

## **Welcome to Porter-Starke Services, Inc.**

We are very pleased that you have selected Porter-Starke Services, Inc. to meet your behavioral health care needs or those of a family member. This page is designed to assist you in understanding your experience here.

Porter-Starke Services is committed to providing you with the highest quality services, and treating you with dignity and respect. Your input is encouraged, either through your service provider or through suggestion/feedback cards situated throughout the organization. You may also speak to a member of the management team by calling the main number (219)531-3500 or through our website at [www.porterstarke.org](http://www.porterstarke.org).

### **Services and Programs**

As a community mental health center, Porter-Starke Services, Inc. provides many programs and treatment options for individuals and families. Through the Admissions and assessment process, a plan of care will be developed with your input which may include participation in one or more treatment components. These components may include psychiatry, outpatient counseling/therapy, group therapy, addictions therapy, or inpatient hospitalization.

### **Psychiatric and Therapy Services**

You may receive treatment from a licensed therapist, licensed psychologist and/or a psychiatrist. A licensed therapist is qualified to provide therapy services to you that are designed to alleviate any behavioral health symptoms (for example, depression). Most therapy services are relatively short term in nature, eight to ten sessions or less. A licensed psychologist can provide therapy as well as psychological testing designed to answer a specific question. A psychiatrist provides medication. In most instances the psychiatrist works hand in hand with provision of therapy, at least initially.

### **Confidentiality**

Services provided are confidential in accordance with all applicable regulations, both federal and state. Unless presented with a subpoena and court order, medical records will not be released unless you have given signed permission. The only exception is for outside agencies that are authorized to access records to verify our compliance with applicable codes and regulations.

### **Expectations**

Behavioral health programs are a partnership between the provider and the client. As it is our commitment to offer you the highest quality services in order to help you achieve your goals in the most efficient manner, it is expected that you are an active participant in the process. This includes:

- Attending scheduled appointments on time
- Treating others with respect
- Maintaining confidentiality of others
- Helping us provide a safe, healthy environment
- Violence and intimidation of any kind are not tolerated
- Weapons and drugs are not allowed in our facilities or on our grounds
- That you meet your payment obligations, or work with a Financial Counselor (219)531-3500 to help meet a satisfactory resolution.

### **Billing and Payment**

Porter-Starke will bill your insurance for you provided you have supplied all of the information necessary to do so. We participate in the Medicare and Medicaid programs and have many managed care contracts to better serve you and allow you to take full advantage of your insurance. We will bill you for any deductibles and co-insurance amounts that we have not collected at the time of service. Remember, it is always a good idea to call your insurance to verify coverage for the services and to fully understand their payment policies.

Payment of co-pays and any other charges due are expected at the time of service. We balance bill any differences between what you pay and what you owe according to your insurer.

If you are uninsured or otherwise have limited financial means we are able to offer a discount for services based upon your household income and family size. Be sure to complete the Declaration of Income if you would like consideration for a discount. We also can offer payment plans if needed. Call Client Financial Services with any insurance, fee or payment concerns.

### **Program Rules and Contact Individual**

You will be given a set of rules and obligations for the program(s) in which you will participate. You will also be given key contact information including name and access information for an individual you can reach with questions/comments about your services. The rules will specify behaviors or action that would result in the suspension or termination of services.

### **Code of Ethics**

The well-being, needs and interests of our clients and their families precede our own personal interest, comfort and convenience when we are on the job. Accordingly, we will...

- Always treat our clients and their families with courtesy, dignity, respect and fairness.
- Always abstain from conduct that knowingly harms, abuses or neglects the health of our clients and their families.
- Always hold the confidence of our clients except as may be required by law or the best interest of the client as may be required to protect the health and safety of another person.
- Always engage our employees fairly and with regard to concern for their ability to create a satisfying living and rewarding career.
- Always respect the rights of our employees; and management shall not ask of an employee anything that the management would not willingly do.
- Never lie to, cheat or steal from our clients, their families, their insurers, the government, businesses or from each other or our organization.
- Always engage and provide treatment only to the extent and only as long as is necessary for the health and well-being of our clients.
- Never improperly admit or deny admission to service by anyone seeking the assistance of the organization. Clinical judgment exercised in good faith will be the sole determinant for admissions.
- Never engage in any false, misleading or exploitive advertising, promotional or marketing practices.
- Never engage in or adopt any false, fraudulent or misleading billing practices. Clients and third party payers will be billed only for those services that are actually provided and documented.
- Always challenge all concerned to maximize their potential as human beings, neighbors and members of our community.
- Always encourage and challenge our clients, our communities and ourselves to arrive at a better understanding and appreciation for mental health.

If at any time you feel your rights are violated and feel the need to file a grievance, we encourage you to follow this protocol:

1. Try to encourage the party with whom you have a dispute with to have a frank, open discussion of your feelings.
2. If you still feel that further resolution is required, you may ask to speak with an Executive Team member by calling the main number (219)531-3500 or through our website at [www.porterstarke.org](http://www.porterstarke.org).

If you still feel dissatisfied with your result, you may call the Indiana Division of Mental Health and Addiction's Consumer Service Line at (800)901-1133.