

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

Kent

325 West Gowe Street, Kent, WA 98032

Meridian Center for Health (Northgate)

10521 Meridian Ave. N., Seattle, WA 98133

Midway – Valley Cities & HealthPoint

26401 Pacific Hwy S., Des Moines, WA 98198

Pike Place

1537 Western Ave., Seattle, WA 98101

Recovery Place Kent

505 Washington Ave S, Kent, WA 98032

Recovery Place Seattle

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

Behavioral Health Care

CLIENT HANDBOOK

Outpatient Services



Table of Contents

<i>GETTING STARTED.....</i>	<i>1</i>
<i>BENEFITS AND PAYMENT.....</i>	<i>1</i>
<i>SERVICES WE OFFER.....</i>	<i>2</i>
<i>CRISIS SERVICES.....</i>	<i>2</i>
<i>MAKING APPOINTMENTS.....</i>	<i>3</i>
<i>INTERPRETER SERVICES.....</i>	<i>3</i>
<i>NO SHOWS /CANCELLATIONS/LATE ARRIVALS.....</i>	<i>3</i>
<i>CHILDREN IN WAITING AREA.....</i>	<i>3</i>
<i>ACCOMMODATIONS.....</i>	<i>3</i>
<i>FEEDBACK.....</i>	<i>4</i>
<i>COMPLAINTS.....</i>	<i>4</i>
<i>GRIEVANCES.....</i>	<i>4</i>
<i>CULTURALLY RELEVANT SERVICES AND NON- DISCRIMINATION.....</i>	<i>6</i>
<i>CONFIDENTIALITY.....</i>	<i>7</i>
<i>CODE OF CONDUCT.....</i>	<i>7</i>
<i>SERVICE ANIMALS ON PROPERTY.....</i>	<i>8</i>
<i>DRUG AND SMOKE FREE POLICY.....</i>	<i>8</i>
<i>YOUR RIGHTS AS A BEHAVIORAL HEALTH CLIENT.....</i>	<i>8</i>
<i>ADVANCE DIRECTIVES.....</i>	<i>10</i>
<i>VIDEO CAMERAS.....</i>	<i>11</i>
<i>VALLEY CITIES INFORMATION.....</i>	<i>11</i>
<i>COMMUNITYRESOURCES.....</i>	<i>11</i>

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 visiting 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

Your insurance and benefits will be verified before any appointments are scheduled. We will ask for a copy of your insurance card and may also ask for a state issued driver's license or identification card. You will also be given the option to have your picture taken, which will be added to your chart for additional verification.

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, or we are unable to obtain funding from any other source, 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 the following resource or speak to a staff member.

Washington State Health Care Authority

<https://www.hca.wa.gov/about-hca/contact-hca>

Telephone: 1 (800) 562-3022

TTY: 1 (855) 627-9604

Email: askmagi@hca.wa.gov

SERVICES WE OFFER

Valley Cities offers a wide variety of services. Please speak with a staff member for details about which services are available at your clinic.

- ▶ Case Management
- ▶ Employment Services
- ▶ Group Services
- ▶ Medication Management
- ▶ Peer Support
- ▶ Substance Use Disorder Programs
- ▶ MATCH (Medication Assisted Treatment and Community Health)
- ▶ Therapy
- ▶ Veteran Services
- ▶ Wraparound
- ▶ Supportive Housing

Substance Use Treatment Program

Valley Cities SUD treatment program expectations provide structure, education, and support to help you achieve success in your recovery. All program participants are subject to random urinalysis screens and consistent attendance to the treatment program is required. Additional information about the program guidelines and expectations will be provided upon admission.

Resource Rooms

The Resource Rooms at Valley Cities contain educational materials and various resources regarding mental health and substance use treatment and recovery. Hours and availability vary by location. Please call ahead at (253) 833-7444 to ensure the resource rooms are open.

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, please contact a member of your care team directly, come in person to a clinic location to be seen by an available staff member, or call the daytime crisis line at (206) 408-5283.

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.

MAKING APPOINTMENTS

After each appointment, please schedule your next appointment with the Front Desk before you leave. You may also call the Main Line at (253) 833-7444 and press option #3 for scheduling assistance. If you leave a voice mail, every effort will be made to return it within one business day. You may schedule up to three (3) appointments at a time with a clinician and only one (1) appointment at a time with a prescriber.

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 option.

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 no-show 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.

ACCOMMODATIONS

If you would like to request specific accommodations during your services for religious or cultural reasons, please request to speak to facility management. Accommodations must be reasonable:

- ▶ Not compromise the safety of the facility
- ▶ Not interfere with the quality of care and treatment
- ▶ Not place an undue burden on facility resources

Please see Valley Cities non-discrimination statement for further details.

