



Mat-Su Health Services, Inc.

907-376-2411

SPRUCE CLINIC

Hours: Monday to Friday, 7am to 5pm

BIG LAKE CLINIC

Hours: Monday to Thursday, 7am to 5pm

PALMER CLINIC

Hours: Monday to Thursday, 7am to 5pm

BOGARD CLINIC

By Appointment Only.

AGENCY HANDBOOK

**Medical or Behavioral Health Emergency or Crisis Intervention:
Phone (907) 376-2411 available 24 hours a day / 7 days a week**



Announcing a CARF Three-Year Accreditation

We are pleased to report to you that Mat-Su Health Services has renewed the CARF accreditation for a period of three years for it's the following programs:

Case Management /Services Coordination: Psychosocial Rehabilitation (Adults)
Case Management /Services Coordination: Psychosocial Rehabilitation (Children and Adolescents)
Community Integration: Mental Health (Adults)
Community Integration: Psychosocial Rehabilitation (Children and Adolescents)
Crisis Programs – Crisis Interventions: Mental Health (Children and Adolescents)
Crisis Programs – Crisis Interventions: Psychosocial Rehabilitation (Adults)
Outpatient Treatment: Mental Health (Adults)
Outpatient Treatment: Mental Health (Children and Adolescents)

We were first accredited on June 16, 2013. By pursuing and achieving accreditation, Mat-Su Health Services has demonstrated that we meet international standards for quality and are committed to pursuing excellence.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows our organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

Mat-Su Health Services is a nonprofit organization that has been providing Behavioral Health services in the Mat-Su Valley since 1977.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

We welcome the opportunity to further acquaint you with our services and respond to your questions. We believe our organization is a valuable asset, and our CARF accreditation underscores our commitment to the community we serve.



Mat Su Health Services is a member of the National Health Service Corps (NHSC). As a member we join a network of primary care health care sites and providers dedicated to building healthier communities in areas of the United States with limited access to care. As a National Health Service Corp Site, we promise to:

- Serve all patients
- Offer discounted fees for patients who qualify
- Not deny services based on a person's race, color, sex, national origin, disability, religion, sexual orientation, or inability to pay
- We also promise to accept insurance, including: Medicaid, Medicare and Children's Health Insurance Program

You can find more information about NHSC at <http://www.NHSC.hrsa.gov>. This is a HRSA sponsored program.

Mat-Su Health Services, Inc. prohibits discrimination in all of its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, political beliefs, genetic information, reprisal, or because all or part of an individual's income is derived from any public assistance program.

MAT-SU HEALTH SERVICES

AGENCY HANDBOOK

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WELCOME

Dear Client,

Thank you for allowing our qualified staff to assist you in your journey to overcome the obstacles to a healthy, happy, and productive life. We at Mat-Su Health Services are dedicated to providing you with a comprehensive care plan to meet all of your health care needs.

The mission of Mat-Su Health Services is: Dedicated to Improving the Health of Our Community, One Person at a Time-through affordable medical, dental and behavioral health care.

We express our identified mission and values by providing integrated, outcome-informed person-centered services. We respect and partner with the individuals we serve as we guide them with our expertise to meet the jointly developed treatment goals.

Mat-Su Health Services has been providing a variety of health services to the Mat-Su Borough for over 45 years. We are pleased to currently offer family medical, dental and behavioral health care. With a staff of experienced professionals, we share a deep commitment to the community. Mat-Su Health Services continues to demonstrate its leadership in providing quality integrated services.

This handbook serves as an orientation to our services and practices. Please feel free to contact staff with questions or concerns.

Respectfully,

Mat-Su Health Services, Inc.

A. CONTACT INFORMATION

Listed below is the contact information for Mat-Su Health Services. Administrative office hours are 7am to 5pm Mondays to Friday. The after-hours on-call service is available to answer questions if you experience a medical or behavioral health emergency. If the emergency is life threatening, call 911.

Office Locations:

Main Office: Mat-Su
Health Services Inc.
1363 West Spruce Ave.
Wasilla, AK 99654
Phone: (907) 376-2411

Big Lake Clinic:
East Lake Mall
3261 Big Lake Road
Wasilla, AK 99654
Phone: (907) 376-2411

Palmer Clinic:
425 E. Dahlia Ave.
Palmer, AK 99645
Phone: (907) 376-2411

Our Bogard Clinic location is only open by appointment only!

