

MENTAL HEALTH SERVICES

OFFERED:

- Crisis Intervention Services
- Crisis Transportation
- Mobile Crisis Outreach Team (MCOT)
- Case Management
- Pharmacological Management
- Counseling
- Medication Training & Support Services
- Psychosocial Rehabilitative Services
- Skills Training & Development
- Supportive Housing
- Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI)
- Assertive Community Treatment
- Consumer Benefits
- Supported Employment
- Smoking Cessation

HELPFUL RESOURCES

The Texas Health & Human Services (HHS) is made up of the following departments: Internal Audit, Office of Inspector General, Dept. of Aging & Disability Services, Dept. of State Health Services, Dept. of Family & Protective Services, and Dept. of Assistive & Rehabilitative Services.

TEXAS HEALTH & HUMAN SERVICES
512-438-3011 | www.hhs.texas.gov

OUR MISSION

To improve the quality of life in our community for individuals and their families by providing excellent and trusted care for wellness

OUR CULTURE

A welcoming environment of positive attitudes driven by honesty, integrity and ethics

OUR VISION

To be recognized as the best resource of quality services in our community

CORE VALUES

Team Work, Caring, Compassion & Quality
(3Q's – Quality STAFF/SERVICES/OUTCOMES)



6502 NURSERY DRIVE, SUITE 100
VICTORIA, TEXAS 77904
PHONE: (361) 575-0611
TOLL FREE: (800)421-8825
WWW.GULFBEND.ORG
CRISIS HOTLINE 877-723-3422



Charges for Mental Health Services

What Every Customer Needs to Know

WWW.GULFBEND.ORG
CRISIS HOTLINE 877-723-3422



HOW WE CHARGE FOR SERVICES: The mental health services we offer are funded by the State of Texas, local government, and consumers who have the ability to pay. We will not deny you services just because you cannot pay for them. Our charge for services is based on your ability to pay.

The way we determine your ability to pay is fair and is the same for everyone. We will show you how we determine the charges and answer any questions you might have.

In order to decide if you are able to pay for services, we will ask you about:

- Your income
- Any extraordinary expenses (e.g. major medical expenses)
- Childcare expenses, major property loss or damage
- The number of people in your family

WHAT YOU WILL PAY: Your income (minus any extraordinary expenses) and the number of people in your family will be applied to a fee schedule to get your maximum monthly fee. We will tell you your maximum monthly fee and give you the fee schedule we used. We will also give you the form used to determine your maximum monthly fee. If your maximum monthly fee is more than zero, you will receive a bill for services. You may pay more than your maximum monthly fee if you want. **Note:** Parents are not responsible for their adult children's maximum monthly fee. Adult children are not responsible for their parent's maximum monthly fee. If more than one family member receives services, the maximum monthly fee is for the family.



IF YOU HAVE MEDICAID OR MEDICARE BENEFITS: Medicaid-covered services will be billed directly to Medicaid, and you will not be billed for them. If you have Medicare, you are responsible for co-payments, co-insurance and deductible up to your maximum monthly fee. If your services are not covered by Medicaid or Medicare, you may be charged up to your maximum monthly fee.

IF YOU HAVE PRIVATE HEALTH INSURANCE: If you have private health insurance and complete an assignment of benefits, we will bill your insurance directly for covered services. You are responsible for charges your insurance does not cover. If you have insurance and do not complete an assignment of benefits, we may charge you the full standard charge for services. If we are not a provider for your insurance plan, we will assist you in locating a provider who can accept your insurance. You have the right to appeal this decision. Instructions for appeal are in the written notification you will receive if services are denied. You may request the appeal decision be reviewed by the Office of Consumer Services and Rights Protection 1-800-458-9858. **Note:** *If we do not accept your private health insurance and refer you to another provider to receive services, you may appeal this decision as a denial of services.*

TRUSTS & CHARGES FOR COMMUNITY SERVICES: Some people or their family members set up trusts to provide for their own or their loved ones' care and treatment. Trusts may be subject to claims for some or all mental health services. Anyone concerned about protecting trust from liability should consult an attorney. For example, a statute in the Texas Health & Safety Code, §534.0175, protects a trust from liability for the individual's support, including mental health services, if the trust's assets do not exceed \$250,000 and certain criteria for the trust are met.



FINANCIAL HARDSHIP: If it is difficult to pay all charges owed, we may be able to arrange for you to temporarily pay a lesser amount each month. If you have private health insurance and financial hardship prevents you from paying your full co-insurance, co-payments or deductible, we will make arrangement with you to pay no more than your maximum monthly fee (or \$5 a month, if your maximum monthly fee is zero) until your balance is paid.

REDUCTION OR TERMINATION OF SERVICES FOR NONPAYMENT: It is our goal to work with you so you can continue to receive services. If charges remain unpaid and this is not due to financial hardship, we may propose to reduce or stop your services. You have the right to appeal this decision. Instruction for this are in the written notification you will receive before services are reduced or terminated. You may request the appeal decision be reviewed by the Office of consumer Services and Rights Protection 1-800-458-9858.



"To accommodate persons with disabilities, this document is available in alternate formats upon request."