use of Mood Altering Chemicals: For I agree to abstain from the use of alcohol or other drugs not prescribed for me while participating in any of CBHC's programs. I will advise my counselor of any and all medications prescribed for me and understand that, if I am prescribed addictive, prescription medications by my doctor, I will sign a release, allowing the CBHC Clinical Director to discuss the necessity of these medications with my physician. If I refuse to sign such release, I will be terminated from the treatment program. I agree to abstain from the use of alcohol or other drugs not prescribed for me while participating in any of CBHC's programs. I will advise my counselor of any and all medications prescribed for me and understand that, if I am prescribed addictive, prescription medications by my doctor, I will sign a release, allowing the CBHC Clinical Director to discuss the necessity of these medications with my physician. If I refuse to sign such release, I will be terminated from the treatment program.

Being on Time: I agree to be on time for all scheduled appointments and if more than 10 minutes, you might not be seen. I understand that I must then reschedule.

Financial Agreement: You will follow the agreed upon terms of my financial agreement with CBHC. You understand that payment is expected at the time of service for groups or individual sessions. You agree to update insurance information should there be any change.

Respectfulness of CBHC property and staff.

- I will not possess, sell, or use any alcohol or other mood-altering drugs while on property.
- Understand that smoking (of any substances) is not permitted on CBHC property.
- I will not sexually, physically or verbally assault, threaten, or abuse any CBHC staff person or any program participant.
- Will not willfully damage or steal the property of staff, or other program participants.
- I will not carry or conceal any weapon-including pocketknives.
- I will remain on CBHC's premises during any scheduled session and I will leave the building promptly once the session has ended.
-

Child Care: I am responsible to provide child care and that children may not attend scheduled sessions without prior permission of the counselor. If a child is left in CBHC's lobby, the child must have a responsible caregiver, which I must provide. CBHC cannot assume responsibility for the well-being and safety of children.

Confidentiality. I agree I will not discuss other program participants' names and cases outside my groups or other scheduled sessions. I agree to respect the confidentiality of all other program participants. Failure to respect confidentiality may lead to dismissal from the program.

Please be considerate of the rights of other people in the building and the staff as well as the noise level in the building. Use your kind words and actions.

Guardianship and Custody



Coshocton Behavioral Health welcomes families in all shapes and sizes. We understand that every family is unique, and we value the diverse backgrounds and structures that make our community strong. With this commitment in mind, we ask that the parent(s) or legal guardian(s) assume responsibility for keeping us informed regarding all aspects of custody, insurance details, and billing for services. This includes:

Custody Information:

- Informing our office of which party currently holds custody of the client.
- Bringing all relevant custody documents or court papers to the intake session and providing updated documentation if there are any changes.

Insurance Coverage:

- Providing information if more than one insurance card is involved.

Billing and Payment:

- It is the residential parent's responsibility to communicate any bills associated with services.
- The residential parent will be expected to pay for services even if another parent is required to contribute.
- It is not the agency's responsibility to arrange payment with the other parent or guardian.

Communication:

- Open and ongoing communication is imperative. Please notify us immediately of any changes in custody, insurance, or billing information to ensure smooth and uninterrupted care.

This statement assures families that while we celebrate familial diversity, clear communication is essential to providing the best possible care and service coordination.



Service Fees

CBHC charges for services. Your fee and payment method will be determined at the time of your intake. It will then be reviewed periodically to ensure accuracy.

Sliding Fee Scale: A sliding fee schedule is required by the Muskingum Area Mental Health and Recovery Services Board to determine your co-pay percentage for clinical services that are billed and paid by the board.

Self pay rate: A fee has been set up by CBHC for services that are not paid by insurance or for those who have a very high deductible.

No one will be denied services based on inability to pay. CBHC is a not for profit organization and therefore payment is part of being able to operate services.

Please pay promptly and keep staff updated on any insurance changes.

- You are responsible for payment of services at the first appointment
- Payment is to be made each time service is received.
- You are responsible for authorizing payment to CBHC from third party payors and paying remaining charges. You are also responsible for signing any release of information a third party may require.
- You are responsible for the delivery of a bill should another parent or guardian be required to pay a child's services. The bill is sent to the guarantor established at intake.

Insurance Accepted by CBHC

Aetna Commercial
All Savers Alternate Funding
Allied Benefit Systems LLC
anthem
Anthem BCBS Commercial
Anthem Primary to Medicare
Adultcare Commercial
Aultra Commercial
Blue Cross Blue Shield
CareSource Commercial
CARELON
Chesterfield Resources Inc
Cigna/Evernorth Commercial

Chesterfield Resources Inc
Cigna/Evernorth Commercial
CLRCHAIN
Clearchain
CORESOURCE
CoreSource
FRINGE
Fringe Benefit Group
Medicaid and Medicare
MedMutual
MERITAINI
Ohio Healthy Commercial
Ohio PPO
Optum Health Commercial
Cigna Network
PIVOTHLTH
QCP
Starmarkl
TRICARE

HEALTH
HealthPlan
HealthComp
HealthNet/
HIGHMARK
HUMANA
IMAGINE360
Independence
KAISER
Med Ben

Your health information and access to records



CBHC Prohibits the Use of Information for:

- We are prohibited from selling your health information, such as to a company that wants your information in order to contact you about their services, without your written permission.
- We are prohibited from using or disclosing your health information for marketing purposes, such as to promote our services, without your written permission.

HOW WE MAY USE AND DISCLOSE YOUR PERSONAL HEALTH INFORMATION

- When you receive services that we pay for in full or in part, we receive health information about you. We may use or share your health information for the following purposes:
- Payment- For payment activities such as confirming your eligibility for our benefit plans, paying for your services, managing your claims, conducting utilization reviews and processing health care data. We are prohibited, however, from using or disclosing any genetic information we receive about you to make decisions about your benefit eligibility or coverage.



Access to Records

As a patient, you have access to your clinical and financial records with a counselor or supervisor being present. If you want a copy of the “access to records policy” please ask your counselor and a copy will be provided to you. A separate appointment will need to be set up to review the records. You may authorize any person to have access to your records. This will allow time to review the record and discuss information.

You can request copies of your record. A fee of \$1 per page will be charged and will need to be paid at the time the copies are provided.

Parents and legal guardians have authority to consent and refuse treatment services to minors in their care or custody.

Steps to Complete a Release of Information

Request the Form: Ask at the front desk of CBHC for a release of information form. Alternatively, a copy might be sent to you electronically.

Read the Form Carefully: Go through the entire form to understand what information is being released, who will receive it, and why. Ensure that it covers only the necessary details you want to share. Staff are happy to review this with you.

Complete Your Personal Information: Fill in your name, date of birth, contact information, and any other required patient identifiers so that your records can be accurately matched.

Specify the Recipient: Clearly indicate the organization or individual who will receive your information. Include any necessary details such as address or contact number if required.

Define the Scope and Time Frame: If needed, specify which records are being released (e.g., lab results, treatment records) and any time periods covered by the release.

Understand Your Rights: Note any statements about revoking the release later if you change your mind, plus any expiration dates on the consent.

Sign and Date the Form: Add your signature and the date on the form. Some forms might also require a witness signature or a notary, so check the requirements.

A copy of the form remains in the patient file.



For additional resources and information find CBHC updates and announcements on Facebook at Coshocton Behavioral Health Choices or CBHC Flight School.