The Big Lake office is open 7am to 5pm Monday to Thursday, and the Palmer office is open Monday to Thursday from 7am to 5pm.

Mat-Su Health Services provides assistance with Affordable Care Act (Obama Care) applications and enrollments. Open Enrollment is generally from Nov. 1st to December 15th. Plans sold during open enrollment start January 1st upon approval. To find out if you qualify, please call 907-376-2411. Help is also available for access to enrollment throughout the year as life situations change.

Mat-Su Health Services helps with Medicare applications and enrollments. The annual Medicare open enrollment period is from October 15th to December 7th.

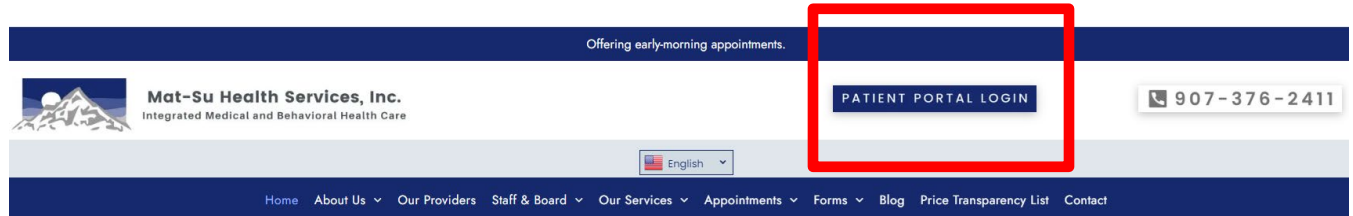
If you are 65, but are not receiving Social Security or railroad retirement benefits, you won't be automatically enrolled in *Original Medicare*. Instead, you will be able to enroll during one of the three enrollment periods:

- Initial enrollment period – a seven-month window of time that begins three months prior to the month of your 65th birthday. The date your coverage will start depends on when you enroll
- General enrollment period – January 1st to March 31st of each year. Your coverage will begin on July 1st of the year you enroll
- Special enrollment period – If you have coverage through your job or your spouse's job at the time you become eligible for Medicare you can enroll at any time – and for another eight months after you lose your group coverage.

For more details or assistance with any Medicare questions contact Client Account Representative at 352-3261.

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You can find additional information regarding Mat-Su Health Services on our website at www.MSHSak.org. Another method of contacting Mat-Su Health Services to ask questions, pay bills, or request an appointment is to log onto the Patient Portal. A link to the Patient Portal is available at the bottom of the home page of our web site.



The Patient Portal gives you access to your medical records after your medical visit. Within 3 working days of your visit your plan of care will be available in your Patient Portal account. An email will notify you of a secure message available on the Patient Portal.

B. MISSION STATEMENT

Dedicated to Improving the Health of Our Community, One Person at a Time-through affordable medical, dental and behavioral health care

C. INDIVIDUAL RIGHTS

You have the **RIGHT** to:

1. Confidential treatment of all information pertaining to your treatment and the right to prior written approval for the release of identifiable information in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 CFR Part 2, and 7 AAC 70.060.
2. Review your or your child's record with your treatment provider, at a reasonable time. You may request a written summary of your treatment or copies of your records through the Health Information Services Department, which should include discharge and transition plans, if applicable. MSHS reserves the right to charge fees for reproduction of clinical records.
3. Be treated with dignity, respect, and individuality, with consideration for your privacy.
4. Be free from abuse, financial or other exploitation.
5. Be free from retaliation.
6. Be free from humiliation and/or neglect.
7. Receive services regardless of your race, color, age, sex, national origin, disability, religion, sexual orientation and or inability to pay.

8. Be informed of all available treatment options. Participate in formulating, evaluating, and periodically reviewing your individualized written treatment plan or plan of care, including requesting specific forms of treatment, being informed why requested forms of treatment are not made available, and being informed of treatment prognosis.
9. Refuse services.
10. Be informed by the prescribing provider, *or designee if applicable*, of the name, purpose, and possible side effects of medication prescribed as part of your treatment plan as well as the possible effects of not taking the medication.
11. Be an active participant in your or your child's treatment (planning, evaluation, and goal completion).
12. Be informed of least restrictive treatment options.
13. Access emergency services from MSHS for behavioral health, or medical emergencies 24 hours a day, seven (7) days a week. (907) 376-2411
14. Be informed of community self-help resources that can assist you in reaching your goals.
15. To comment on services and/or ask for a resolution to a problem.
16. File a grievance if dissatisfied with the Customer Service process or if you believe your legal rights have been infringed upon.
17. Receive a copy of the organization's Grievance Policy and Procedure upon entry to services and as requested.

