



## ***Network Benefit Plan for Citizens of Warren & Clinton Counties***

Mental Health Recovery Board Serving Warren & Clinton Counties (MHRB) oversees and pays for behavioral health services for local citizens based upon need. The benefits that MHRB provides are available to the residents of Clinton and Warren Counties through our network of provider agencies. MHRB and its agency network work together to ensure quality services.

### ***What is the Network Benefit Plan?***

The Network Benefit Plan provides public funds to help pay for behavioral health services. These may include counseling, medication, case management, housing, job training, consultation with schools, social supports, and developing everyday living skills. The MHRB network is designed to help individuals and families deal with the behavioral health crises that they sometimes face.

### ***How is the MHRB Network funded?***

The MHRB network is funded by federal and state tax dollars (through the Ohio Department of Mental Health & Addiction Services) and a local levy.

### ***What help does the Network Benefit Plan offer?***

The Network Benefit Plan provides funding for quality behavioral health services, outpatient, and residential services to residents based on clinical and financial need.

### ***What about more serious mental illnesses?***

Serious mental illnesses, sometimes referred to as brain disorders, are conditions such as major depression, bipolar disorder, schizophrenia, and obsessive compulsive disorder. These conditions may range from mild to severe and are treated by qualified providers in the network. MHRB encourages you to work with your provider to create and participate in your treatment plan, as this increases the likelihood of progress.

### ***How can I receive these services?***

Contact the agency from which you would like to receive services. You can check agency hours and locations at our website, MHRBWCC.org. A staff person will ask you about your situation to make sure the services the agency provides are appropriate for your needs.

### ***What if I can't afford to pay for services?***

Your agency will ask you for some financial information. This will be used to determine the amount of financial help needed. You must be a resident of Warren or Clinton Counties to receive financial assistance.

### ***How do I become part of the Network Benefit Plan?***

Warren and Clinton County residents who request clinical services will be given the opportunity to enroll in the Network Benefit Plan.

### ***What does enrollment in the Network Benefit Plan involve?***

When you enroll you will be asked to sign a billing authorization statement and a Notice of Enrollment. These forms permit the provider to bill MHRB, which accesses public funds. You will be asked during intake about your income, family size, whether you have private health insurance, or whether you are covered by Medicaid or Medicare. This information will be entered into a computerized billing system operated for MHRB.

### ***Will my private insurance cover my care?***

Most agencies accept private insurance. Those agencies will work with you to determine if your treatment is covered under your private insurance plan. Keep in mind that you may be responsible for paying any applicable deductibles and co-pays.

### ***Do I have to enroll in the Network Benefit Plan?***

No. You may choose not to enroll. If you choose not to enroll, you will not be considered for public funds. You will need to make other arrangements for covering the cost of your treatment, and you may be billed for those services.

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### ***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.

### ***How will I know I’m getting the best services?***

MHRB and the Ohio Department of Mental Health and Addiction Services review network agencies on a regular basis. Many agencies are also accredited by various professional organizations. Treatment staff must have specific educational degrees, certifications and trainings.

### ***Can my family and I help decide on my treatment?***

We encourage you to be involved in any 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 a family is part of the individual’s care, the more progress can be made.

### ***What family supports are available?***

Families dealing with a loved one’s mental illness may wish to join the local chapter of the National Alliance on Mental Illness (NAMI) and other local support groups. Agencies also may have information available for alcohol and drug use support groups. In addition, support and education may be available for other mental health issues.

### ***Can I help to make sure my treatment is successful?***

Absolutely. In order for you and your family to receive the most benefit from services, you must think of yourself as part of the treatment team.

### ***What If I seek services outside my network?***

Enrollees are encouraged to use local county providers that are part of the network. If services are sought in another county or outside the network, and you are not Medicaid eligible, special requests can be considered but some benefits may not be available.

### ***Is my information kept confidential?***

Yes. MHRB and each provider must comply with state and federal laws regarding confidentiality.

### ***What if I’m not satisfied with my care?***

The network aims to provide only quality services, but you are encouraged to discuss any concerns regarding treatment with your provider. If the problem continues, you can file a formal grievance. MHRB and each provider have a plan for dealing with such complaints. To begin this process, ask to speak to the agency’s Client’s Rights Officer. Your rights are also fully explained in the Client’s Rights Policy and Grievance Procedure. A copy is available on our website, or you can call us at 513-695-1695.



***For a complete list of provider agencies, visit our website at [MHRBWCC.org](http://MHRBWCC.org)***



**Mental Health  
Recovery Board**  
Serving Warren & Clinton Counties