

VALLEY | CITIES

Behavioral Healthcare

CLIENT HANDBOOK

Outpatient Services

VISION

Valley Cities Behavioral Health Care envisions healthy communities where every person can achieve their fullest potential.

MISSION

COMPASSION. CONNECTION. COMMUNITY.

www.valleycities.org

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WELCOME TO VALLEY CITIES!

For the past 50 years, our mission at Valley Cities has been to provide the highest quality mental health and substance use disorder treatment services. We help individuals and families live healthier and more productive lives by providing care that is flexible and tailored to each person's needs. Our philosophy of care is client-centered and focuses on recovery, resiliency, and wellness. We view your recovery as a deeply personal and unique process of healing. Our multi-disciplinary teams are here to support you with integrated, whole person care. We welcome the opportunity to work alongside you and look forward to providing services that will help you achieve your goals.

GETTING STARTED

You may request to start services by walking into any of our outpatient clinic locations (back page of this booklet) or by calling (253) 833-7444. Valley Cities offers both in-person and virtual (telehealth) appointment options.

BENEFITS AND PAYMENT

We will verify your insurance and benefits before any appointments are scheduled. We will ask for a copy of your insurance card as verification. You may also be asked to show your state issued driver's license or identification card.

If payment for services is required by your insurance, all payment, including coinsurance, copayments, or deductibles are due at the time of an appointment.

In the event that your insurance benefits change, a

sliding fee scale (based on your income and household size) may be available. All sliding-scale services must be deemed necessary and approved by Valley Cities. Please note that all sliding- scale discounts are a limited resource and may not be available at the time you request them.

If there are any questions or concerns about your benefits, you may use one of the following resources or speak to one of our staff.

<https://www.kingcounty.gov/depts/health/locations/health-insurance/coverage/eligibility.aspx>

Washington State Health Care

Authority Telephone: 1 (800) 562-3022

TTY: 1 (855) 627-9604

Email: askmagi@hca.wa.gov

SERVICES WE OFFER

Each of our clinics offers a wide variety of services beyond what is listed below. Please speak with a staff member for details about which services are available at your clinic.

- Case Management
- Employment Services
- Group Services
- Medication Management/Prescriptions
- Peer Support
- Substance Use Disorder Programs
- Therapy
- Veteran Services
- Wraparound

Resource Rooms

The Resource Rooms at Valley Cities are volunteer-run and contain educational materials and various resources regarding mental health and substance use treatment and recovery.

Hours and availability vary by location, please call ahead to ensure the resource rooms are open, (253) 833-7444.

CRISIS SERVICES

In the event of a life-threatening emergency, please call 911 immediately. Valley Cities' daytime and after-hours crisis services do not replace 911 emergency services such as police, fire, or emergency medical services.

During business hours (8:30am – 5pm):

If you experience a non life-threatening mental health crisis during business hours, you may directly contact a member or your care team by phone or come to the clinic to be seen by an available staff member. You may also call (206) 408-5283 to speak with a daytime crisis specialist.

After business hours (after 5pm, weekends, holidays):

If you experience a non life-threatening mental health crisis after business hours, call Crisis Connection at (206) 461- 3222, or toll-free at 1 (866) 427-4747. They will contact the Valley Cities after-hours crisis team who will follow- up with you.

MAKING APPOINTMENTS

After each appointment, please schedule your next appointment with the Front Desk before you leave. You may also call the Appointment Line at (253) 833-7444. If

you leave a voice mail, it will be returned within 1 business day.

INTERPRETER SERVICES

Valley Cities can arrange for interpreter services at your appointments, free of cost to you. Please speak to a staff member if you would like to request this service.

NO SHOWS /CANCELLATIONS/LATE ARRIVALS

We ask that you arrive on time and attend all scheduled appointments. Should you need to cancel an appointment, please give at least 24 hours advance notice. There will be no financial penalty for no-showing or cancelling an appointment. If you cancel on the same day as a scheduled appointment or no-show an appointment two appointments in a row (consecutive), staff will work with you to create an individualized plan that will best support you in regularly attending appointments.

