



COMMUNITY  
REACH  
CENTER



CONSUMER  
**HANDBOOK**

**303.853.3500**  
[communityreachcenter.org](http://communityreachcenter.org)

# Table of Contents

<b>INTRODUCTION</b> .....	<b>3</b>
<b>CONSENT TO TREATMENT</b> .....	<b>3</b>
<b>YOUR RIGHTS</b> .....	<b>3</b>
<b>PRIVACY AND CONFIDENTIALITY</b> .....	<b>4</b>
<b>NOTICE OF PRIVACY RIGHTS</b> .....	<b>5</b>
<b>DISCLOSURE OF PROTECTED HEALTH INFORMATION FOR THE PURPOSES OF TREATMENT, PAYMENT AND OTHER HEALTHCARE OPERATIONS</b> .....	<b>5</b>
<b>YOUR RIGHTS TO ACCESS INFORMATION</b> .....	<b>7</b>
<b>ADDITIONAL INFORMATION</b> .....	<b>9</b>
<b>Destruction of Records</b> .....	<b>10</b>
<b>EMAIL AND TEXT COMMUNICATION</b> .....	<b>10</b>
<b>ACCOMMODATIONS, NONDISCRIMINATION, AND ACCESSIBILITY</b> .....	<b>11</b>
<b>TIMELINESS AND MISSED APPOINTMENTS</b> .....	<b>11</b>
<b>FEE POLICY AND FINANCIAL AGREEMENT</b> .....	<b>13</b>
<b>FEES AND BILLING POLICY</b> .....	<b>14</b>
<b>DELINQUENT ACCOUNTS</b> .....	<b>14</b>
<b>EMERGENCY SERVICES</b> .....	<b>15</b>
<b>EMERGENCY PLAN AND PROCEDURES</b> .....	<b>15</b>
<b>RELATIONSHIP BETWEEN DRUG USE AND VIRAL INFECTIONS</b> .....	<b>16</b>
<b>ADVANCE DIRECTIVES</b> .....	<b>19</b>
<b>CONSUMER SATISFACTION, COMPLAINTS, AND GRIEVANCES</b> .....	<b>20</b>
<b>IMPORTANT PHONE NUMBERS</b> .....	<b>21</b>

## INTRODUCTION

Thank you for choosing Community Reach Center for your behavioral healthcare needs. Community Reach Center's goal is to offer its consumers the best care available. As part of that effort, the Community Reach Center Consumer Handbook provides an overview of your rights and responsibilities during your treatment.

At Community Reach Center, we understand that reviewing your rights and responsibilities can be overwhelming during your first visit or intake. This handbook will be available to you at all Community Reach Center's locations and website during your treatment to allow you to take as much time as you need to review, understand, and clarify the information as we work together toward your treatment goals. You are encouraged to reach out to your care team for help in reviewing and understanding this Consumer Handbook until you feel comfortable with all the information provided. Thank you in advance for allowing us the privilege of working with you.

## CONSENT TO TREATMENT

Any person in need of behavioral health services must give voluntary general consent to treatment, demonstrated by the person's or guardian's signature on a consent form, before receiving behavioral health services. For persons under the age of consent, the parent, legal guardian, or a lawfully authorized custodial agency must consent to treatment, demonstrated by the parent, legal guardian, or a lawfully authorized custodial agency representative's signature on a consent form prior to the delivery of behavioral health services. A minor 12 years of age and older may consent to treatment without guardian permission if in the best interest of the individual.

There are times when consent is not required, such as in emergency situations or pursuant to a court order. This is when it is determined by a professional or a judge that you are not safe to yourself or others. These are rare situations and our staff works hard to help people feel comfortable in treatment even when it is not your choice.

## YOUR RIGHTS

- To be informed of your rights in a way you understand.
- To give or not give consent for treatment of your behavioral health needs.
- To revoke consent at any time, except in rare situations of emergency holds or court orders.
- To be informed of your treatment, services, and personnel providing you services.
- To refuse any drug, test, procedure, or treatment unless you are court ordered to receive services.
- To be informed if you are included in any teaching programs or clinical trials.
- To receive upon request, the estimated charge for services before treatment and an itemized bill after treatment that identifies services by date and general billing procedures.
- To obtain information if referrals to other providers are entities in which the agency has a financial interest.
- To be treated with respect, that recognizes your dignity, cultural values, and religious beliefs.
- To be free from discrimination, humiliation, and intimidation.



- To be safe from harm, abuse, or neglect.
- To receive information about emergency services.
- To be free from the improper use of restraints and seclusion.
- To create advance directives and have the agency comply with such directives, as applicable.
- To participate in all decisions about your treatment and the development of your treatment plan.
- To receive services in a safe setting based on your individual needs in the least restrictive setting.
- To request a change in the person providing your care and be given information regarding any staff changes.
- To have your family members involved in your care, at your request.
- To be represented by your guardian, if you are unable to fully participate in your treatment decisions.
- To complain about services without fear of retaliation.
- To report complaints and grievances without fear of retaliation
- To be told how to submit a complaint or grievance to the agency and/or state.
- To expect information about your treatment and services will be kept confidential, except as required by law.
- To give permission to release confidential information.
- To read and obtain a copy of your medical record.
- To receive and send mail without anyone else opening it.
- To receive services in a way that preserves privacy, to the extent possible.