D. INDIVIDUAL RESPONSIBILITIES

You have the **RESPONSIBILITY** to:

1. Actively participate in all areas of your or your child's treatment (planning, evaluation, and goal completion).
2. Arrive on time for appointments or inform MSHS by 4 pm the day before if you are unable to attend a scheduled appointment or group session, according to the Missed Appointments Policy. Messages may be left at (907) 376-2411 if you need to cancel an appointment after business hours or on weekends. Appointments may also be cancelled through the Patient Portal.
3. Call (907) 376-2411 or check the Mat-Su Health Services Facebook page (<https://www.facebook.com/MatSuHealthServices/>) to confirm the agency is open on appointment days when Mat Su School District is closed or **weather conditions** are such that concern for travel safety exist.

4. Pay for each appointment at the time services are rendered, according to your payment arrangement.
5. Notify MSHS promptly about any changes in contact information including, residence, phone contact, employment, insurance coverage, or income.
6. Follow MSHS prescription refill policies.

E. CONFIDENTIALITY OF INDIVIDUAL RECORDS

The confidentiality of individual records is protected by Federal Law and Regulations and Alaska Statutes. Information and/or copies of records concerning past or present treatment or services provided by MSHS to the above referenced individual will not be disclosed to third parties unless:

1. The Individual, or those authorized by Federal or State law, consents by written authorization to MSHS for the release of such information to a third party.
2. The disclosure is ordered by a court of competent jurisdiction and a copy of said Order is provided to MSHS in advance of the requested disclosure.
3. The clinician has a “duty to warn” in the event there is a dangerous situation, in the opinion of the clinician, and the consumer and/or others are considered to be in danger. Federal Laws and Regulations and Alaska Statutes do not protect any information concerning suspected child abuse, domestic violence, elder abuse or neglect from being reported under State law to appropriate State or local authorities. In crisis situations in which a consumer is at eminent risk of harming him/herself or others, and a no-harm contract is not feasible, local law enforcement and/or the state contracted gatekeeper for inpatient treatment may be contacted without prior authorization from the consumer.

Violation of the Federal Law and Regulations and/or Alaska Statutes is a crime. Suspected violations may be reported to appropriate officials. (See 42 U.S.C. 290 dd-3 and 42 U.S.C. 290 ee-3 for Federal Laws and 42 CFR Part 2 for Federal Regulations.)

MSHS adheres to all governmental requirements. You have the right to privacy and MSHS will safeguard your privacy. MSHS has developed an individual privacy process that will guard your personal information. If, for any reason, you believe that MSHS has violated your right to privacy as a client you can file a formal complaint to the following:

- **Centralized Case Management Operations**
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
Email: OCRComplaint@hhs.gov

Please rest assured that MSHS values you as a client and will make every effort to ensure confidentiality in all applicable areas as this is our priority.

MSHS must obtain your written consent before it can disclose information about you for payment purposes. *For example*, MSHS must obtain your written consent before it can disclose information to your pay source in order to be paid for services. Generally, you also sign a written consent before MSHS can share information for treatment purposes or health care operations. However, federal law permits MSHS to disclose information without your written permission in the following instances:

1. Pursuant to an agreement with a qualified service organization/business associate;
2. For research, audit or evaluation;
3. To report a crime committed on MSHS's premises or against MSHS personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect;
6. As allowed by a court order.

For example, MSHS can disclose information without your consent to obtain legal and financial services, or to a medical facility to provide health care to you, as long as there is a qualified service organization/business associate agreement in place.

Before MSHS can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing at any time. For questions on releases of information please contact our Health Information Supervisor in our Medical Records department at (907) 376-2411 extension 328.

CLIENT RIGHTS REGARDING HEALTH INFORMATION

Under HIPAA, you have the right to request restrictions on certain uses and disclosures of your health information. MSHS is not required to agree to any restrictions you request, but if it does agree it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency.