If you arrive more than 15 minutes late for an appointment, staff will make every effort to see you for the remainder of the scheduled appointment time. Depending on a staff's availability, you may be asked to reschedule the appointment.

CHILDREN IN WAITING AREA

Children under 13 years of age are not to be left unattended in Valley Cities waiting areas.

FEEDBACK

Valley Cities values your feedback on the services we

provide. Your care team may periodically ask you for feedback on how we are doing. We also may ask that you take part in an annual survey about services at Valley Cities. Suggestion boxes are available in each of our clinic lobbies. We encourage you to give feedback at any time, especially when you feel that our services could be improved in specific ways. For complaints and concerns, please follow the complaint process outlined below in this booklet.

COMPLAINTS

You have the right to express concerns about any aspect of your experience with Valley Cities. Your concerns may be taken to any staff member, either verbally or in writing. We encourage you to discuss concerns directly with the involved staff member, but you may also request a discussion with their supervisor or any other staff member of your choice.

We will make every effort to resolve your concerns right away and within our organization. You may also submit a Valley Cities Complaint form which can be provided to you upon request.

GRIEVANCES

At any time and for any reason, you have the right to submit a grievance about your experience at Valley Cities. If your services are funded through Medicaid, you have the right to submit a grievance to your assigned Managed Care Organization (MCO). If your services are not funded through Medicaid, you have the right to submit a grievance to the King County Behavioral Health and Recovery Division (KCBHRD). You may also submit a report to the Department of Health if you feel that Valley Cities has violated a Washington State

Administrative Code (WAC) that regulates behavioral health agencies.

If you, your family, significant other or appointed advocate voices a complaint or files a grievance against Valley Cities, neither you nor that person will be punished or retaliated against. Punishment or retaliation for voicing a complaint or filing a grievance is against the law and will not be tolerated.

You may also contact the King County Behavioral Health Ombuds Program at 800.790.8049 (Ext 3). They offer support and advocacy services to individuals receiving behavioral health services in King County.

Organization	Contact Information
Amerigroup	(800) 600-4441 WA-Grievance@amerigroup.com
Community Health Plan of WA	(800) 440-1561 AppealsGrievances@chpw.org
Coordinated Care	(877) 644-4613 WAQualityDept@Centene.com
Molina Healthcare	(800) 869-7165 WAMemberServices@MolinaHealthcare.com
UnitedHealthcare	(877) 542-8997 WACS_Appeals@uhc.com
King County Behavioral Health and Recovery Division/BH-ASO	(800) 790-8049 BHRDComplaintsGrievances@kingcounty.gov

You may also file a grievance with the Washington State Department of Health:

Website:

<https://fortress.wa.gov/doh/opinio/s?s=ComplaintFormHPF>

Email: hsgacomplaintintake@doh.wa.gov

Phone: (360) 236-4700

Mail: Washington State Department Health
Health Systems Quality Assurance
Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857

Valley Cities is a Joint Commission accredited agency. If you would like to contact the Joint Commission regarding a concern, you may do so. Matters of billing, insurance, payment disputes, personnel issues, or labor relations are not within the Joint Commission's scope. Please be aware that The Joint Commission does not resolve individual complaints but will evaluate complaints based on accreditation standards.

Website:

www.jointcommission.org/report_a_complaint.aspx

Email: patientsafetyreport@jointcommission.org

Phone: (800) 944-6610

Fax: (630) 792-5636

Mail: The Joint Commission
Attn: Office of Quality Monitoring
One Renaissance Blvd.
Oakbrook Terrace, Illinois 60181

CULTURALLY RELEVANT SERVICES AND NON- DISCRIMINATION

Valley Cities takes all reasonable steps to ensure that services are acceptable to persons of diverse backgrounds. We do not discriminate based on race, religion, gender, color, ethnic and cultural background, national origin, sexual orientation, age, marital status, ancestry, political ideology, use of guide or service animals, use of Section 8 rent certificate, parental status, physical, mental or sensory disability, HIV status, military service, or ability to pay.