## PRIVACY AND CONFIDENTIALITY

Community Reach Center protects your right to confidentiality and the privacy of your protected health information (PHI). Your records will be held in confidence pursuant to Colorado Revised Statutes (CRS 27-65-101 et.seq. & Standard CF.1 et.seq.), the Division of Alcohol and Drug Abuse pursuant to the code of Federal Regulations (42 C.F.R. Part 2), and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). For our consumers accessing services through our School-Based Programs, another law protecting privacy in schools is called the Family Educational Rights and Privacy Act of 1974 or FERPA.

These laws and regulations outline the ways that your information may be accessed by you, your insurance company, your treatment team and/or others who have the right to access this information. There are exceptions to the rule of confidentiality some of which are listed in section 12-43-218 and in the Notice of Privacy Rights enclosed in this handbook and available separately upon request. These exceptions and all others can be explained and will be identified to you should any such situations arise during therapy. In general, the exceptions include a “threat of serious harm to yourself or others” as in the case of child abuse, elderly/at risk adult abuse, suicide, homicide, grave disability; under a court order; or in response to any legal action taken by you against this agency.

Community Reach Center may not use or disclose PHI in any other way without a signed authorization or release of information. When a consumer 18 years or older or guardian signs an authorization, or a release of information, it may later be revoked, provided that the revocation is in writing. The revocation will apply, except to the extent Community Reach Center has already taken action in reliance thereon. A release of information is available at the front desk and can be completed with your care coordinator.

## NOTICE OF PRIVACY RIGHTS

THIS NOTICE DESCRIBES HOW MEDICAL [INCLUDING BEHAVIORAL HEALTH] INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY AND LET US KNOW ANY QUESTIONS THAT YOU MAY HAVE CONCERNING THIS NOTICE. During the process of providing services to you, Community Reach Center will obtain, record, and use behavioral health and medical information about you that is protected health information. Community Reach Center will not use or disclose more information for payment purposes than is necessary. This is known as using only the minimum necessary amount to accomplish the purpose of use or disclosure. We are accountable to the Secretary of Health and Human Services to safeguard (keep secure) and protect (keep private) our consumer's information. Ordinarily that information is confidential and will not be used or disclosed, except as described below.

## DISCLOSURE OF PROTECTED HEALTH INFORMATION FOR THE PURPOSES OF TREATMENT, PAYMENT AND OTHER HEALTHCARE OPERATIONS

The following information may be disclosed without consumer consent:

**Treatment.** Treatment refers to the provision, coordination, or management of health care and related services by one or more health care providers. For example, Community Reach Center staff involved with your care may use your information to plan your course of treatment and consult with other staff to ensure the most appropriate methods are being used to assist you.

**Payment.** Payment refers to the activities undertaken by a health care provider to obtain or provide reimbursement for the provision of health care. For example, Community Reach Center will use your information to develop accounts receivable information, bill you, and with your consent, provide information to your insurance company for services provided. The information provided to insurers and other third-party payers may include information that identifies you, as well as your diagnosis, type of service, date of service, provider name/identifier, and other information about your condition and treatment. If you are covered by Medicaid, information will be provided to the State of Colorado's Medicaid program, including but not limited to your treatment, condition, diagnosis, and services received. You have a right to request a restriction on certain disclosures to your health plan if the disclosure is purely for carrying out payment or health care operations and the requested restriction is for services paid out-of-pocket.

**Health Care Operations.** Health Care Operations refers to activities undertaken by Community Reach Center that are regular functions of management and administrative activities. For example, Community Reach Center may use your health information in monitoring the service quality, staff training and evaluation, medical reviews, legal services, auditing functions, compliance programs, business planning, and accreditation, certification, licensing and credentialing activities.

**Organized Health Care Arrangements.** We may also share medical information about you with the other health care providers, health information exchanges, health care clearinghouses, and health plans that participate with us in “organized health care arrangements” (OHCAs). The organizations participating in the OHCAs will share such medical information about you among each other as necessary to carry out the treatment, payment, and health care operations activities of the OHCAs. OHCAs include hospitals, physician organizations, health plans, and other entities like Community Reach Center which work together to provide health care services. The medical information about you to be shared through the OHCAs will be obtained through your visits to hospitals, physician clinics, and other health care facilities.

**Contacting You.** Community Reach Center may contact you to remind you of appointments and to tell you about treatments or other services that might be of benefit to you. Appointment reminders may be communicated by phone or by text messaging. It is your responsibility to provide an accurate and up-to-date mobile/cell-phone number to receive these appointment reminders. YOU HAVE THE RIGHT TO OPT IN OR OUT OF RECEIVING COMMUNICATION AND APPOINTMENT REMINDERS VIA PHONE, EMAIL, AND/OR TEXT MESSAGE. PLEASE SPEAK WITH THE FRONT DESK STAFF OR YOUR CARE COORDINATOR TO MODIFY OR TO SELECT YOUR PREFERRED MEANS OF COMMUNICATION.

