

# SERVING BRAZORIA AND GALVESTON COUNTIES



## INTELLECTUAL & DEVELOPMENTAL DISABILITY AUTHORITY

- SERVICE COORDINATION
- COMMUNITY SUPPORT
- DAY HABILITATION
- RESPITE SERVICES



## MENTAL HEALTH AUTHORITY

- MEDICATION SERVICES
- MH CASE MANAGEMENT
- PSYCHOSOCIAL REHABILITATION
- CRISIS SERVICES
- COGNITIVE BEHAVIOR THERAPY

## MISSION

Provide accessible, efficient, & quality services to support the independent & healthy living of those we serve.



## VALUES

- H HUMANITY** We value people foremost by serving individuals and families with care and compassion.
- E EXCELLENCE** We value the pursuit of operational excellence by striving to gain efficiencies, decrease costs, and enhance service delivery through innovations.
- A ACCOUNTABILITY** We value achievement of an exemplary standard of accountability for our individual and collective performance.
- L LOYALTY** We value the crucial role which family members and other natural supports play in effective treatment.
- T TEAMWORK** We value collaboration to efficiently maximize utilization of resources and improve outcomes of care.
- H HONOR** We value united and uncompromising resolve, as we steadfastly safeguard and evolve our work environment to uphold education, responsible self-direction, and collaborative coaching.
- Y YOU** We value commitment to build and strengthen partnerships that benefit the needs and values of our community as a whole.

## VISION BETTER COMMUNITY HEALTHCARE PROMOTING HEALTHY LIVING

ELIGIBILITY OFFICER'S NAME: \_\_\_\_\_

PHONE #: \_\_\_\_\_

Administration - 10000 Emmett F. Lowry  
Expy, Suite 1220, Texas City, TX 77591  
PHN: 409-763-2373 FAX: 409-978-2401



## CONSUMER GUIDE TO COMMUNITY SERVICES CHARGES

INTELLECTUAL  
& DEVELOPMENTAL  
DISABILITIES

MENTAL HEALTH

The Mental Health and IDD services we offer are funded by the State of Texas, Local Government and consumers who have the ability to pay.

#### How We Charge for Services

We will not turn you away from services just because you cannot pay for them. The amount that we charge for services is based on your ability to pay.

#### What We Need from You

To assess if you are able to pay for services, we will ask you to tell us:

- Your income (Proof must be provided)
- Any extraordinary expenses (major medical expenses, childcare expenses, major property loss or damage)
- The number of people in your family

#### What you Will Pay

Your income (minus any extraordinary expenses) and the number of people in your family will be applied to a fee schedule to get your maximum monthly fee. We will tell you the amount of your maximum monthly fee and give you the fee schedule we used to determine it. We will give you the form used to decide your maximum monthly fee. You may pay more than your maximum monthly fee if you want.

**Note: Parents are not responsible for adult children's maximum monthly fee. If more than one family member receives services, the maximum monthly fee is for the family.**

#### If You Have Medicare or Medicaid Benefits

Medicaid-covered services will be billed directly to Medicaid. You will not receive a bill for any services paid by Medicaid. If you have Medicare you are responsible for co-insurance and or deductibles, up to your maximum monthly fee. Medicare Advantage Plans will be treated as Private Health Insurance. If your services are not covered by Medicaid or Medicare then you may be charged up to your maximum monthly fee.

#### If You Have Private Health Insurance

If you have private health insurance, and you complete an "assignment of benefits form," then we will bill your insurance directly for covered services. You are responsible for charges that insurance does not pay for. If you have insurance and do not submit a complete "assignment of benefits form," then we will charge you the full standard rate for services. If we are not a provider for your insurance plan, we will assist you in locating a provider who accepts your insurance.

#### Trusts and Charges for Community Services

Some individuals or their family members set up trusts to provide for their own or their loved ones' care and treatment. Trusts may be subject to claims for some or all MHMR services. Anyone concerned about protecting trusts from liability should consult with their own attorney. For example, a statute in the Texas Health and Safety code §534.0175, protects a trust from liability for the individual's support, including MHMR services, if the trust's assets do not exceed \$250,000 and certain criteria for the trust are met.

#### Financial Hardship

If it is difficult to pay all charges owed, we may be able to arrange for you to temporarily pay a lesser amount each month. If you have private health insurance and financial hardship prevents you from paying your full co-insurance, co-pays, or deductible, we will make arrangements with you to pay no more than your maximum monthly fee (or \$5.00 a month if your maximum monthly fee is zero). Financial hardships will be addressed as needed and documentation may be required.

#### Reduction or Termination of Services for Non-Payment

It is our goal to work with you to get the services that you, along with your physician and treatment team believe are best for you. If charges remain unpaid and non-payment is not due to illness, disability, or financial hardship, we may propose to reduce or stop your services. You have the right to appeal the decision. Instructions for appeal are in the written notification. You may request that the appeal decision be reviewed by the Office of Consumer Services and Rights Protection at 1-800-252-8154, Department of State Health Services.

**Note: If we do not accept your private health insurance and refer you to another provider to receive services, you may appeal this decision as a denial of services.**