If you feel that you have experienced discrimination at Valley Cities, you may file a complaint with the Office of Civil Rights (OCR). The OCR has multiple way to submit a complaint which can be found at:

[https://www.hhs.gov/civil- rights/filing-a-complaint/complaint-process/index.html](https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html)

If you do not have access to the internet, you may mail a complaint to the OCR:

Centralized Case Management Operations
U.S. Department of Health and Human Services200
Independence Avenue, S.W.
Room 509F HHH Bldg. Washington, D.C. 20201

CONFIDENTIALITY

State and federal laws protect your privacy. Generally, the information you pass on to Valley Cities staff is not discussed outside of your treatment team.

Valley Cities will not disclose information that you have given unless

- You sign a release of information authorizing us to disclose this information (parents of children twelve (12) and under are responsible for providing this permission).
- Your clinician thinks you are in danger of harming yourself or someone else.
- Your clinician is coordinating care with other healthcare providers.
- Your clinician has any reason to suspect a child, a developmentally disabled person, or an elderly person is being abused or neglected.
- The release of information is court

ordered or otherwise legally required.

- To medical personnel in the event of a medical emergency.
- Other reasons for release as allowed or required by law, specified in the Valley Cities Notice of Privacy Practices, and the Washington State Department of Health pamphlet What to Expect from Your Licensed Mental Health Counselor

CODE OF CONDUCT

At Valley Cities, we highly value the safety and wellbeing of our staff and clients. Please take note of the following guidelines:

- Violent, disruptive, or threatening behavior will not be tolerated.
- Damage to Valley Cities property will not be tolerated and may result in criminal prosecution.
- No weapons are allowed on Valley Cities property.

Valley Cities reserves the right to refuse, modify, or terminate services to ensure the safety and wellbeing of staff and clients.

SERVICE ANIMALS/PET POLICY

According to the Americans with Disabilities Act (ADA), a service animal is defined as “any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are

hearing impaired to intruders, or pulling a wheelchair and fetching dropped items.” In compliance with the ADA, service animals are welcome in all agency buildings. A service animal is not a pet. If you have a disability and use a service animal as an auxiliary aid, you always have a responsibility to care for and be in full control of the animal. This generally means that the animal must be leashed or in a carrier when you are in common areas and the animal is expected to be well behaved. If a service animal is unruly or disruptive, we may ask you to remove the animal from the immediate area. Remember, you are liable for any damage the animal causes.

DRUG AND SMOKE FREE POLICY

Drugs and/or alcohol are not allowed on Valley Cities property. All Valley Cities property, including buildings and parking lots, are smoke, nicotine, marijuana, and tobacco-free. Clients will not be allowed to attend appointments while smoking, vaping, using tobacco, marijuana, or under the influence of alcohol or drugs.

YOUR RIGHTS AS A BEHAVIORAL HEALTH CLIENT

As a person who receives behavioral health services, you have the right to:

- Be treated with respect, dignity, and privacy, except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises.
- Receive services without regard to race, creed, color, national origin, religion, gender, sexual orientation, age, religion, or disability.
- Practice the religion of your choice as long as the practice does not infringe on the rights and

treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice.

- Have your privacy protected.
- Develop a plan of care and be offered services that meet your unique needs.
- Participate in decisions regarding your mental healthcare.
- Receive services in a barrier-free accessible location.
- Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency, or cultural differences.
- Be free of any harassment or exploitation, including but not limited to physical abuse, financial exploitation, and sexual harassment or exploitation.
- Receive the amount and duration of services you need.
- Request information about the structure and operation of the agency.
- Receive emergent or urgent care
- Receive crisis services and a list of crisis phone numbers.
- Be free from the use of seclusion or restraints except as allowed under law in secure treatment facilities.
- Receive age and culturally appropriate services.
- Be provided a certified interpreter and translated material at no cost to you.

- Understand available treatment options and alternatives.
- Refuse any proposed treatment.
- Receive an explanation of all prescribed medications including expected benefits and possible side effects.
- Be informed of your right to create and maintain a mental health advance directive, receive help in creating and maintaining one, and decide who will make medical decisions for you if you cannot make them.
- Receive quality services that are medically necessary.
- Have a second opinion from a qualified health care professional.
- Choose a mental health care provider or choose one for your child who is under thirteen years of age.
- Make changes at any time to your providers or case managers and receive the service of an Ombuds in filing a grievance, appeal, or fair hearing.
- Have all clinical and personal information treated in accordance with state and federal confidentiality regulations.
- Request and receive copy of your medical records, ask for changes and be informed of the cost for copying, if any.
- Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections.
- Be free from retaliation.