**Required by Law.** Community Reach Center will disclose protected PHI when required by law. This includes, but is not limited to: (a) reporting child abuse or neglect; (b) when court ordered to release information; (c) when there is a legal duty to warn or take action regarding imminent danger to others; (d) when the consumer is a danger to self or others or gravely disabled; (e) when required to report certain communicable diseases and certain injuries; (f) when a Coroner is investigating the consumer’s death; and (g) to government regulatory and oversight agencies that oversee Community Reach Center and staff activities.

**Notification in the Case of a Breach.** Community Reach Center is required by law to notify our consumers in case of a breach of their unsecured PHI when it has been or is reasonably believed to have been accessed, acquired or disclosed as a result of a breach.

**Crimes on the premises or observed by Community Reach Center personnel.** Crimes that are observed by Community Reach Center staff that are directed toward staff or occur on the Center’s premises will be reported to law enforcement.

**Business Associates.** Some of the functions of Community Reach Center are provided by contracts with business associates. For example, some administrative, clinical, quality assurance, billing, legal, auditing, and practice management services may be provided by contracting with outside entities to perform those services. In those situations, PHI will be provided to those contractors as is needed to perform their contracted tasks. Business associates are required to enter into an agreement maintaining the privacy of the PHI released to them.

**Research.** Community Reach Center may use or disclose (PHI) for research purposes if the relevant limitations of the Federal HIPAA Privacy Regulation are followed. 45 CFR § 164.512(i).

**Involuntary Consumers.** Information regarding consumers who are being treated involuntarily, pursuant to law, will be shared with other treatment providers, legal entities, third party payers and others, as necessary to provide the care and management coordination needed.

**Family Members.** Except for certain minors, incompetent consumers, or involuntary consumers, PHI cannot be provided to family members without the consumer's consent. In situations where family members are present during a discussion with the consumer, and it can be reasonably inferred from the circumstances that the consumer does not object, information may be disclosed in the course of that discussion. However, if the consumer objects, PHI will not be disclosed.

**Fundraising.** Community Reach Center, or its fundraising Foundation, may contact consumers as a part of its fundraising activities. You have a right to opt out of being contacted for any fundraising activities, if you wish.

**Emergencies.** In life threatening emergencies Community Reach Center staff will disclose information necessary to avoid serious harm or death.

**Public Health Activities.** We may use or disclose your PHI for public health activities that are permitted or required by law. For example, we may disclose your PHI in certain circumstances to control or prevent a communicable disease, injury or disability and for public health oversight activities or interventions. We also may disclose PHI, if directed by a public health authority, to a foreign government agency that is collaborating with the public health authority.

**Health Oversight Activities.** We may disclose your PHI to a health oversight agency for activities authorized by law. For example, these oversight activities may include audits, investigations, inspections, licensure or disciplinary actions; or civil, administrative, or criminal proceedings or actions. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs, and government agencies that ensure compliance with civil rights laws.

**Lawsuits and Other Legal Proceedings.** We may disclose your PHI in the course of any judicial or administrative proceeding or in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized). If certain conditions are met, we may also disclose your PHI in response to a subpoena, a discovery request, or other lawful process.

## Your Rights To Access Information

**Access to PHI.** You have the right to inspect and obtain a copy of the PHI Community Reach Center has regarding you, in the designated record set. Information must be provided in electronic form, if requested. There are some limitations to this right, which will be provided to you at the time of your request, if any such limitation applies. To make a request, ask Community Reach Center staff for the request form.

**Amendment of Your Record.** You have the right to request that Community Reach Center amend your PHI. Community Reach Center is not required to amend the record if it is determined that the record is accurate and complete. There are other exceptions, which will be provided to you at the time of your request, if relevant, along with the appeal process available to you. To make a request, ask Community Reach Center staff for the request form.

**Accounting of Disclosures.** You have the right to receive an accounting of certain disclosures Community Reach Center has made regarding your PHI. However, that accounting does not include disclosures that were made for the purpose of treatment, payment, or health care operations. In addition, the accounting does not include disclosures made to you, disclosures made pursuant to a signed authorization, or disclosures 10 years prior. There are other exceptions that will be provided to you, should you request an accounting. To make a request, ask Community Reach Center staff for the appropriate request form.

**Additional Restrictions.** You have the right to request additional restrictions on the use or disclosure of your health information. Community Reach Center does not have to agree to that request, and there are certain limits to any restriction, which will be provided to you at the time of your request. To make a request, ask Community Reach Center staff for the request form.

**Alternative Means of Receiving Confidential Communications.** You have the right to request that you receive communications of PHI from Community Reach Center by alternative means or at alternative locations. For example, if you do not want Community Reach Center to mail bills or other materials to your home, you can request that this information be sent to another address. There are limitations to the granting of such requests, which will be provided to you at the time of the request process. To make a request, ask Community Reach Center staff for the request form.





