



Office Hours
 89 Main Street, Middlebury, VT
 Monday-Thursday 8 AM – 5 PM
 Friday 8 AM – 4 PM

A Guide to Services at CSAC

The Counseling Service of Addison County (CSAC) is a private, non-profit community mental health center that provides services in the areas of mental health, developmental disabilities, and substance use. We serve individuals and families in need throughout Addison County.

CLIENT RIGHTS

We believe we can better assist you, if you are aware of your rights and responsibilities concerning decisions that affect your treatment.

1. You have a right to services regardless of race, creed, sex, age, national origin, political belief, sexual preference or disability. Reasonable accommodation for disability will be made upon request.
2. You have the right to be treated with courtesy, respect and dignity.
3. You have the right to privacy. We hold all your personal information confidential within the Counseling Service. This information cannot be given to persons outside the agency **not involved in your care** without your permission. However, there are exceptions to this rule, required by Vermont Law. Some of these include threats to do bodily harm to yourself or others, or to destroy property; suspected abuse or neglect of children, elderly or disabled persons; and/or Court ordered subpoenas to disclose confidential information. **Please refer to our Notice of Privacy Practices for further information.**
4. You have the right to an explanation regarding any treatment procedures and to participate in the development of your treatment plan.
5. You have the right to treatment in the least restrictive appropriate environment.
6. You have the right to know your therapist's qualifications and experience. You also have the right to have a list, provided by the Office of Professional Regulation, of specific practices that constitute acts of unprofessional conduct. You may request either of these in writing from our Human Resources Office, or they can be found on the Internet at www.csac-vt.org.
7. You have the right to know of possible side effects of any medication or treatment suggested to you.
8. You have the right to terminate treatment at any time.

COMPLAINTS AND GRIEVANCES

You have the right to complain or file a grievance if dissatisfied with any aspect of your care at CSAC. CSAC will provide assistance to you/your representative to complete the complaint. We welcome all feedback about your experience with CSAC. Grievance forms are available at our reception desk or by calling 802 388 6751.

You may also write a letter and mail to CSAC, 89 Main Street, Middlebury, VT 05753. You may also speak with your CSAC staff. If you have an emergency situation please tell us so that we may respond as quickly as possible. We will take all submissions seriously.

If you have questions you may also call the VT Office of Health Care Ombudsman 800-917-7787.

CLIENT RESPONSIBILITIES

1. You have a responsibility to give us complete information about your problems and pertinent circumstances.
2. You have a responsibility to play an active role in your treatment.
3. There are times when medication may be an appropriate treatment option. Medications are best used in conjunction with psychotherapy, as part of a medically supervised treatment plan. If medication is prescribed, you should be careful to follow the directions given. You have a responsibility to take medications prescribed, only as directed. Keep all medications out of the reach of children.
4. You have a responsibility to respect the confidentiality of other clients, and not to disclose to anyone outside the Counseling Service any information received in the course of participating in group, family or other treatment.
5. You are responsible to provide CSAC with current and accurate insurance cards, or other verification of insurance, for photocopying or scanning.
6. You have a responsibility to pay your bill promptly.
7. We ask that all service participants observe our building safety requirements regarding refraining from bringing weapons on site.

CSAC'S 24-HOUR EMERGENCY PHONE NUMBER IS **802-388-7641**

The Counseling Service has a 24-hour per day emergency number for residents of Addison County who are experiencing a mental health crisis. When our offices are closed, your call will be routed to an answering service. The receptionist will take your call and the Counseling Service Emergency worker will get in touch with you as quickly as possible.

NEEDING TO MISS AN APPOINTMENT

CSAC is invested in your treatment and understand that you may, at times, need to cancel an appointment. **The number to call for cancellations is 802-388-6751.**

No-Shows/Late Cancellations: Clients are expected to call 24-hours in advance if they cannot make a scheduled appointment. If you fail to keep the appointment and do not provide adequate notice, this will be considered a no-show/late cancellation.

Additional No-Shows/Late Cancellations:

- 2nd no-show/late cancellation, please discuss the situation with your therapist.
- 3rd no-show/late cancellation, your therapist may end standing appointments. Your therapist may determine that you are not actively committed to treatment. Your therapist may make decision to discharge. You would receive a letter informing you of discharge.

Inclement Weather/Snow: Poor road conditions due to weather on the day of your appointment—please call if you will not be keeping your appointment. With a phone call this will not be counted as a no-show/late cancel. You may leave a message in our general mailbox.

Late Arrival: If you are more than fifteen minutes late to your appointment, your therapist may be unable to see you and may need to reschedule your appointment.

Reminder: if you are seeing a psychiatrist at CSAC, you need to maintain engagement with your CSAC therapist.

CSAC Emergency/Crisis Services remain available 24 hours a day at **802-388-7641**.

FINANCIAL AGREEMENT FORM

I understand the following:

- Payment is expected at the time of service.
- If I have insurance, my insurance will be billed the full cost-of-service. Both my insurance payment and my fee will be collected to meet the full cost-of-service.
- If an insurance/managed care company sends payments to anyone other than CSAC, I am responsible for forwarding that payment to CSAC. If it is not forwarded to CSAC, I will be responsible for the full cost-of-service.
- If I have insurance/managed care coverage and choose not to have it billed, I am responsible for the full cost of services.
- I understand that my managed care/insurance program can authorize CSAC to provide me with a designated number of mental health services and that I may be responsible for a co-payment for each session. I agree to pay for any services not authorized by my insurance program.
- I will call within 24 hours if I need to miss an appointment. I understand that if I do not call, I may be billed for the appointment.
- If there is a change in my address, phone number, family size, gross family income, or insurance coverage (including Medicaid), I will notify CSAC.
- If I am having difficulty paying, I will discuss this with the Billing Assistance Center and set up an alternative payment plan. (Call 802-388-6751)
- I understand that if I do not pay my bill, CSAC may use a collection agency or small claims court and I will be liable for all costs incurred to collect my balance in full.
- No one will be denied emergency treatment by CSAC because of the inability to pay, based upon your provided financial information. However, clients who fail to fulfill their financial obligation to CSAC and request additional non-emergent care will not be approved for additional services until financial arrangements have been made.

FEE SETTING

I understand the following:

- I will not be able to apply for a sliding fee if I have insurance.
- If I do not have insurance I may apply for a possible reduced fee based on the proof of my household size, gross family income, and the availability of subsidy dollars.

RELEASE OF NECESSARY INFORMATION

I authorize CSAC to send necessary claims processing information to my insurance/managed care company, and to have them make payments directly to CSAC. I also understand that my insurance/managed care company may need to review my records for audit/quality assurance purposes.