You have the right to request that we communicate with you by alternative means or at an alternative location. MSHS will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own health care information maintained by MSHS, except to the extent that the information contains counseling notes or information compiled for use in a civil, criminal or administrative hearing or in other limited circumstances.

Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in MSHS records, and to request and receive an accounting of disclosures of your

health related information made by MSHS during the six years prior to your request. You also have the right to receive a paper copy of this notice.

DUTIES OF THE ORGANIZATION

MSHS is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. MSHS is required by law to abide by the terms of this notice. MSHS reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. Such changes will be communicated to present consumers through provision of a copy of the revised notice. Former consumers making appropriate requests will be provided a copy of the updated notice at the time of request.

REPORTING COMPLAINTS AND VIOLATIONS

You may complain to MSHS and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. Such complaints should be pursued initially through the established MSHS Complaint/Grievance/Appeal Procedure. You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States District Attorney in the district where the violation occurs. For further information, you may contact an administrator or Compliance Officer for MSHS at (907) 376-2411.

F. COMPLAINT/ GRIEVANCE/ APPEAL PROCEDURE

It is the policy of MSHS that individuals be treated with dignity, respect, individuality and with consideration of privacy. If an individual is dissatisfied with services or feels his/her rights have been infringed upon, concerns will be reported to a program director.

Comment cards will be available at every appointment for feedback to be given. Individuals will be encouraged to give feedback (positive and negative). These comments are shared with supervisors for review and action as needed. You are also encouraged to communicate your concerns with your provider.

- Individuals are free to file grievances without fear of intimidation or retaliation. Intimidation or retaliation by any MSHS personnel will be grounds for dismissal.
- Grievances involving behavioral health issues that cannot be resolved to the individual's satisfaction within 30 days must be reported to the Division of Behavioral Health and the Board of Directors.
- Grievances involving allegations of abuse or neglect of any description, or unnecessary seclusion or restraint must be immediately investigated and reported to the Division of Behavioral Health and the Board of Directors.

- The grievance procedure will be posted in the lobby under the title of “Appeal Process”. A copy is available upon request.
- For Compliance Issues MSHS Compliance Officer is Justine Soller at 376-2411 extension 326.

PROCEDURE:

1. The individual should thoroughly review the form entitled *Rights and Responsibilities*. This form is available to individuals and posted in the lobby and on our website and is included in this handbook.

G. CLIENT ORIENTATION INFORMATION

Use of Tobacco

As per Public Law 103-227 also known as the Pro-Children Act of 1994, MSHS is a tobacco free environment. This includes cigarettes, dip, chew, e-cigarettes and Vapes. This includes any MSHS property as well as agency vehicles.

Weapons Policy MSHS

Weapons of any sort are prohibited inside any building or any property owned, leased or rented by MSHS.

Health, Safety and Illicit Drugs

The health and safety of the staff, consumers and visitors of MSHS is an issue of ongoing concern for the management. To ensure your safety while you receive services at MSHS, it is important that you are aware of certain precautions.

1. MSHS has an exit map by the door of each room that shows the closest exit in case of an emergency requiring evacuation. Please be aware of these maps and the information that they provide. If evacuation of the building is required, please follow staff direction quickly and calmly.
2. The staff of MSHS has a primary responsibility for the safety and well-being of all consumers, co-workers and the public and will work towards maintaining a safe and healthy environment. If at any time you see or feel that there is something that is unsafe please inform a staff member and it will be taken care of as soon as possible.
3. It is the intent of MSHS to address the needs and protect the rights of the clients, staff and visitors with regard to infectious disease. To this end it is of the utmost importance that everyone be familiar with Universal Precautions to prevent the spread of infectious disease.
4. In order to control the spread of infectious disease, we ask that all clients, staff and visitors wash their hands as posted on the universal protection signs; after eating, using the bathroom, or smoking; and as often as necessary to keep hands clean.

5. All MSHS staff are trained in use non-violent physical crisis intervention techniques to protect the physical health and safety of individuals involved if non-physical means to de-escalate the client have failed and the authorities have not yet arrived. If physical intervention is required, the expectation is that 9-1-1 is called. MSHS does not use restraint or seclusion.

If it becomes apparent that a client is under the influence of drugs or alcohol, they will be asked to leave MSHS property. If anyone comes onto MSHS property with illicit drugs, the police may be called.