**Copy of this Notice.** You have a right to obtain another copy of this Notice upon request.

## ADDITIONAL INFORMATION

**Privacy Laws.** Community Reach Center is required by State and Federal law to maintain the privacy of PHI. In addition, Community Reach Center is required by law to provide consumers with notice of its legal duties and privacy practices with respect to PHI. That is the purpose of this Notice.

**Terms of the Notice and Changes to the Notice.** Community Reach Center is required to abide by the terms of this Notice, or any amended Notice that may follow. Community Reach Center reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all PHI that it maintains. When the Notice is revised, the revised Notice will be posted in the Community Reach Center's service delivery sites and will be available upon request.

**Complaints Regarding Privacy Rights.** If you believe Community Reach Center has violated your privacy rights, you have the right to complain to Community Reach Center management. To file your complaint, call Community Reach Center's Consumer Representative at 303-853-3547. You have the right to file a formal complaint with The Behavioral Health Ombudsman Office of Colorado at 303-866-2789 or via email [ombuds@bhoco.org](mailto:ombuds@bhoco.org); The Colorado Department of Healthcare, Policy, and Financing at 1-800-221-3943, The Behavioral Health Administration (BHA) at 303-866-7400; or your insurance carrier. It is the policy of Community Reach Center that there will be no retaliation for your filing of such complaints.

**Effective Date.** This Notice is effective April 22, 2024.

**Confidentiality of Alcohol and Drug Abuse Consumer Records.** The confidentiality of alcohol and drug abuse consumer records maintained by Community Reach Center is protected by Federal law and regulations. Generally, Community Reach Center may not say to a person outside the Center that a consumer receives services from the Center, or disclose any information identifying a consumer as an alcohol or drug abuser unless:

- The consumer consents in writing.
- The disclosure is allowed by a court order; or
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a consumer either at the program or against any person who works for the program or about any threat to commit such a crime.

Disclosure may be made concerning any threat made by a consumer to commit imminent physical violence against another person to the potential victim who has been threatened and to law enforcement. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities. (See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations.)

## **Destruction of Records**

Your treatment records may be destroyed if no further treatment is rendered within ten (10) years of the date of service (or ten years from the date the consumer reaches age eighteen, if the consumer is a minor).

## **EMAIL AND TEXT COMMUNICATION**

As part of our services, Community Reach Center offers flexibility to accommodate your preferred method for communication to send appointment reminders or other brief notifications to you via email or text messages.

The following are the rights and responsibilities you agree to when you authorize Community Reach Center to send you text or email communications:

- Normal text message rates may apply and will not be reimbursed by Community Reach Center.
- Any decision by either the consumer or staff to stop the use of email/text will be respected. Any resumption will therefore require a new Text/Email Consent Form.
- It is the consumers responsibility to inform Community Reach Center of any changes in email addresses, mobile numbers or lost mobile devices as soon as possible.
- Email/text communication is not secure and the confidentiality of this communication cannot be guaranteed.
- Therapeutic services cannot be provided via email/text communications.
- Emails/texts may not be used for urgent messages – messages will not be regularly monitored, and email/text communication is not intended for crisis intervention.
- Community Reach Center is prohibited from supplying billing information by email or text.
- Email/text communications will be documented in the consumer’s chart and will be available for review by individuals authorized to access your health information.

If you would like to opt into or out of email/text communications and alerts, please inform your care coordinator at any time.



## ACCOMMODATIONS, NONDISCRIMINATION, AND ACCESSIBILITY

Community Reach Center respects you and your right to be treated with dignity. We are committed to providing an inclusive and welcoming environment and to ensure our consumers, staff, subcontractors, visitors, family members, and companions with disabilities or communication needs are able to communicate clearly and comfortably with their treatment teams. In consideration of these factors, we comply with Federal civil rights laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry (nationality), citizenship, religion, pregnancy, sexual orientation, gender identity or expression, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law. CRC will not discriminate based on a individuals inability to pay for the health care services or due to payment for services under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP).

Community Reach Center provides qualified sign language and oral interpreters free of charge for consumers, family members, and companions who are deaf, hard of hearing, or have speech disabilities. If you speak a language other than English or have limited English proficiency, you may also request the assistance of an interpreter.

Please share your specific need, preferred form of communication or accommodation with intake staff or your care coordinator. We will make reasonable efforts to accommodate any special needs or circumstances that will help you better access treatment services.

If an accommodation or service is denied/not available, you can request a reconsideration by submitting a written statement explaining your request. If needed, staff can help write down your request for reconsideration. If you have any problems, please contact the Community Reach Center Consumer Representative line at 303-853-3547.

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities. People who are deaf, are hard of hearing, or have speech disabilities have the right under the ADA to request auxiliary aids and services. For more information about the Americans with Disabilities Act (ADA), please call the Department of Justice's toll-free ADA Information Line at 1-800-514-0301 (voice), 1-800-514-0383 (TTY), or visit the ADA internet homepage at: [www.ada.gov](http://www.ada.gov).

## TIMELINESS AND MISSED APPOINTMENTS

At Community Reach Center we do our best to accommodate schedules and provide the most flexibility and convenience possible for all our consumers. We work very hard to stay on schedule, avoid delays and start and end appointments on time.