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 may also ask that you take part in an annual survey about services at Valley Cities. We encourage you to give feedback at any time, especially when you feel that our services could be improved in specific ways.

COMPLAINTS

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

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.

Organization	Contact Information
Wellpoint	(833) 731-2167 WA-Grievance@wellpoint.com
Community Health Plan of WA	(800) 440-1561 AppealsGrievances@chpw.org
Coordinated Care	(877) 644-4613 WAGrievances@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 contact the Office of Behavioral Health Advocacy, which offers support and advocacy services free of charge to individuals seeking or receiving behavioral health services.

Website: obhadvocacy.org
Email: info@obhadvocacy.org
Phone: 1 (800) 366 - 3103

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

Website:
<https://fortress.wa.gov/doh/providercredentialsearch/ComplaintIntakeForm.aspx>
Email: hsqacomplaintintake@doh.wa.gov
Phone: (360) 236 -2620
Mail:
 Washington State Department Health
 Health Systems Quality Assurance Complaint Intake
 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. The Joint Commission does not resolve individual complaints but will evaluate complaints

based on accreditation standards.

Website: <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>

Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

CULTURALLY RELEVANT SERVICES AND NON-DISCRIMINATION

Valley Cities is committed to providing culturally relevant and inclusive services that honor the diversity of all individuals and meet the unique needs of the communities we serve. We recognize that historical and ongoing issues of discrimination and marginalization have a significant impact on the mental health and well-being of individuals and communities. Therefore, we are dedicated to creating an environment that celebrates and respects the unique identities and experiences of all people.

We do not discriminate against anyone based on their race or color, age, disability (whether physical, mental, or sensory), sex or gender, religion, caste or societal class, ethnic or cultural background, ancestry or national origin, pregnancy or parental status, sexual orientation, military service, political ideology, use of service or guide animals, use of Section 8 rent certificate, HIV status, marital status, or ability to pay. We recognize that each of these characteristics represents a unique aspect of a person's life and identity, and we honor and respect every individual's diverse experiences.

We strive to create an inclusive and welcoming environment that promotes healing and recovery for all. We believe that diversity and inclusivity are essential to achieving our mission and creating a stronger, healthier community for everyone.

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>

If you do not have access to the internet, you may mail a complaint to the OCR:
Centralized Case Management Operations
Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509 FHHH Bldg.
Washington, D.C. 20201

CONFIDENTIALITY

State and federal laws protect your privacy. Generally, the information you provide 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

Substance Use Disorder (SUD) Information and 42 CFR Part 2:

The confidentiality of substance use disorder information is protected by stricter regulations than those for general health information. For example, we cannot share your substance use disorder information for treatment or payment purposes without your written consent. To find out more about how Valley Cities protects your substance use treatment information under 42 CFR Part 2, please see the Valley Cities Notice of Privacy Practices.

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 ON PROPERTY

Valley Cities follows the guidance given in the Americans with Disabilities Act (ADA) and WAC 162-22-100 regarding the use of service animals. Only animals defined as a service animal are allowed in Valley Cities facilities. Service animals must be leashed, and owners must be in full control of the animal at all times. Owners are responsible for any damage or harm caused by their animal while on Valley Cities property. If an animal becomes disruptive, owners will be asked to remove the animal from Valley Cities property.

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 an individual receiving behavioral health services, you have the following rights under WAC 246-341-0600:

- ▶ Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age or disability;
- ▶ Practice the religion of 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;
- ▶ Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited-English proficiency, and cultural differences;
- ▶ 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 or to address risk of harm to the individual or others. “Reasonable” is defined as minimally invasive searches to detect contraband or invasive searches only upon the initial intake process or if there is reasonable suspicion of possession of contraband or the presence of other risk that could be used to cause harm to self or others;
- ▶ Be free of any sexual harassment;
- ▶ Be free of exploitation, including physical and financial exploitation;
- ▶ Have all clinical and personal information treated in accord with state and federal

confidentiality regulations;

- ▶ Participate in the development of your individual service plan and receive a copy of the plan if desired;
- ▶ Make a mental health advance directive consistent with chapter 71.32 RCW;
- ▶ Review your individual service record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections; and
- ▶ Submit a report to the department when you feel the agency has violated your rights or a WAC requirement regulating behavioral health agencies.

Individual and Client Rights for non medicated programs.

