Client Handbook

Our Mission

To deliver mental health and substance use disorder services to help individuals and families achieve healthier and more productive lives.
Thank You for Choosing ReDiscover

Welcome to ReDiscover. We are a nonprofit community mental health center which has provided quality behavioral health care services since 1969.

We are glad you have chosen us to provide your behavioral health care. Whether you are dealing with a mental health problem, a substance use disorder, or both, we offer focused and specialized services to help you achieve a healthier and more productive life.

This booklet is intended to give you information about ReDiscover. Please feel free to ask any additional questions you might have about our agency.

### ReDiscover’s service locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lee’s Summit</strong></td>
<td>927 NE Columbus</td>
<td>816.966.0900</td>
</tr>
<tr>
<td></td>
<td>Lee’s Summit, MO 64086</td>
<td>816.347.3020</td>
</tr>
<tr>
<td></td>
<td>901 NE Independence Ave.</td>
<td>816.966.0900</td>
</tr>
<tr>
<td></td>
<td>Lee’s Summit, MO 64086</td>
<td>816.246.8207</td>
</tr>
<tr>
<td></td>
<td>1555 NE Rice Road</td>
<td>816.966.0900</td>
</tr>
<tr>
<td></td>
<td>Lee’s Summit, MO 64086</td>
<td>816.347.3200</td>
</tr>
<tr>
<td><strong>South Kansas City</strong></td>
<td>6801 E 117th Street</td>
<td>816.966.0909</td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64134</td>
<td>816.554.5550</td>
</tr>
<tr>
<td></td>
<td>8800 Blue Ridge Blvd.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suite 100</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64138</td>
<td>816.966.0903</td>
</tr>
<tr>
<td><strong>Mid-Town Kansas City</strong></td>
<td>3211 Woodland</td>
<td>816.931.6500</td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64109</td>
<td>816.554.4350</td>
</tr>
<tr>
<td><strong>South Kansas City</strong></td>
<td>6801 E 117th Street</td>
<td>816.966.0909</td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64134</td>
<td>816.554.5550</td>
</tr>
<tr>
<td><strong>Transitions</strong></td>
<td>1000 E 24th Street</td>
<td>816.965.1150</td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64108</td>
<td>816.416.7098</td>
</tr>
<tr>
<td></td>
<td>Main #: 816.384.0700</td>
<td></td>
</tr>
<tr>
<td></td>
<td>816.965.1151 (intake)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: 816.612.8756</td>
<td></td>
</tr>
<tr>
<td><strong>Treatment Options Program (TOP)</strong></td>
<td>8800 Blue Ridge Blvd.</td>
<td>816.965.1151 (intake)</td>
</tr>
<tr>
<td></td>
<td>Suite 200</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64138</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Main #: 816.384.0700</td>
<td></td>
</tr>
<tr>
<td></td>
<td>816.965.1151 (intake)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: 816.612.8756</td>
<td></td>
</tr>
</tbody>
</table>

Visit us at [REDISCOVERMH.ORG](https://www.rediscovermh.org)

![Twitter](https://twitter.com/ReDiscoverMH)

![Facebook](https://www.facebook.com/ReDiscoverMH)

### Agency Hours of Operation:

Normal office hours are 8:30am to 5:00pm, Monday through Friday. Evening appointments are
ReDiscover’s Client Services

Crisis Situation:
Our primary concern is your physical and mental well-being. If you feel you are in a mental and/or substance use crisis situation, we can be reached 24 hours a day to help you at the following number:

1.888.279.8188

Psychiatric Services:
ReDiscover helps people at different stages of personal crisis. We provide therapy, psychiatric evaluation, medication management and case management.

Psychiatric Rehabilitation Services:
Our comprehensive Psychiatric Rehabilitation Services help people who are struggling with challenges of serious mental illness find ways to achieve personal well being. We work with clients to enhance the quality of daily life and take needed steps to meet individual life goals. We provide case management, medication management, and support for adults with serious mental illness such as major depression, bipolar disorder or schizophrenia.

Partial Hospital Program:
For adults in mental health crisis, our acute day treatment is in a structured setting that allows clients to remain close to family and friends. Therapeutic services include:
- comprehensive assessment
- psychiatric evaluation
- individualized treatment planning
- medication management
- art therapy
- 24-hour crisis intervention
- case management
- aftercare planning

Children’s Services:
ReDiscover provides assessment, crisis prevention/intervention and counseling for students at all grade levels in coordination with local school districts. ReDiscover can help with issues including anxiety, stress, peer or family problems, substance use disorders, depression, discipline problems, suicide risk and bullying/violence.