A scheduled appointment is a commitment of time between you and our teams. We have reserved that time just for you.



When appointments are missed or canceled, that time is permanently lost and other consumers that could benefit from that time lose the opportunity to receive care.

To reach your treatment goals, it is important that you attend your appointments as scheduled or work with your treatment team to address any obstacles that get in the way of attending your appointments. We recognize there may be challenges, and we will do our best to work with your circumstances so that you can be as successful as possible in treatment. In return, we ask that when you schedule an appointment, you make every effort to keep that commitment and arrive on time and communicate with your treatment team whenever issues get in the way of your motivation or ability to make your appointments.

The following guidelines are provided around cancellations and no-show appointments so that your treatment can be as successful as possible:

- Cancellations should be made more than 24 hours before your appointment time.
- You are responsible to reschedule cancellations (unless canceled by staff).
- No-Show Appointments are:
  - Not showing up to your appointment.
  - Canceling with less than 24-hour notice.
  - Arriving 10 or more minutes after the appointment start time resulting in cancellation.
  - Attending only some scheduled appointments but not others.
- A fee may be charged to your account for every no-show. Payment of this fee is your responsibility.
- For consumers who have recently been at risk for harm to self or others, your provider may reach out to your emergency contact, send a crisis team or law enforcement to complete a welfare check to make sure that you are safe.
- No-shows may result in outreach from our staff to ensure your safety and wellness and assess your commitment to therapy.



- The teams will make every effort to assess your commitment to therapy, and to work with you to overcome barriers, resolve obstacles, or identify alternative options to continue or discontinue services.
- If your treatment team identifies that you have had multiple no-show appointments, and you are not communicating with any part of your team (not returning phone calls, not rescheduling appointments, and/or not clarifying that you desire a change in services), you may be discharged from services.
- If we're unable to reach you, we will assume that you have decided to discontinue services and are no longer interested in completing your original treatment goals. Exceptions may apply for excruciating circumstances.
- If services are discontinued, all future appointments (including medical appointments) will be canceled.
- If at any time you would like to reengage in services, you are welcome to schedule and complete a new intake. If you have any questions regarding these expectations, please speak to any members of your treatment team. We sincerely appreciate your understanding and cooperation with this matter.

## FEE POLICY AND FINANCIAL AGREEMENT

Community Reach Center, Inc. is a non-governmental, not for profit organization that relies on fees and insurance payments for a major portion of its operating expenses. To help ease the financial burden on you and your family, we work hard to accept as many insurance plans as possible. It may not always be possible for us to accept part or all your coverage, but we will do our best to make sure the providers and services recommended to you are covered before beginning treatment and to provide information on your financial responsibilities. If you are without insurance, Community Reach Center offers a reduced fee option, based on your income, which will be determined at the beginning of treatment.

It is important to remember that many insurance plans require copays and deductibles that you will be responsible to pay for. Community Reach Center cannot waive or forgive these fees. If you are paying a reduced fee without insurance, it is important that you keep up on your payments in order to continue to receive services. If you have any form of insurance, we require you to:

- Provide a copy of your CURRENT insurance card (front and back) prior to initiating treatment and as needed thereafter. Failure to provide a copy of your current card could result in being charged full rate for services.
- Provide Community Reach Center with any insurance claim form(s) from your employer, insurance agent or company with required information filled in and/or a copy of your insurance card (front and back). Verification of insurance benefits is not a guarantee of payment. The contract for your insurance is between you and your insurance carrier. We will assist you in every way possible to receive payment from them. However, you are ultimately responsible for payment. You are responsible for any/all deductibles and copays.

- Provide a copy of your Medicare card at the time of each visit or at least once a month which reflects whether you are eligible for services under your Medicare Part B insurance. Medicare will reimburse Community Reach Center at 80% of the allowable charge. You are responsible for any/all deductibles and copays not covered by Medicare.
- If at any time your coverage changes, it is your responsibility to notify Community Reach Center. Failure to do so could result in the fees billed to you instead of Medicaid, Medicare, your insurance company, special grant, or other third-party payer.
- In the event additional services are requested or required that are not covered under your insurance or payer plan, you will be solely responsible for those services. You will be notified by your care coordinator prior to receiving any service that is not covered.

## FEES AND BILLING POLICY

### **PAYMENT IS EXPECTED AT THE TIME SERVICES ARE RENDERED**

**You have the right to receive upon request, the estimated charge for services before treatment and an itemized bill after treatment that identifies services by date.**

- You are ultimately financially responsible for all services you or members of your household receive from Community Reach Center.
- It is your responsibility to pay for services that are not covered, or covered charges not paid in full including, but not limited to any co-payment, co-insurance and/or deductible, or charges not covered by insurance.
- Community Reach Center may utilize the services of a third-party business associate or affiliate entity as an extended business office for medical account and servicing.
- It is your responsibility to notify Community Reach Center of any changes in your financial situation during the term of this agreement. Failure to do so may result in the termination of this agreement and/or changes in your fee.
- At the time of intake, you will be asked to complete a financial statement, if requesting a reduced fee. This reduced fee will be in effect as long as the account remains current. This fee agreement will remain in effect for 1 year unless otherwise noted. An annual review is required on each consumer's account.
- Community Reach Center policy states that consumers who fail to pay for three (3) sessions are at risk of termination of services. The decision to terminate services will be based on both clinical and financial information.
- A NO SHOW fee of \$15.00 may be charged if you fail to notify Community Reach Center, at least 24 hours prior to your scheduled appointment. This fee will be due at your next appointment.
- Payment is expected prior to any psychological or interactional evaluation for all self-pay consumers.

