

Delaware-Morrow Mental Health & Recovery Services Board contracts with agencies in both Delaware and Morrow Counties to provide comprehensive treatment and support for area residents struggling with mental health and substance abuse conditions.

These Network Agencies include:

Central Ohio Mental Health Center

250 South Henry Street
Delaware, Ohio 43015
740/369-4482

824 Bowtown Road
Delaware, Ohio 43015
740/369-7688

950 Meadow Drive
Mount Gilead, Ohio 43338
419/947-4560

Collaborative Health Partners
75 Clairedan Drive
Powell, Ohio 43065
614/396-5665

Center of Vocational Alternatives (COVA)

27 West Winter Street
Delaware, Ohio
740/363-5562

Del-Mor Dwellings

30 North Franklin Street
Delaware, Ohio 43015
740/363-5562

Educational Service Center of Central Ohio

Ventures Academy
4981 County Home Road
Delaware, Ohio 43015
740/369-1175

HelpLine of Delaware-Morrow Counties

11 North Franklin Street
Delaware, Ohio 43015
740/363-1835 Crisis: 740/369-3316

950 Meadow Drive
Mount Gilead, Ohio 43338
419/946-1350 Crisis: 419/947-2520

Maryhaven

615 Sunbury Road
Delaware, Ohio 43015
740/203-3800

528 West Marion Road
Mount Gilead, Ohio 43338
419/946-6734

Recovery & Prevention Resources of Delaware and Morrow Counties

118 Stover Drive
Delaware, Ohio 43015
740/369-6811

950 Meadow Drive
Mount Gilead, Ohio 43338
419/947-4055

Safe Harbor Peer Support Center

Annie's Outreach Center
325 South Sandusky Street
Delaware, Ohio 43015
740/363-1619

No Limits Outreach Center
4046 Township Road 246
P.O. Box 123
Edison, Ohio 43320
419/946-5900

Turning Point

P.O. Box 875
Marion, Ohio 43302
740/382-8988 & 800-232-6505



An Introduction to Delaware-Morrow Mental Health & Recovery Services Board Network Benefit Plan

Delaware-Morrow Mental Health &
Recovery Services Board
40 North Sandusky Street
Suite 301
Delaware, Ohio 43015
740/368-1740 or 1-800-686-0792
On the Web at: www.dmmhrsb.org

Welcome.....

The Delaware-Morrow Mental Health & Recovery Services Board oversees and pays for Mental Health and Substance Abuse treatment services for local citizens, based upon need. The benefits provided by Delaware-Morrow Board are available to Delaware and Morrow residents through a network of providers. Help is available for most mental health and substance abuse problems. The Delaware-Morrow Mental Health & Recovery Services Board and its agencies work together in many ways to ensure quality services are available for people in need.

What Is the Network Benefit Plan ? The Delaware-Morrow Mental Health Recovery Services Board Network Benefit is a plan that provides for public funds to be used in payment of services. Network agencies cooperate so that a wide range of treatment options are available to individuals and families as they work toward recovery. These treatment options include counseling, medication, case management, housing, job training, consultation with schools, social supports and development of everyday living skills. The Network Benefit Plan has also been designed to deal with the mental health and substance abuse crisis that families and individuals sometimes face.

What If I Can't Afford to Pay for My Services ? Help is provided for people of various income levels on a sliding fee scale. This means that the amount you pay is based on your income level. The benefits are provided according to need and the fees are fair and affordable. Priority is given to those most in need. You must be a resident of Delaware or Morrow County to be eligible for plan benefits. Non-residents can receive services in a crisis situation.

Where Do Network Funds Come From ? The Delaware-Morrow Mental Health & Recovery Services Board Network Benefit Plan is funded by your tax dollars. Voters have approved a levy to help individuals in your county get help for mental health and recovery care. Major funding also comes from federal sources, including Medicaid, and from the Ohio Dept. of Mental Health and Ohio Dept. of Alcohol and Drug Addiction Services.

What Help Does the Network Benefit Plan Offer ? Quality mental health and recovery services are offered to residents no matter how severe their illnesses. Many kinds of mental health and addiction problems can be treated through the Boards network of agencies. Personal, behavioral and family problems can be addressed through counseling, medication, support groups and education. At Delaware-Morrow Mental Health & Recovery Services Board agencies, help is available for people of all ages, including children.

What About More Serious Mental Illnesses and Addictions? Serious mental illnesses—sometimes referred to as brain disorders—are conditions such as major depression, bipolar disorder, schizophrenia, and obsessive compulsive disorder. Addiction—a chronic, relapsing brain disease which causes compulsive use of alcohol and/or drugs with harmful consequence, to the individual and to those around them. These conditions may range from mild to severe and are treated by qualified providers via the Network Benefits Plan. Treatment is most successful when you are working in cooperation with your treatment team toward your goals.

How Can I Receive These Services ? You may contact the intake department at The Network Agency in Delaware or Morrow Counties and request an appointment. A professional staff person will ask you about your situation and make sure the services which that agency provides are appropriate for your needs.