For children with serious emotional disorders, ReDiscover provides intensive in-home counseling, case management services and support. ReDiscover helps coordinate all services between home, school, and the therapeutic community.

Transitional Living Program:
Life skills training in a supervised apartment setting for the young adult (ages 18 to 25) who has a mental illness, lacks a place to live, and requires adequate financial and social support to make a successful transition to become a responsible, independent adult.
Substance Use Disorder Services

For men and women age 18 and over who have substance dependency including those with co-occurring disorders such as mental illness and/or physical disability or physical illness. We provide assessment and treatment to develop sobriety and mental stability. The program provides substance use disorder treatment in a residential setting or outpatient program and is staffed by treatment teams consisting of psychiatrists, nurses, substance use disorder counselors and mental health professionals.

**Specialized Substance Use Disorder Services for Women and Women With Children:**
ReDiscover has one of the few programs in Missouri that allows children to stay with their mother during recovery. In addition to the services above, this program includes childcare, transportation and case management.

**AltCare Program:**
Outpatient substance use disorder treatment for women on probation. It is one of only two programs offered in Missouri. Daycare is offered for mothers participating in treatment.

**USDC (United States District Court):**
Mental health and substance use disorder services for clients that are on Federal Probation/Parole or Pre-Trial Services. Individual and group therapy services are provided along with sweat patch testing and urinalysis testing.

**Opioid Treatment Clinics:**
ReDiscover operates two opioid substance use disorder clinics, the *Treatment Options Program (TOP)* and *Transitions*. These clinics provide medication-assisted treatment and counseling for people diagnosed with an opioid use disorder. Staffed by experienced physicians, nurses, counselors and case managers, the program provides both individual and group counseling, along with comprehensive drug testing.

**Appointments:**
- To make an appointment call **816.966.0900**.
- To make an appointment at one of the opioid treatment clinics call **816.965.1151**.

**Other Services Available at ReDiscover:**

**Genoa Healthcare:**
A full-service pharmacy is located at our South Kansas City and two Lee’s Summit facilities. The pharmacy works closely with ReDiscover doctors to provide the best possible medication programs for our clients. The pharmacy is also flexible with billing options, including Medicare prescription cards, as well as offering various options for prescribed medication quantities.

**Physical Health Care Coordination:**
Some people are eligible for additional services that help coordinate physical health care as well as mental health care. These services are provided by a team including a Nurse Care Manager and a Case Manager working with your doctor to help you manage your health. If needed they help you access a primary care physician. It also can include access to health education and wellness programs.
Developing Your Plan of Care:
You will be initially assessed by an intake clinician who will discuss the reason you are seeking services. A preliminary plan of treatment, including referrals to appropriate services and/or resources will be completed. The intake clinician will also assist in making any available follow-up appointments for you.

You will receive information regarding our program rules and guidelines once you start treatment. The length of time in our services varies for each individual and program, and we encourage you to remain in treatment as long as is recommended.

A staff member will develop a treatment plan with you which is specific to your unique needs and circumstances. Your direct input and participation is crucial to this process.

If your treatment is mandated by an outside agency, all reports required by the referring agency will be provided to them.

In addition, if you move out of the area, we may redirect you to the community mental health center closest to you.

We believe your input and feedback are important to assess quality of care, satisfaction, and achievement of outcomes. While you are in service, we will request you complete customer satisfaction surveys. We appreciate your assistance in completing these surveys so we may know how to best help you and other people we serve.

Staff:
All of our staff are expected to support the mission and values of the agency. Additionally, all ReDiscover employees agree to follow the agency’s Code of Ethics, which describes the expectations regarding ethical and responsible practices. If you wish, you may request a copy of our code.

Concerns or Grievances:
You have the right to voice opinions, suggestions and grievances in relation to policies and services offered by ReDiscover without fear of interference, coercion, discrimination, or reprisal.

If you have a concern about any of our services, or feel your rights have been infringed upon, you may fill out a client concern form, or ask any ReDiscover staff member to fill it out for you. Return the completed form to any staff member, drop it in one of our suggestion boxes, or mail/ fax the form back to us. You will be contacted by an appropriate staff member within five (5) business days to discuss a process for resolution.

ReDiscover commits to thoroughly investigating any grievance a client may have, and if warranted, we will take prompt corrective action.

