



ReDiscover's Client Handbook



REDISCOVERMH.ORG

Welcome to ReDiscover!

ReDiscover is a nonprofit Certified Community Behavioral Health Clinic that, since 1969, provides mental health and recovery services to the Kansas City Metro.

We're so glad you've chosen us to help you with your wellness. Whether you are dealing with a mental health need, a substance use disorder, or both, we offer focused and specialized services to help you achieve your specific care needs.

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

ReDiscover's main service locations:

Flory Center A	816-554-4226	1579 NE Rice Road. Lee's Summit, MO 64086
Flory Center B	816-965-1604	1555 NE Rice Road. Lee's Summit, MO 64086
Flory Center C	816-581-5814	1535 NE Rice Road. Lee's Summit, MO 64086
Fearon Building	816-347-3224	901 NE Independence Ave. Lee's Summit, MO 64086
South KC Office	816-966-0909	6801 E 117th Street. Kansas City, MO 64134
Bannister Office	816-966-0903	5904 E Bannister Road. Kansas City, MO 64134
Woodland Center	816-931-6500	3211 Woodland. Kansas City, MO 64109
Raytown Outreach	816-988-2739	7001 Blue Ridge Blvd. Raytown, MO 64133

ReDiscover's Intake Line is 816-966-0900

ReDiscover's 24/7 Crisis Line is 1-888-279-8188

Text or call 988 to reach the National Suicide Prevention Lifeline



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Passionate about *people*

SERVICES

ReDiscover has 29 different programs that operate out of 20 different locations throughout the Kansas City Metro. All of our programs and services can be categorized into four groups.

- Mental Health Services
- Residential Services
- Wellness + Recovery
- Crisis + Outreach

WALK-IN LOCATIONS

ReDiscover has two walk-in locations where new clients can go through the intake process.

ReDiscover's Flory Center, Building C
1535 NE Rice Road
Lee's Summit, MO
816-966-0900 ext 3281

Walk-In Hours
Monday - Friday:
8:30AM - 3PM

ReDiscover's Bannister Office
5906 Bannister
Kansas City, MO
816-966-0900 ext 6020

ReDiscover also has a Behavioral Health Urgent Care Clinic that accepts walk-ins 7 days a week from 9AM to 9PM for individuals in need of immediate mental health services.

ReDiscover's Behavioral Health Urgent Care Clinic
7001 Blue Ridge Blvd.
Raytown, MO 64133
816-988-2739

ReDiscover's Client Services

Crisis Situation:

Our primary concern is your physical and mental well-being. If you are experiencing a mental health or substance use related crisis, we can be reached 24 hours a day by calling our local crisis line at 888-279-8188 or National Suicide Crisis and Life Line at 988. For immediate in-person support, ask if a Mobile Responder is available.



844-99-4HEAL



1-888-279-8188

- after-hours crisis line



1-800-222-1222

- Poison Help Line



866-WARM EAR (927-6327) -Compassionate Ear Warmline

Psychiatric Services:

ReDiscover helps people at different stages of personal crisis. We provide therapy, psychiatric evaluations, medication management, and case management services.

Psychiatric Rehabilitation Services:

Our comprehensive Psychiatric Rehabilitation Services help individuals struggling with serious mental illness find ways to achieve personal well-being. We work to help people enhance their quality of daily life and take steps towards meeting their life goals. We provide case management, medication management, and support for adults with serious mental illnesses such as major depression, bipolar disorder, and schizophrenia.

Partial Hospital Program:

For adults in mental health crisis, our Partial Hospital Program provides short-term, intensive services while allowing participants 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 children at all grade levels in coordination with local school districts. ReDiscover can help with anxiety, stress, peer or family problems, substance use disorders, depression, behavior problems, suicide risk, and bullying/violence. ReDiscover provides intensive in-home counseling, case management services, and support for children with severe emotional disturbances. ReDiscover helps coordinate all services between home, school, and the therapeutic community.