How Do I Enroll in the Network Plan ? We want to make it as easy and convenient as possible for local citizens to be able to get the help they need. Any Delaware or Morrow County resident who requests services at one of the provider agencies will be given the opportunity to enroll in Delaware—Morrow Mental Health and Recovery Services Board Benefit Plan. If you are not satisfied with your benefits you have the right to appeal. Membership will make it easier to offer you the full range of Board –supported services. Financial assistance offered to you is based on information regarding your specific needs and your financial status. Recent changes in our public mental health and recovery system allow us to better evaluate and monitor local services using modern computer technology.

What Does Enrollment Involve ? When you enroll, you'll be asked to sign a billing authorization statement. This form permits the provider to bill Delaware-Morrow Mental Health & Recovery Services Board for public funds to help offset the cost of your treatment. During intake, you will be asked about your income, family size, whether you have medical insurance or whether you are covered by Medicaid or Medicare. This information will be entered into a computerized billing system operated by the Board in cooperation with the Ohio Dept. of Mental Health, Ohio Dept. of Alcohol & Drug Addiction Services and Ohio Dept. of Job and Family Services. At intake and enrollment, the agency will also collect specific personal data. This will be kept in the computer system in a confidential file labeled with an anonymous number. Information gathered by the agency will be submitted to Delaware-Morrow Board. Only information necessary for billing will be stored with your name.

Will My Private Insurance Cover My Care ? Agencies also accept insurance cards. Some network agencies and specific staff professionals are on managed care panels and will work with you to determine whether or not your treatment is covered under your private insurance plan.

Do I have to Enroll in the Network Benefit Plan ? You may choose not to enroll. In that case, however, you may not qualify for all treatment and services available through the Network agencies. Other arrangements will need to be made for covering your treatment costs if you do not enroll and you may be billed.

How Will I Know I'm Getting the Best Services ? Network agencies' services and facilities are regularly reviewed by the Delaware-Morrow Board, the Ohio Dept. of Mental Health and the Ohio Dept. of Alcohol and Drug Addiction Services. The agencies must meet certain standards of quality in order to operate. Many agencies are also accredited by various professional organizations, such as CARF. Also, treatment staff must have specific degrees, certifications and training as determined by the state departments and professional organizations.

Can My Family and I Help Decide on My Treatment ? You are encouraged to be involved in decisions regarding your treatment. This is a right granted to you by state law. In addition, when there is no conflict with confidentiality, families are encouraged to be involved and informed about the treatment being received. In most cases, the more a family is part of the individual's care, the more progress can be made.

What Family Support is Available ? Families dealing with severe mental illness may wish to join the National Alliance for the Mentally Ill (NAMI) and other local support groups. They provide information and support to families struggling with a loved one who has a brain disorder. Agencies also have information available for alcohol and drug abuse support groups such as Alcoholics Anonymous, Al-Anon, Al-teen and Narcotics Anonymous. In addition, support and education is available for families dealing with domestic violence.

How Can I Be Sure My Treatment is Successful ? In order for you and your family to receive the most benefit from the services, you must think of yourself as part of the treatment team. Family members of both children and adults are also important. They give support and help the one they love do what needs to be done to recover.

What If I Seek Services Outside the Network ? Enrollees are encouraged to use local services that are part of the Network Benefit Plan. If an enrollee seeks services outside the Network, special arrangements for some benefits will need prior approval and some benefits will not be available.

Is My Information Kept Confidential ? Delaware-Morrow Mental Health & Recovery Services Board and all agencies of the Network Benefit Plan must comply with State and federal laws regarding confidentiality. Your personal information, including your name, will be kept confidential. Only information needed for billing will be stored in the computer system with your name.

Policies and procedures are in place to ensure that cases are not discussed inappropriately with any other person unless official authorization is given. There may be times when information must be communicated to other staff who become involved in the case, especially if there is a strong possibility that the person may hurt themselves or someone else. Delaware-Morrow Board staff may also review cases to verify whether a service has been provided for billing purposes. In rare instances, disclosure of information may be required by law, such as in the case of children or elder abuse. (Please read the notice of privacy practices for the Delaware-Morrow Mental Health and Recovery Services Board for a more complete list). When the person in treatment is a minor child and parents or guardians are part of the treatment team they will be informed of the details of the case unless prohibited by State and Federal laws.

What If I'm Not Satisfied With My Care ? Although network agencies try to ensure that you are well served, sometimes a family or person in treatment feels their needs and concerns are not being addressed properly. If this is the case, you are encouraged to discuss this with your treatment provider. If after going through the agency's complaint/grievance process, the problem persists, you may want to consider filing a formal grievance. Each agency, as well as the Delaware-Morrow Mental Health & Recovery Services Board, has a plan for dealing with such complaints. To discuss a situation or concern, obtain a copy of the client's rights, or file a grievance, call (740)368-1740 or 1-800-686-0792