## DELINQUENT ACCOUNTS

In the event it becomes necessary to assign your account to a collection agency, you are responsible for any/all costs of collection which may include attorney fees and other costs incurred.

## EMERGENCY SERVICES

Community Reach Center partners with the state-wide crisis line to provide immediate phone support for those in crisis.

**Medical, physical health or life-threatening emergencies should continue to be addressed using 911 and Emergency Rooms.**

Emergency services and crisis phone services are provided by trained behavioral health professionals who are able to help consumers through challenging experiences. These professionals are available 24/7 through phone, text, online chat. To access, please contact crisis services through one of the following ways:

- Phone: **1-844-493-TALK (8255)**
- Text **“TALK” to 38255**
- Online Chat: **[www.coloradocrisiservices.org](http://www.coloradocrisiservices.org)**
- Any of the closest emergency rooms in your area.

## EMERGENCY PLAN AND PROCEDURES

Community Reach Center takes health, safety and emergency preparedness seriously and has procedures in place to help address risk and help protect everyone in our buildings. No illegal substances, alcohol, or weapons are allowed in Community Reach Center facilities or vehicles. Tobacco products are allowed outside in designated locations only.

Each Community Reach Center location has an individualized emergency plan, signaled exits, facility maps, identified shelters and evacuation locations, which are publicly posted for you to review. Please let us know if you require any special accommodations if there is an emergency in the building.





As part of Community Reach Center’s effort to maintain safety at all locations, we:

- Train all staff members on the emergency procedures of their assigned location.
- Publicly post all facility emergency procedures in a way that is accessible to consumers at that location.
- Hold periodic drills to ensure efficacy of the emergency plans.
- Maintain external and internal communication channels to be quickly notified of external threats or other safety hazards for situations requiring response.

In the event of a drill or actual emergency, please remain calm and follow staff directions. For medical emergencies, Community Reach Center will utilize 911 and other emergency protocols to provide you or others with life-saving procedures.

If you have questions about the emergency procedures at any of our facilities, please reference posted materials and/or speak with the front desk staff or a member of your care team for a thorough review of planned emergency responses.

## **RELATIONSHIP BETWEEN DRUG USE AND VIRAL INFECTIONS**

People who engage in drug use or high-risk behaviors associated with drug use put themselves at risk for contracting or transmitting viral infections such as human immunodeficiency virus (HIV), acquired immune deficiency syndrome (AIDS), or hepatitis. This is because viruses spread through blood or other body fluids. It happens primarily in two ways: (1) when people inject drugs and share needles or other drug equipment and (2) when drugs impair judgment and people have unprotected sex with an infected partner. This can happen with both men and women.

Drug use and addiction have been inseparably linked with HIV/AIDS since AIDS was first identified as a disease. According to the CDC, one in 10 HIV diagnoses occur among people who inject drugs. In 2016, injection drug use (IDU) contributed to nearly 20 percent of recorded HIV cases among men—more than 150,000 patients. Among females, 21 percent (about 50,000) of HIV cases were attributed to IDU. Additionally, women who become infected with a virus can pass it to their baby during pregnancy, regardless of their drug use. They can also pass HIV to the baby through breastmilk.



## What is HIV/AIDS?

HIV stands for human immunodeficiency virus. This virus infects the body's immune cells, called CD4 cells (T cells), which are needed to fight infections. HIV lowers the number of these T cells in the immune system, making it harder for the body to fight off infections and disease. Acquired immune deficiency syndrome (AIDS), is the final stage of an HIV infection when the body is unable to fend off disease. A person with a healthy immune system has a T cell count between 500 and 1,600. Being infected with HIV does not automatically mean that it will progress to AIDS. A patient is diagnosed with AIDS when identified with one or more infections and a T cell count of less than 200. More than 1.1 million people in the United States live with an HIV infection, with an estimated 162,500 who are unaware of their condition. While there are medicines that help prevent the transmission and spread of HIV and its progression to AIDS, there is no vaccine yet developed for the virus, & there is no cure.

## What is Hepatitis?

Hepatitis is an inflammation of the liver and can cause painful swelling and irritation, most often caused by a family of viruses: A, B, C, D, and E. Each has its own way of spreading to other people and needs its own treatment. Hepatitis B virus (HBV) and hepatitis C virus (HCV) can spread through sharing needles and other drug equipment. Infections can also be transmitted through risky sexual behaviors linked to drug use, though this is not common with HCV. There is a vaccine to prevent HBV infection and medicines to treat it. There are also medicines to treat HCV infection, but no vaccine. Some people recover from infection without treatment. Other people need to take medicine for the rest of their lives and be monitored for liver failure and cancer.