- Request a copy of agency complaint and grievance procedures and to lodge a complaint with Valley Cities, or file a grievance with your Managed Care Organization (MCO) or King County Behavioral Health and Recovery Division (KC-BHRD) at any time if you believe your rights have been violated.

Organization	Phone number
Amerigroup	1 (800) 600-4441
Community Health Plan of Washington	1 (800) 440-1561
Coordinated Care of Washington	1 (877) 644-4613
Molina Healthcare of Washington, Inc.	1 (800) 869-7165
United Healthcare Community Plan	1 (877) 542-8997
King County Behavioral Health and Recovery Division/BH- ASO	1 (800) 790-8049

- File an appeal based on a King County Behavioral Health and Recovery Division (KC-BHRD) written Notice of Action for a King County Administrative Services Organization (BH-ASO) or locally funded service. File an appeal based on a written Notice of Adverse Benefit Determination for a Medicaid funded service.
- To access the King County Ombuds for help regarding your rights regardless of insurance status, income level, ability to pay and county of residence. To reach the Office of the Ombuds, call 1 (800) 790-8049 ext. 3.

- Submit a report to the Department of Health when you feel Valley Cities has violated a Washington Administrative Code (WAC) requirement regulating behavioral health agencies.

Client rights for those covered under BH-ASO Contracts are available on BHRD's website

<https://www.kingcounty.gov/depts/community-human-services/mental-health-substance-abuse/services/Client%20Rights.aspx>

For Medicaid funded clients, client rights are available in Washington Apple Health: Integrated Managed Care (HCA19-046) Booklet located here in 15 languages: <https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-client-booklets>

These rights are prominently posted in our clinic waiting rooms.

NOTICE OF ACTION/ADVERSE BENEFIT DETERMINATIONS

If you receive a written Notice of Action from King County Behavioral Health and Recovery Division (BHRD) regarding Administrative Services Organization (ASO) funded services, you may appeal the decision by contacting the King County Behavioral Health Ombuds at (800) 790-8049 (Ext 3) or contacting BHRD Client Services at 1 (800) 790-8049. You may also request that Valley Cities file this appeal on your behalf if you provide us written consent to do so.

If you receive a Notice of Adverse Benefit Determination for a Medicaid funded service, you may

appeal the decision by contacting your assigned WA State MCO.

Organization	Contact Information
Amerigroup	(800) 600-4441 (TTY 711)
Community Health Plan of WA	(800) 440-1561 (TTY 711) customercare@chpw.org
Coordinated Care	(877) 644-4613 (TTY 711) WAQualityDept@Centene.com
Molina Healthcare	(800) 869-7165 (TTY 711) WAMemberServices@MolinaHealthcare.com
UnitedHealthcare	(877) 542-8997 (TTY 711) WACS_Appeals@uhc.com

ADVANCE DIRECTIVES

An Advance Directive for Psychiatric Care allows you to state your choices and preferences regarding your mental health treatment if you become unable to make informed decisions. This directive allows others to have written instructions to follow should you experience a psychiatric emergency. You can provide a copy to be kept in your record so that it is available if needed. If you would like more information on Advance Directives, please speak with a staff member.

VIDEO CAMERAS

Valley Cities' properties are equipped with video cameras to ensure facility safety and security.

VALLEY CITIES INFORMATION

Website	www.valleycities.org
Appointments, Access, General Information	(253) 833-7444
TTY	(800) 833-6384
Release of Information/Medical Records	(253) 833-7444
Prescription Refills	(253) 833-7444
Daytime Crisis Services	(206) 408-5283
After-Hours Crisis Services	(206) 461 3222
Toll-free after-hours Crisis Services	(866) 427-4747

COMMUNITY RESOURCES

Listed below are community resources that you may find helpful. It is by no means a complete list of the services that may be available to you. If you have additional questions about resources for services or referrals, speak with a member of your care team.