- ▶ King County Behavioral Health Administrative Services Organization (BH-ASO)
- ▶ You have the right to:
 - ▶ Receive information regarding your behavioral health status.
 - ▶ Receive all information regarding behavioral health treatment options including alternative or self-administered treatment.
 - ▶ Receive information about the risks, benefits, and consequences of behavioral health treatment (including the option of no treatment).
 - ▶ Participate in decision regarding your behavioral health care, including the right:
 - ▶ To refuse treatment, and
 - ▶ To express preferences about future treatment decisions
 - ▶ Choose a qualified behavioral health service provider when available and medically necessary.
 - ▶ Receive age and culturally appropriate services.
 - ▶ Practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service.
 - ▶ Refuse participation in any religious practice.
 - ▶ Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age, or disability.
 - ▶ Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency and cultural differences:
 - ▶ Receive information you request and help in the language or format of your choice
 - ▶ Be provided a certified interpreter and translated material at no cost to you
 - ▶ Receive services in a barrier free location (accessible)
 - ▶ Be treated with respect and dignity regardless of race, gender, veteran status, religion, marital status, national origin, physical disabilities, mental disabilities, age, sexual orientation, or ancestry.
 - ▶ Be free of any sexual harassment or exploitation including physical and financial exploitation.
 - ▶ Be treated with consideration of your privacy to the extent required by law.
- ▶ King County ASO Client and Individual Rights, v. 6/30/2023

- ▶ Exercise rights regarding your personal and health information in accord with state and federal confidentiality regulations.
- ▶ Request and receive a copy of your medical record and be given an opportunity to request amendments or corrections.
- ▶ Right to review your record in the presence of the administrator or designee.
- ▶ Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- ▶ Be free to exercise your rights and to ensure that to do so does not adversely affect the way you are treated.
- ▶ Receive a copy of complaint or grievance procedures.
- ▶ Submit a complaint or concern (or have a designee do so on your behalf), verbally or in writing, about any aspect of care or service other than a Notice of Action.
- ▶ Submit a report to the Department of Health when you feel a provider has violated a rule for behavioral health agencies.
- ▶ To appeal a King County BH-ASO authorization decision resulting in a denial of any aspect of care or service (Notice of Action), and to receive help from the BH-ASO in filing it.
- ▶ Access emergency care 24 hours a day, 7 days a week; regardless of insurance status, income level, ability to pay and county of residence.
- ▶ Be informed of your right to create and maintain a mental health advance directive (MHAD), including:
 - ▶ Receiving help in creating and maintaining one,
 - ▶ Deciding who will make medical decision for you if you cannot make them.
- ▶ For more information see: <https://www.hca.wa.gov/health-care-services-supports/behavioral-health-recovery/mental-health-advance-directives>
- ▶ For assistance regarding your rights regardless of insurance status, income level, ability to pay and county of residence, you may contact:
 - ▶ Office of Behavioral Health Advocacy call: 1-800-366-3103.
 - ▶ Office of Civil Rights at <http://www.hhs.gov/ocr>.

Client rights for those covered under BH-ASO Contracts are available on BHRD's website. Booklet located here in 7 languages: <https://kingcounty.gov/en/legacy/depts/community-human-services/mental-health-substance-abuse/services/client-rights>

Washington Apple Health: Managed Care (HCA19-046) client rights booklet located here in 15 languages: <https://www.hca.wa.gov/free-or-low-cost-health-care/i-need-medical-dental-or-vision-care/apple-health-client-booklets>

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	(253) 833-7444
Records 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):

National Website: nami.org

NAMI Washington: (206) 783- 4288

State Website: namiwa.org

NAMI Seattle: (206) 789-7722

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

Seattle Area Narcotics Anonymous 24-Hour Helpline

206-790-8888

Website: seattlena.org

Alcoholics Anonymous

(206) 587- 2838

Website: seattleaa.org

People's Harm Reduction Alliance

www.peoplesharmreductionalliance.org

SMART Recovery

www.smartrecovery.org

Alano Clubs

South King County:

253-939-6541

1317 Harvey Road

Auburn, WA 98002

Lynnwood: 425-712-7268

4001 198th St SW, Unit 6

Lynnwood, WA 98036

Eastside: 425-455-5700

12302 NE 8th St

Bellevue, WA 98005

Tobacco Quit Line

800-784-8669

www.quitline.com

Nicotine Anonymous (NicA)

877-879-6422

nicotine-anonymous.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) 944-8100
St. Elizabeth (360) 802 8800
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 (King County) (866) 427-4747
The Trevor Project (LGBTQ Youth Crisis Line) (866) 488 7386
Text “START” to 678-678

988 Suicide & Crisis Lifeline- Available 24/7

Call or Text: 988

Transportation:

Hopelink Medicaid Transportation Reservation Number: (800) 923-7433
TDD/TTY Line: (800) 246-1646
My Ride Line: (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 (DAWN): 425-656-7867
YWCA Seattle | King | Snohomish (206) 461-4888 Child Care Resources (206) 329-1011
or (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