## How Does Drug Use Affect Symptoms & Outcomes of a Viral Infection?

Drug use can worsen the progression of HIV and its symptoms, especially in the brain. Studies show that drugs can make it easier for HIV to enter the brain and cause greater nerve cell injury and problems with thinking, learning, and memory. Drug and alcohol use can also directly damage the liver, increasing risk for chronic liver disease and cancer among those infected with HBV or HCV.

## How Can People Lessen the Spread of Viral Infections?

People can reduce the risk of getting or passing on a viral infection by:

- **Not using drugs.** This decreases the chance of engaging in unsafe behavior, such as sharing drug-use equipment and having unprotected sex, which can lead to these infections.
- **Never sharing drug equipment.** However, if you inject drugs, never share needles or injection equipment. Many communities have syringe services programs (SSPs) where you can get free sterile needles and syringes and safely dispose of used ones. They can also refer you to substance use disorder treatment services and help you get tested for HIV and hepatitis. Contact your local health department or [North American Syringe Exchange Network \(NASEN\)](#) to find an SSP. Also, some pharmacies may sell needles without a prescription. Read more about safe disposal in the U.S. Food and Drug Administration fact sheet, [Be Smart With Sharps](#).

- **Getting tested and treated for viral infection.** People who inject drugs should get tested for HIV, HBV, and HCV. Those who are infected may look and feel fine for years and may not even be aware of the infection. So, testing is needed to help prevent the spread of disease—whether or not you are among those most at risk or part of the general population. Get treatment if needed.
- **Practicing safe sex every time.** People can reduce their chances of transmitting or getting HIV, HBV, and HCV by using a condom every time they have sex. This is true for those who use drugs and those in the general population.
- **Pre-exposure prophylaxis (PrEP) for HIV.** PrEP is when people who are at significant risk for contracting HIV take a daily dose of HIV medications to prevent them from getting the infection. Research has shown that PrEP has been effective in reducing the risk of HIV infection in people who inject drugs.
- **Post-exposure prophylaxis (PEP) for HIV.** PEP is when people take antiretroviral medicines to prevent becoming infected after being potentially exposed to HIV. According to the CDC, PEP should be used within 72 hours after a recent possible exposure and only be used in emergency situations. If you think you've recently been exposed to HIV during sex, through sharing needles, or sexual assault, talk to your health care provider or an emergency room doctor about PEP right away.
- **Getting vaccinated for HBV.** If you live in the same household, have sexual contact with or share needles with a person with HBV, then you should be vaccinated to prevent transmission.
- Getting treatment for substance use disorder. Talk with a counselor, doctor, or other health care provider about substance use disorder treatment, including medications if you have opioid use disorder. To find a treatment center near you, check out the locator tools on [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#).

## Learn More

For more information about HIV/AIDS, including testing and treatment, visit:

- [NIDA's HIV webpage](#)
- [HIV.gov](#)
- [CDC's HIV Basics](#)
- [NIDA Viral Hepatitis](#)
- [CDC Viral Hepatitis](#)

## Points to Remember

People who engage in drug use or high-risk behaviors associated with drug use put themselves at risk for contracting or transmitting viral infections. This is because viruses spread through blood or other body fluids.

- The viral infections of greatest concern related to drug use are HIV and hepatitis.
- People can get or transmit a viral infection when they inject drugs and share needles or other drug equipment.
- Drugs also impair judgment and can cause people to make risky decisions, including having unprotected sex.
- Women who become infected with a virus can pass it to their baby during pregnancy or while breastfeeding, whether or not they use drugs.
- People can reduce their risk of getting or passing on a viral infection by not using drugs, taking PrEP if they are at high risk for infection, getting PEP if you've been exposed to HIV, getting tested for HIV and HCV, consistently practicing safer sex, getting the HBV vaccine, and getting treatment for drug use.

## ADVANCE DIRECTIVES

You have the right to make decisions concerning your health care, including the right to accept or refuse medical treatment (unless court ordered). As a healthcare provider, Community Reach Center needs to be informed of any medical decisions that you have made so that we can respect and follow your decisions. At admission, we will request information about your advance directives. It is your responsibility to inform Community Reach Center of any changes to your advance directives during treatment.

### What is an Advance Directive?

Advance Directives are written instructions a person completes ahead of time that tell medical providers what to do if they become incapacitated and can't make those decisions for themselves. For example, a person might not want to be placed on life support if they are in an accident, have a stroke, or other serious medical event. Any competent adult in Colorado (age 18+) can obtain an Advance Directive.

### Why do you need this information?

Federal Medicaid regulations (CMS-2104-F, Section 438.6(i)(1)) and Colorado State law (CRS 15-18.101-113) recognize the right of competent adults to make decisions regarding their medical care, including their right to accept or reject medical treatment.

These laws further require organizations such as Community Reach Center to ask you if you have an Advance Directive. You do not need an Advance Directive to receive services from Community Reach Center.

