



mental health &
recovery board
UNION COUNTY

NOTICE OF PRIVACY PRACTICES Q & A

1. Why did I get this Notice of Privacy Practices from the Mental Health and Recovery Board of Union County (MHRBUC)?

MHRBUC must send the Notice of Privacy Practices every three (3) years at minimum. The notice is sent to anyone MHRBUC paid at least one (1) service for that was delivered by one of our contracted agencies. Our contract agencies are Coleman Health Services, OhioGuidestone, Wings Support & Recovery, Residential Administrators, Lighthouse Behavioral Health Services, Council for Union County Families, and Lower Lights Christian Health Center. You can find out more about our agencies at www.mhrbuc.org.

2. I do not receive services from a contracted agency right now. Why did I get this notice?

MHRBUC must send out this notice at least every three (3) years. MHRBUC paid for services you received from a contracted agency within the last three (3) years.

3. Does this Notice mean that MHRBUC has my service record?

When MHRBUC pays for services, MHRBUC is acting like a health insurance plan. MHRBUC does not keep client records. The contracted agency keeps your service record. MHRBUC receives information from the contracted agency in order to pay for services you received. Examples of information MHRBUC may receive can be found in the Notice of Privacy Practices.

4. Did I receive services from the MHRBUC?

No, you did not receive services from MHRBUC. MHRBUC paid for the services you received at a contracted agency.

5. How is my health information kept safe?

MHRBUC has protections in place to keep your information safe. For example, only certain employees receive information to pay for your services. Also, we use technology safeguards such as firewalls to keep information secure.

What if I receive a bill for my “In Network” benefit services?

If you are in the Network Benefit Plan and you receive a bill for services, please contact that agency and request that they review the billing for your services. Adjustments can be made if an error has occurred.

What about more serious mental health illnesses?

Serious mental illnesses are conditions such as major depression, bipolar disorders, schizophrenia, and obsessive-compulsive disorder. These psychiatric conditions may range from mild to severe and are treated by qualified providers through the plan. Your opportunity for success is increased when you participate in the treatment plan developed with you and your provider.

Can my family and I help decide on my treatment?

You are encouraged to be involved in decisions regarding your treatment. This is a right under state law. When there is no conflict with confidentiality, families are encouraged to be involved with the treatment being received. In most cases, the more family is part of the individual's care the more progress can be made.

What family supports are available?

Families dealing with severe mental illness may wish to join the National Alliance on Mental Illness (NAMI) and local NAMI support groups. Agencies may also have information available for alcohol and substance use support groups. In addition, support and education may be available for other mental health and substance use issues.

What if I seek services outside of Union County?

Enrollees are encouraged to use Union County providers that are part of the plan. If higher levels of service are not available in Union County, and you are not Medicaid eligible, special arrangements may be made and some benefits may not be available. Work with your in-county provider first to determine need and eligibility.

Is my information kept confidential?

The MHRBUC and providers must comply with state and federal laws regarding confidentiality. Your personal information, including your name, will be kept confidential.

What if I'm not satisfied with my care?

The Network Benefit Plan aims to provide quality services, but you are encouraged to discuss any concerns regarding your treatment with your provider. If the problem persists, you can file a formal grievance. The MHRBUC and providers have a plan for dealing with such complaints. To begin this process, ask to speak to the provider's Clients' Rights Officer. Your rights are also fully explained in the Client's Rights and Grievances Policy. To obtain a copy, contact the MHRBUC at 937-642-1212 or visit our website at www.mhrbuc.org.

What if I have questions about MHRBUC's benefits or payments?

If you have questions about services or disagree with payment of your services, please call 937-642-1212 and ask to speak with the MHRBUC Client's Rights Officer. We can assist you in understanding the Network Benefit Plan.