



mental health & recovery board

UNION COUNTY

131 N Main Street, Marysville, OH 43040

UNION COUNTY NETWORK BENEFIT PLAN

The Mental Health and Recovery Board of Union County (MHRBUC) oversees and pays for behavioral health services and supports for local residents based on need. The benefits provided by the MHRBUC are available through our network of provider agencies. The MHRBUC and its providers work together to ensure quality services are provided and certified by the Ohio Department of Mental Health and Addiction Services.

What is the Network Benefit Plan?

The Plan provides public funds to help pay for behavioral health services. These may include counseling, medication, case management, housing, and other recovery supports. The MHRBUC network is designed to help individuals and families deal with the behavioral health crisis needs that they sometimes face.

How is the Network Benefit Plan Funded?

The MHRBUC Network Benefit Plan is funded by federal and state tax dollars through the Ohio Department of Mental Health and Addiction Services as well as local levy dollars.

What if I Can't Afford to Pay for My Services?

When you engage in services through one of the local provider agencies, they will ask you for financial information. This will be used to determine the amount of financial help needed. You must be a resident of Union County to receive financial assistance. Non-residents may still receive crisis services.

How Do I Become Part of the Benefit Plan?

Union County residents who request clinical services will be allowed to enroll in the Network Benefit Plan.

What Does Enrollment in the Benefit Plan Involve?

When you enroll, you will be asked to sign a billing authorization statement. This form permits the provider to bill the MHRBUC. You may be asked about your income, family size, insurance information, or if you are covered by Medicaid or Medicare. This information will be entered into the computer billing system operated by the provider and MHRBUC.

Will My Private Insurance Cover My Care?

Most providers accept insurance. Providers will work with you to determine if your treatment is covered under your private insurance. You may be responsible for paying any deductibles and co-pays.

Do I Have to Enroll in the Benefit Plan?

You may choose not to enroll. In that case, you may not qualify for public funds. Other arrangements will need to be made between you and the provider to cover the cost of treatment. You may be billed for those services.

How Can I Receive Services?

Contact the agency from which you would like to receive services. You can check the list of providers, hours, and locations on our website, www.mhrbuc.org. A staff person will ask you about your needs and make sure the services are available.

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 been made.

What About More Serious Mental Health Illnesses?

Serious mental illnesses sometimes referred to as brain disorders, 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.

MENTAL HEALTH & RECOVERY BOARD OF UNION COUNTY
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