Transitional Living Program:

Life skills training in a supported apartment setting for the young adult (ages 18 to 25) who has a mental illness and requires adequate financial and social instruction and guidance to make a successful transition to a responsible, independent adult.

Substance Use Disorder Services:

Individuals ages 18 and over with substance use disorder or co-occurring disorders such as mental illness and/or a physical disability or physical illness. We provide assessment and treatment to develop sobriety and mental wellness. The program provides substance use disorder treatment in a residential or outpatient setting 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 mothers during recovery. In addition to the services above, this program includes childcare, transportation, and case management.

AltCare Program:

Alt Care is one of two programs in the state of Missouri offering outpatient substance use disorder treatment for women on state level probation or parole. This program includes childcare, transportation, and case management services.

USDC (United States District Court):

Mental health and substance use disorder services for clients 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 and comprehensive drug testing. Participation in counseling and case management is a requirement of this program.

Thrive Center:

Thrive Center provides intensive inpatient services to individuals who need additional stabilization after experiencing a mental health crisis. While residing at Thrive Center, individuals are provided with crisis intervention, case management, medication services, and group therapy.

ReDiscover's Behavioral Health Urgent Care Clinic

BHUCC is open to any voluntary adult 18 and older in the Kansas City Metro Area in need of immediate mental health and/or substance use services. Walk-ins and Telehealth appointments are available every day of the week from 9am to 7:30pm.

Deferred Prosecution Program

The Deferred Prosecution Program is a conviction alternative for individuals with low-level criminal charges who might be experiencing mental health or substance use issues. Clients are referred to ReDiscover to complete 90 days of treatment. If participants successfully complete the program, their charges may be dismissed.

Transcranial Magnetic Stimulation (TMS)

ReDiscover's TMS Team is now taking referrals. Transcranial Magnetic Stimulation (TMS) is used to treat Major Depressive Disorder without psychosis in adults ages 18-70. Clients must have a history of 2-4 medication trials, completed 6 months of psychotherapy and have no history of seizures, and no metal in or near their head.

Health Care Home

Healthcare Home (HCH) is a program dedicated to helping enrolled individuals better manage their co-occurring physical and mental health conditions.

Appointments:

- To make an appointment call **816-966-0900**.
- To make an appointment at one of the opioid treatment clinics call **816-965-1151**.

ADA:

Physical Access to ReDiscover Facilities

- All ReDiscover Facilities are wheelchair accessible
- All ReDiscover Facilities are ADA complaint in regards to hallway width and restrooms
- If additional assistance is needed, please contact 24 hours prior to your appointment at
- 1-844-994-Heal or 816-966-0900

Communication Assistance

- ReDiscover employs multiple bi-lingual staff
- ReDiscover also uses interpretive services via telephonic and in person
- ReDiscover employs clinicians trained specifically to provide deaf services – We are the DMH service provider for the Western Region for clients receiving Jackson, Cass, and Platte Counties - Evaluations, Case Management, and Therapy

Service Animals

- ReDiscover has procedures to ensure ADA compliance with accessibility of service animals for clients which are disabled.

Telehealth:

ReDiscover offers service through telehealth solutions. ReDiscover staff utilizes Google Meet to provide virtual services.

- Accessed by clicking on the link that will be emailed to you by your service provider. You can join via video or phone.
- If you are having technical issues, please contact your provider directly to make alternate arrangements. If you cannot contact your provider directly, please call 816-966-0900.
- Please be mindful of your surroundings and environment when you participate in your telehealth services. Please take all steps necessary to ensure your confidentiality and safety.
- If the service provider feels that you are at risk, the session may be rescheduled.
- Please try to provide a quiet, secure location with minimal interruptions for your session.

Other Services Available at ReDiscover

Genoa Healthcare:

A full-service pharmacy is located at two of our Lee's Summit locations and at our South Kansas City location. 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 clients are eligible for additional services that help coordinate physical and mental healthcare. These services are provided by a team consisting of a Nurse Care Manager and a Case Manager working with your doctor to help coordinate services. If needed, they help you access a primary care physician, specialty clinic, and health education and/or wellness programs.

