

Facts about CONCERN[®] PLUS

Client Rights and Responsibilities

What does CONCERN PLUS provide?

CONCERN PLUS very simply provides counseling services as well as providing the means to access your behavioral health care benefits for chemical dependency or ongoing mental health treatment. Specifically, CONCERN PLUS provides assessment, short-term counseling, referral if necessary and case management. Often, short-term counseling is all that is needed to resolve a client's issues. However, if your issue requires more specialized or ongoing care, or you would like a referral, a referral may be made after assessing your situation and exact needs.

What does a referral involve?

When a referral is advised, your counselor will work with you to find an appropriate resource. When a referral is indicated, we find it is in your best interest to make the referral at the earliest possible point in treatment so that you can start working immediately with the appropriate resource. A Network of providers, made up of psychiatrists, psychologists and masters level licensed therapists has been put together to ensure that highest quality service is delivered. There is a financial benefit to staying within the network of providers. You may, however, choose to go out of network if you wish. Your counselor will discuss these options, and your insurance copay responsibility for the option you choose.

Is CONCERN PLUS counseling confidential?

Confidentiality is your right. No information regarding you or your problem can be released to anyone without your written consent. If you request we contact someone on your behalf, you must complete an informed consent release. When a referral is required or requested, you will be asked to sign releases so that information may go between the provider you selected, CONCERN PLUS and your insurance carrier to ensure high quality appropriate care, client satisfaction and prompt payment of claims. In cases of child abuse, elderly abuse or where a person may be a threat to his or someone else's safety, the counselor must notify the proper authorities.

What are the counselor's responsibilities?

Your counselor is responsible for defining the problem or problems as fully as possible. This process is started by completing a general history. Through this assessment, the counselor will determine an approach to the problem, be it short-term counseling or referral. Your counselor will provide you with honest information about the nature of your particular problem and recommend treatment alternatives based on what is most likely to provide the best outcome. The final decision on what to do is up to you.

What can your counselor provide?

Your counselor can offer a trained, objective viewpoint on problem areas and can help you identify patterns in your behavior, consequences, options for the future, techniques that are helpful in changing behavior and additional useful resources.

What are a counselor's limitations?

Counselors cannot make people change, be it you or someone who may be affecting you. Your counselor can make recommendations and provide assistance, but counseling requires active participation and effort on your part to effect change.

What are your responsibilities?

The counseling process is most likely to produce positive results if you are willing to look at your own behavior, are honest, and are willing to act on what is learned in counseling. You are responsible for setting and keeping appointments. *Please provide as much notice as possible if an appointment is going to be missed.* Generally, failure to notify is considered lack of involvement in the counseling process.

What does CONCERN PLUS cost?

The services of CONCERN PLUS are provided at no cost to you and your family. However, if you are referred to one of our community resources, there may be a fee involved. Your CONCERN PLUS counselor will discuss the options with you.

Our goal is a positive, helpful experience for you at CONCERN: PLUS. Feel free to discuss any problems or concerns you have with the counselor. We value your confidence in us and your suggestions to improve our services.

By signing below, you acknowledge that you have received a copy of *Client Rights and Responsibilities* and that the clinician has informed you of their professional qualifications, licensure, and/or certifications.

Client (or parent/guardian)

Date