Confidentiality/Notice of Privacy Practices:
ReDiscover understands that information about you and your health is sensitive and personal. We are required by state and federal law to protect the information we gather and use about our clients. We are also required to provide you with notice of our privacy practices and legal duties with respect to your information. ReDiscover is committed to the protection of our clients’ information.
Below are some key points you need to know regarding ReDiscover and your information:

- You have certain legal rights to review and obtain copies of our records with respect to the information we hold about you. Access may be denied if obtaining the information may cause harm to you or someone else. If access is denied, you may request the reason in writing and may appeal the decision through the Privacy Officer.
- You may request that we amend your information. ReDiscover may either grant or deny this request.
- You have the right to inquire about certain disclosures we may have made regarding your information for the preceding six (6) years.
- You may request that certain parts of your records not be shared with others. ReDiscover is not required to accept this request, but if it is accepted, ReDiscover must comply with it.
- You may revoke an Authorization to Release Information at any time.
- If you believe your privacy rights have been violated, you may contact ReDiscover’s Privacy Officer at (816) 966.0900 or in writing at: ReDiscover Privacy Officer, 901 NE Independence Avenue, Lee’s Summit, MO 64086. If ReDiscover is unable to resolve the issue, you may additionally contact the Secretary of Department of Health and Human Services, Office of Civil Rights, Washington, D.C. 20201 within 180 days of occurrence.
- A more detailed version of ReDiscover’s Notice of Privacy Practices is available on our website rediscovermh.org or you may request a copy of this notice from ReDiscover staff.

**Clients’ Bill of Rights:**

No person shall be excluded from participation in, nor denied the benefits of treatment, or be subject to any form of discrimination including any disparate treatment, because of race, color, national origin (ethnicity), gender, gender identity, sexual orientation, age, marital status, religious belief, disability, physical or mental abilities or characteristics, economic circumstance, or any other consideration made unlawful by applicable law.

Each client:
- shall have an individualized treatment plan.
- shall be treated with dignity and respect.
- has the right to have their records kept private and handled in accordance with ReDiscover’s policies regarding confidentiality.
- has the right to have their care, records and documents explained to them.
- has the right to have the cost of their care explained, including receiving an itemized statement upon request.
- shall have freedom from: abuse, exploitation-financial or other, retaliation, humiliation and neglect.
- client shall have the choice of refusing their service delivery, release of information, concurrent services, composition of their service delivery or involvement in research projects.
- shall have access to referral to other agencies.
- shall have access to legal entities for appropriate representation, self-help and advocacy services, if available.
- has the right to expect research ethics and procedures, if applicable, are followed.
- has the right to investigation and resolution of alleged rights violations.
- shall have access to information regarding Advanced Directives if requested.

If you have questions about your rights, please speak with the manager of your program.


**Safety and Security:**
ReDiscover endeavors to maintain a safe and secure environment for you. It is the responsibility of all persons seeking services at ReDiscover to behave in compliance with all federal, state and local laws.

Weapons, alcohol, or illicit drugs are not permitted on the premises. You will be asked to leave the premises if ReDiscover becomes aware you have illicit drugs, alcohol, or weapons with you.

It is the policy of ReDiscover not to restrain or seclude any individual. ReDiscover will, at its discretion; involve law enforcement or building security as necessary to maintain a safe and secure environment.

Parents/guardians are required to maintain control of their children’s behavior while in the facility.

Violations of the safety of other clients or ReDiscover staff may result in termination of your services.

In the case of an emergency, the locations of emergency exits, fire extinguishers and Severe Weather Shelters are posted on the walls throughout the building. First Aid kits are available if needed. Please ask staff for assistance with locating these items.

**Tobacco Products Policy:**
No tobacco products may be used or displayed anywhere on ReDiscover property, except in Designated areas. There is no smoking in front of entrances of the buildings.
Client Responsibilities & Guidelines

General Attendance:
Attending scheduled appointments and following through with suggestions, recommendations or homework assignments are an important part of the treatment process. You are expected to attend ALL scheduled appointments on time, and notify us 24 hours in advance if you need to cancel a scheduled appointment. If three appointments are missed within a rolling 12-month period, without providing 24 hour notice, no further appointments will be scheduled for that service.

Medication Clinic Attendance:
If you miss or cancel your appointment with less than 24 hours notice, you will not be provided another scheduled appointment time, but will be provided with walk-in clinic hours for your doctor. After completion of walk-in clinic, you will be provided with a future scheduled follow-up appointment. If you miss three scheduled medication clinic appointments, a 30-day prescription may be offered at the physician’s discretion and you will be discharged from medication clinic services. You will not be eligible to return for medication services for 12 months from last date of contact with medication clinic staff.

Attending ALL scheduled medication clinic appointments is required to receive prescriptions for your medication(s). We cannot prescribe medication(s) to individuals who are not seen regularly.