Developing Your Plan of Care:

You will be 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 available follow-up appointments for you.

Once you start treatment, you will receive information regarding our program guidelines and policies. The length of time in service varies for each individual and program, and we would like you to stay in treatment as long as it is recommended.

A staff member will develop a treatment plan with you that is specific to your unique needs and circumstances. Your direct input and participation are crucial to this process. If an outside agency mandates your treatment, all reports required by the referring agency will be provided to them. If you move out of the area, we may need to redirect you to the community mental health center closest to you.

Your input and feedback are vital to assessing the quality of care, satisfaction, and achievement of outcomes. While in service, we may ask that you complete client 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 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 and 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 a staff member within three (3) business days of our receipt of your form to discuss a process for resolution. If resolution can't be reached, clients may contact the Client's Rights Monitor for the State of Missouri at the following address:

Client's Rights Monitor
Missouri Department of Mental Health
P.O. Box 687
Jefferson City, Missouri 65102
573-751-3944

ReDiscover commits to a thorough investigation of any grievance brought to our attention, 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 from 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' privacy.

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 record 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 by submitting a written request to revoke that Authorization.
- 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, 1555 NE Rice Road, Lee's Summit, MO 64086. If ReDiscover is unable to resolve the issue, you may additionally contact the Secretary of the 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 referrals 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 act in compliance with all federal, state and local laws.

Weapons, alcohol, and 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 services.

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

Tobacco Products Policy:

No tobacco products may be used or displayed anywhere on ReDiscover property, except in Designated Smoking Areas. There is no smoking in front of the entrances of the buildings.

Client Responsibilities & Guidelines

General Attendance:

Attending scheduled appointments and following through with suggestions, recommendations and homework assignments are an important part of the treatment process. You are expected to attend ALL scheduled appointments on time, and to notify staff at least 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 a walk-in clinic appointment, you will be provided 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 medications to individuals who are not seen regularly. To avoid having your medication clinic appointment re-scheduled, you are expected to 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 (usually provided by your employer), ReDiscover will submit claims directly to your insurance company for you.

Your responsibilities are the following:

- Provide & keep your contact information and address current
- Provide and keep current your insurance card on file, if applicable
- Report any change in or loss of insurance coverage for commercial, Medicare, Medicaid, & MC+ plans (such as Family Health Partners, Blue Advantage Plus, or Missouri Care).
- Pay any required co-pays / co-insurance or deductibles.
- Pay Medicaid spend-down amounts.
- Apply/Re-apply for Medicaid (if eligible/needed).
- Report any change in Medicare HMO's

For new clients with insurance, if you have co-insurance, a deductible, or Medicare only, we ask you to make a minimum \$25.00 payment towards your services until we can establish the amount your insurance will reimburse. This usually takes 3 to 4 visits. Any resulting 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 income and family size.

Upon admission you will be given a sliding fee scale application. The application must be completed in its entirety and returned to the front desk of the office to which you were admitted.

Until this application is received, you will be assigned to the highest level discounted sliding fee level.

This application must be completed and re-attested on an annual basis to qualify for a discounted sliding fee.

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 Forward Foundation
- Jackson County COMBAT

Statement & Collection Policy:

You are expected to make payments at the time of service.

ReDiscover requests if you cannot make your payment due to a financial hardship, you contact either your treatment facility receptionist or our business office at 816-347-3249, so arrangements may be made to assist you in meeting your financial obligations to ReDiscover.

Thank you for Choosing ReDiscover

Our Partners

REACH
healthcare foundation

Jackson County
COMBAT
Save A Life. Save A Neighborhood.

 **COMMUNITY
MENTAL HEALTH
FUND**

**MISSOURI DEPARTMENT OF
MENTAL
HEALTH**

 **Health Forward
FOUNDATION**



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Passionate about *people*