National Alliance on Mental Illness (NAMI):

(703) 524-7600 website: nami.org
NAMI Washington (206) 783- 4288
Website: namiwa.org
NAMI Seattle (206) 783-9264
NAMI South King County (253) 854-6264

Alcohol and Drug Information/Treatment:

Alcohol/Drug 24-hour Help Line (206) 722-3700
Alcohol/Drug Teen Help Line (206) 722-4222
Narcotics Anonymous (253) 872- 3494
Website: seattlena.org

Alcoholics Anonymous (AA) (206) 587-
2838 Website: seattleaa.org

Health and Dental Resources:

Community Health Access Program (CHAP)
(800) 756-5437

HealthPoint (medical and dental services)
(866) 893-5717

NeighborCare Health (medical and dental services)
(206) 548-5710

Hospitals:

St. Francis (253) 835-8100

Valley Medical Center (425) 228-3450

MultiCare Auburn Medical Center (253) 833-7711

Harborview Medical Center (206) 744-3000

King County Behavioral Health and Recovery Division:

Client Services (206) 263-8997 or 1(800) 790-8049

Crisis Resources:

24 Hour Crisis Line 1 (866) 427-4747

Crisis Connections

Local: 2-1 1

Toll Free: 1 (800) 621 4636

TTY: (206) 461 3219

Text: (877) 211.9724

The Trevor Project (LGBTQ Youth Crisis Line)
866.488.7386

Transportation:

Hopelink Medicaid Transportation Reservation

Number: (800) 923-7433

TDD/TTY Line: (800) 246-1646

My Ride Line: 1 (800) 595-2172
- Cancel or check status of ride

King County Metro (206) 553-3000

Family/Domestic Violence and Abuse:

Adult Protective Services (877) 734-6277

Child Protective Services (800) 609-8764

End Harm Line (866) 363-4276

King County Sexual Assault Resource Center
Phone: (425) 226-5062

24 Hour Resource Line: (888) 998-6423

Domestic Abuse Women's Network
(425) 656-7867

YWCA Seattle | King | Snohomish (206) 461-4888

Child Care Resources (206) 329-1011
or 1 (877) 543-0059

Other Resources:

Lifelong AIDS Alliance (206) 328-8979

Social Security Administration (800) 772-1213

Veterans Affairs Medical Center (206) 762-1010

King County Resource Information & Referral
Search

- Website: www.wa211.org
- Phone: 211 or (877) 211-9274

VALLEY CITIES LOCATIONS

Auburn

2704 "I" Street Northeast, Auburn, WA 98002

Bitter Lake

929 N 130th St. Site 3, Seattle, WA 98133

Enumclaw

1335 Cole Street, Enumclaw, WA 98022

Federal Way

1336 S. 336th St., Federal Way, WA 98003

Federal Way Administration Building

33405 8th Ave. S Suite 200, Federal Way, WA 98003

Kent

325 West Gowe Street, Kent, WA 98032

Kent (Harrison Building)

403 W Meeker St. Suite A, Kent, WA 98032

Meridian Center for Health (Northgate)

10521 Meridian Ave. N., Seattle, WA 98133

Midway – Valley Cities & HealthPoint Partnership

26401 Pacific Hwy S., Des Moines, WA 98198

Pike Place

1537 Western Ave., Seattle, WA 98101

Recovery Place Kent Inpatient

505 Washington Ave S, Kent, WA 98032

Recovery Place Seattle at Beacon Hill Inpatient

1701 18th Ave. S., Seattle, WA 98144

Rainier Beach

8444 Rainier Ave., Seattle, WA 98118

Renton

221 Wells Ave. South, Renton, WA 98057

The Steven A. Cohen Military Family Clinic at Valley Cities

6103 Mt. Tacoma Dr. Lakewood, WA 98499

Valley Cities does not discriminate on the basis of race, color, sex, religion, nationality, creed, sexual orientation, marital status, age, or in the presence of any mental, physical or sensory disability, in providing and/or administering any program or service offered by the organization.