To avoid having your medication clinic appointment re-scheduled, it is expected you arrive on time for your appointment. Some doctors will not be able to see you if you arrive late for your appointment.

Insurance, Medicare, Medicaid or MC+ Plans:
If you are covered by an insurance plan, including Medicare, Medicaid, MC+, or commercial Insurance provided by your employer, ReDiscover will submit claims directly to your insurance company.

Your responsibilities are the following:
• Pay any required co-pays / co-insurance.
• Pay any deductibles.
• Pay Medicaid spend-down amounts.
• Report loss of insurance coverage (commercial, Medicare, Medicaid, & MC+ plans).
• Re-apply for Medicaid.
• Report any change in insurance coverage.
• Report any change in MC+ plans, such as Family Health Partners, Blue Advantage Plus, or Missouri Care.
• Report any change in Medicare HMO’s.

For new clients with insurance, we ask if you have co-insurance, a deductible or Medicare only, you make a minimum $10.00 payment towards your services until we can establish an amount your insurance will reimburse. This usually takes 3 to 4 visits. Overpayments will be credited to your account.
Self-Pay Plans:
If you do not have a pay source, or you are insured and unable to meet the client responsibility portion of your bill, you are eligible to apply for sliding scale fees based on your ability to pay.

Other Sources of Funding for Client Services:
If you do not have insurance and you meet the eligibility requirements, ReDiscover may be able to bill alternate sources for your services if funds are available. Eligibility for coverage is based upon verification of the client’s income, residency, and confirmation of the number of people living in their household.

Alternate funding sources available to ReDiscover include the following:
- Missouri Department of Mental Health
- Jackson County Mental Health Fund
- Health Care Foundation of Greater Kansas City
- REACH Healthcare Foundation
- United Way
- Jackson County COMBAT

Statement & Collection Policy:
You are expected to make payments at the time of service. If you do not, the following process will occur:

Unpaid charges which are 31 – 60 days old. You will receive a warning stating services will be terminated if not paid in full or a payment arrangement made with the receptionist or billing office personnel within 10 days from date of receiving statement.

Unpaid charges which are 61 – 90 days old. Services will be terminated within 20 working days and turned over to ReDiscover’s designated collection agency unless a payment arrangement is made or the account is paid in full.

If your account has been turned over to our collection agency, the following will occur:
- You will receive a final statement from us indicating the collection agency now handles your account. All communication regarding your account will need to occur directly with them.
- You will not be able to return for services until the amount owed on your account is paid in full to the collection agency.
- If you choose to return to ReDiscover after the amount owed is paid in full to the collection agency, you will be on a “pay as you go basis.”

ReDiscover requests if you cannot make your payment due to a financial hardship, you contact either the treatment facility receptionist or our business office at 816-347-3249, so arrangements may be made to prevent your services from being terminated and sent to collections.
General Healthy Advice

Tips for Staying Healthy:
- Avoid close contact with people who are sick. If you are sick, keep your distance from others to keep them from getting sick too.
- If possible, stay home if you are sick. This will help keep you from spreading your illness to others.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Avoid touching your eyes, nose or mouth. This will help keep you from spreading the germs from something you have touched to yourself.

Hand Washing Techniques:
- Remove jewelry.
- Wet hands under warm water.
- Keep hands lower than the elbows and apply soap.
- Rub hands together to clean palms, backs of hands, wrists and forearms. Don’t forget to clean between fingers and under fingernails. Wash for at least 15 seconds.
- Rinse under running water.
- Dry hands well with paper towel.
- Turn off faucets with paper towels to avoid contaminating your hands.
Our Service Sites

Lee’s Summit | Flory Center
1555 NE Rice Road
Lee’s Summit, MO 64086
816.966.0900

Lee’s Summit
927 NE Columbus
Lee’s Summit, MO 64086
816.966.0900

South Kansas City
8800 Blue Ridge Blvd.
Suite 100/Suite 200
Kansas City, MO 64138
816.966.0903

Lee’s Summit
901 NE Independence Ave.
Lee’s Summit, MO 64086
816.966.0900

Lee’s Summit
927 NE Columbus
Lee’s Summit, MO 64086
816.966.0900

South Kansas City
6801 E. 117th Street
Kansas City, MO 64134
816.966.0909

South Kansas City
8800 Blue Ridge Blvd.
Suite 100/Suite 200
Kansas City, MO 64138
816.966.0903

Friendship House &
Catherine’s Place
3720/3728 Gillham Rd.
Kansas City, MO 64111
816.531.7778

Kansas City
3211 Woodland
Kansas City, MO 64109
816.931.6500

rediscovermh.org