### Types of Advance Directives

- Living Will
- Guardianship
- Medical Durable Power of Attorney
- Medical Proxy Decision Maker
- Do Not Resuscitate (DNR) Directive
- Cardio-pulmonary Resuscitation (CPR Directive)

If you have an Advance Directive, it is your responsibility to provide a copy of the document to Community Reach Center staff. The document will then be placed in a prominent location in your medical record. If you ever revoke or change your Advance Directive, you must inform your care coordinator as soon as possible so your information can be updated in your medical record.

Community Reach Center will not provide care that conflicts with an Advance Directive, except in the following circumstances:

- Pregnancy – if a medical evaluation has determined a fetus is viable and could develop to live birth with continued application of life-sustaining procedures
- When the validity of the Advance Directive is challenged in a court of law
- When there is notice of revocation, fraud, misrepresentation, or improper execution of the Advance Directive

If an attending physician or health care facility refuses to comply with an Advance Directive on the basis of moral convictions, religious beliefs or other conscientious objections, the individual will be transferred to the care of another health care provider willing to comply with the Advance Directive. Community Reach Center will not assist or advise adult consumers in developing Advance Directives, however consumers can obtain additional information at: [www.coloroadvancedirectives.com](http://www.coloroadvancedirectives.com)

If you have a complaint concerning noncompliance with your Advance Directive, you may contact the Colorado Department of Public Health and Environment at: (303) 692-2826 or Community Reach Center.

## CONSUMER SATISFACTION, COMPLAINTS, AND GRIEVANCES

At Community Reach Center, we realize that your experience is paramount to your treatment and recovery. We hope you will be pleased with the services provided at Community Reach Center and that we exceed your expectations of care. Your feedback is welcome at any time and satisfaction surveys are provided regularly to help us improve consumer experience.

If however, you experience problems with your services, you have the right to express your concerns, grievances, and complaints regarding the care provided at our Center. We will do our best to assist you through this process, help you access the appropriate representative, and help you understand your rights. The procedure for expressing your complaints, concerns, and grievances is as follows:

- First, if you feel comfortable, talk to any member of your treatment team, as this is the most efficient way to resolve concerns. They may not be aware of the problem and if they become aware they may be able to help you resolve it quickly.
- If you prefer not to involve your treatment team or the concern isn't resolved to your satisfaction, a complaint may be filed by you or any interested party on your behalf.

Note: If the complainant is someone other than you or your legal guardian, you or your guardian will be contacted in order to obtain permission before any action is taken.

- You may contact the Community Reach Center Consumer Representative for assistance reporting a complaint or initiating a grievance. Your complaint may be filed verbally by calling Community Reach Center's Consumer Representative at (303) 853-3547. You may also submit your grievance in writing by requesting the Consumer Grievance Form from any staff.
- You may request staff assistance in completing the form, if needed. Instructions for submission are provided on the form.
- The investigating Consumer Representative will be available to assist you in resolving grievances and will have no involvement in your clinical or regular care.
- You will not be penalized in any way for filing a complaint. No adverse action should result from filing grievances. You shall not be discharged from treatment services during a grievance procedure, unless continuation of services poses a risk to you or others, or treatment goals are met.



- If you are dissatisfied with the outcome of a grievance or you have concerns about your care, you may also contact the following organizations:
  - a. The Behavioral Health Ombudsman Office of Colorado at 303-866-2789 or via email [ombuds@bhoco.org](mailto:ombuds@bhoco.org)
  - b. The Colorado Department of Healthcare, Policy, and Financing at 1-800-221-3943
  - c. The Behavioral Health Administration (BHA) at 303-866-7400
  - d. If you have Colorado Medicaid, contact 720-744-5134
  - e. If your provider is licensed by DORA, contact the Department of Regulatory Agencies (DORA) at 303-894-7855 or 1-800-886-7675 or email [DORA\\_Customercare@state.co.us](mailto:DORA_Customercare@state.co.us)
  - f. Your insurance carrier

## IMPORTANT PHONE NUMBERS

Main Line/Operator .....	303.853.3500
Consumer Representative.....	303.853.3547
Billing Questions.....	303.853.3500, #5
Nurse Line.....	303.853.3517
Genoa Pharmacy.....	303.487.1146
Colorado Crisis Line .....	1-844-493-TALK (8255)
Emergency Assistance.....	911
Poison Control Center.....	800.222.1222
Tobacco QuitLine.....	800.QUIT-NOW

**For more information about our treatment services and locations visit [communityreachcenter.org](http://communityreachcenter.org).**



## Our Mission

“To enhance the health of **OUR** Community”

## Our Values

We embrace and RESPECT the DIVERSITY of our COMMUNITY.

We create a SAFE environment that encourages INNOVATION. We focus on building lasting RELATIONSHIPS, EXCELLENCE and COMPASSION.

We demonstrate good STEWARDSHIP and GRATITUDE.



COMMUNITY  
REACH  
CENTER

**303.853.3500**

[CommunityReachCenter.org](http://CommunityReachCenter.org)