

Appointments

All appointments will be scheduled in advance. It is expected that at least one adult family member will be actively involved in the services provided to your child(ren), participate in scheduled family sessions, and be available for weekly updates on the services provided to your child(ren).

Cancellations

Regular appointments are important for your treatment. Your appointment is the time reserved for you or your family. Please cancel at least 24 hours in advance. Some services may charge a "No Show" fee for appointments not cancelled within 24 hours prior to the scheduled appointment.

If your Specialist is unable to keep a scheduled appointment, you will be contacted as soon as possible. CCC will attempt to provide coverage if your Specialist is not available for an extended period of time. You will be notified in advance when this occurs.

Service Contact Information

- Your Specialist may be reached during regular Office hours at the following number:

- A Program Coordinator may be reached during regular Office hours at the number on the front of this brochure. If you have to leave a message, your call will be returned as soon as possible.

To reach a staff member after Office hours or on weekends **for NON-EMERGENCY situations ONLY**, call the on-call supervisor at:

For all EMERGENCIES
CALL 911

Crossroads' Mission:

*"Strengthening Individuals
and Families"*

Crossroads Counseling Center, Inc. (CCC) considers it a privilege that we be entrusted to provide therapeutic services to children and families with special needs. Through qualified clinical and administrative staff, CCC's primary goal is to provide therapeutic services and interventions for children, adolescents, and adults so they may successfully thrive in their homes and communities.



Welcome to Crossroads Counseling Center

"Strengthening Individuals and Families"

Client Information and Notices

Crossroads Counseling Center
(Office street address)
(City, Zip Code)
(Phone)
(Fax)
(email)

Office Hours: am to pm
Monday through Friday

Notice of Rights of Individuals Receiving Services

Everyone has basic human rights that are protected under federal and state law. CCC wants to ensure that you understand your rights and that CCC is required to assure and protect your rights under the law. CCC is making you aware of these rights here. If you do not understand any of these rights or how they apply to you and the services you receive, please ask a staff member to help you.

Your Rights:

- ✓ To be treated with dignity and respect.
- ✓ To exercise your legal, civil and human rights related to receipt of services.
- ✓ To be protected, respected and supported when exercising those rights.
- ✓ To receive help regardless of your race, color, religion, ethnicity, age, sex, disability or ability to pay.
- ✓ To be protected from harm including mental, physical, sexual and emotional abuse, neglect and exploitation.
- ✓ To be treated under the least restrictive conditions consistent with your condition and not be subjected to unnecessary physical restraint.
- ✓ To have input and be listened to about your personal service and discharge plan and all other significant aspects of your treatment and services.
- ✓ To be provided services that respond to your needs and preferences, are person-centered, and delivered within sound therapeutic practices.

- ✓ To consent or not consent to receive services.
- ✓ To have your personal information kept confidential unless your written permission to use or disclose information has been obtained, there is a clear and imminent danger to yourself or others, there is suspicion of abuse, neglect or domestic violence, or CCC is otherwise required to disclose by law.
- ✓ To access or request an amendment to your service record.
- ✓ To make a complaint about your services or provider, request an investigation of any complaint, and to have assistance in solving your complaints.
- ✓ To receive a copy of the State of Virginia, Human Rights Regulations as requested.

If you believe that your rights have been violated at any time or wish to make a complaint, please:

- ✓ Immediately notify a staff member of your complaint, either in writing, by phone, or in person.
- ✓ Speak with the Clinical Director directly at the number on the front of this brochure. You may also request a formal hearing of your complaint by the CCC Senior Clinical Director if you feel your complaint has not been resolved. Ask someone to provide you with that contact information.
- ✓ Contact a State of Virginia Human Rights Advocate at 877-600-7437. It is the Advocate's duty to ensure that the rights of all individuals are protected and to help you resolve your complaint when you feel your rights have been violated.
- ✓ Contact the VA Department of Health Professions at 1-800-533-1560 or www.dhp.virginia.gov.

Informed Consent

Each individual has a right to participate meaningfully in decisions regarding all aspects of services affecting him/her. Your Individualized Service and Discharge Plans will incorporate your preferences consistent with your condition and need for services, and you will be given the opportunity to consent or not consent to participate in the proposed services and plans.

Freedom of Choice of Service Providers

You are free to choose any participating service provider for your services that are available to you in your area and are free to change providers at anytime during your services. For Medicaid members, you may review a list of participating Medicaid providers and services at www.dmasva.dmas.virginia.gov. For private insurance carriers, you may review a list of participating providers on your insurance plan's website or provider directories. You may ask us for help if you need assistance locating another provider.

Notice of Appeal to Medicaid

Medicaid members may appeal, in writing, any decision that affects their receipt of services to the Department of Medical Assistance Services at the address noted below. Written appeals must be filed within 30 days of notification of a decision. If you file an appeal before the effective date of the action, services may continue during the appeal process. However, if the decision is upheld, you will be required to reimburse the Medical Assistance Program for services you received after the effective date.

DMAS
Appeals Division
600 E. Broad St.,
Suite 1300
Richmond, VA 23219