Service Animals

Only service animals as defined by the ADA (<https://www.ada.gov/resources/service-animals-2010-requirements/>) and the State of Alaska (<https://humanrights.alaska.gov/wp-content/uploads/2021/02/SERVICE-ANIMAL.pdf>) will be permitted into the facility. Please see the front desk staff for copies of the agency policy and/or ADA regulation.

If you have any questions, concerns or comments regarding this information, please contact the Chief Operating Officer at (907) 376-2411.

Advance Care Planning: MSHS encourages all patients to complete an Advance Health Care Directive and give a copy to the local hospital and to MSHS. Preplanning for end of life health care helps to ensure that your wishes are followed by health care providers, family, friends and caretakers.

Children

Children under 18 must be accompanied by an adult in order to receive treatment at MSHS. Unaccompanied youth may be treated if they meet special criteria such as supporting themselves with no parental involvement. Otherwise a responsible adult is required to be present.

Transition to Adulthood

Mat Su Health Services, Inc. is committed to helping our pediatric/underage patients become prepared to transition to an adult model of health care as they approach and turn age 18 to continue on with our practice as young adults. At about age 14 we may begin to spend time during the visit without the parent present in order to answer questions, set health goals, and support increasing independence with health care. At age 18, youth legally become adults. We respect that many of our young adult patients choose to continue to involve their families in health care decisions. However, we will no longer be allowed to discuss anything with parents about care or share any personal health information **without the young adult's written consent**. To allow others to be involved in health care decisions requires that a signed consent form be completed, which we have at the agency. If an adolescent has a condition that prevents him/her from making decisions, we encourage families to consider options for supported decision-making. Your health is important to us. If you have any questions or concerns, please feel free to contact us.

Transition Planning

At the onset of treatment, and as it continues to have an impact on the individual, the process for transition to different levels of care, alternate agencies for complimentary services and discharge planning will be discussed with the individual receiving services and their family and/or support network participating with them.

HOSPITALIZATION:

MSHS strives to provide coordinated care for those we serve. If you are hospitalized, please let the hospital know MSHS is your provider and notify us of your hospitalization so exchange of records can occur as needed. Please notify MSHS of discharge so that follow-up can be scheduled as needed.

FRONT DESK CUSTOMER SERVICE:

Mat Su Health Services strives to provide customer service in a timely manner to all we serve. We ask that for confidentiality of all; please wait at the designated area in line, until called forward. Sometimes we will be completing an entry with no one standing at the window and will ask you to stand back until we complete the entry. This allows us to do through and actuate data entry into a medical record.

If the telephone rings while you are waiting or being severed, it will be answered. Hopefully there will be another available staff member to answer the phone. If not, the person waiting on you must answer. We receive crisis calls and are required to provide 24-hour crisis access. Thank you for your understanding. If it is possible to place the person on hold, we will do so, if not we will connect the person with the appropriate provider. This may take a few minutes to complete. Thank you for understanding. We would do this for you as well if you were the caller.

PRIMARY CARE PROVIDERS:

MSHS Medical Staff are Primary Care Providers. A primary care provider (PCP) is a health care practitioner who sees people that have common medical problems. This person is usually a doctor, but may be a physician assistant or a nurse practitioner. Your PCP is often involved in your care for a long time, so it is important to select someone with whom you will work well.

It is very important for your Primary Care Providers to be aware of other medical appointments you might have with other providers. If you see a specialist please request that a copy of your visit records be sent to your PCP. This will allow for coordination of care and reduce the possibility of complications or duplications in care.

A PCP is your main health care provider in non-emergency situations. Your PCP's role is to:

- Provide preventive care and teach healthy lifestyle choices
- Identify and treat common medical conditions
- Assess the urgency of your medical problems and direct you to the best place for that care
- Make referrals to medical specialists when necessary

When a referral is made by your Primary Care Provider, follow up becomes part of your care. The staff of MSHS follow up to ensure the referral went through as planned, you were able to be seen, and copies of the recommendations become part of your Primary Care Medical record. This allows for coordination of care that helps to ensure positive outcomes of care.

Psychiatric services are also offered in the Primary Care Clinic in Wasilla and Palmer. These services include psychiatric evaluations for children and adults as well as medication management for psychiatric disorders. Requests for psychiatric services are routed through a screening process for assurance of appropriate care.

H. HOW DO I REFILL MY MEDICATIONS?

Call in your refill request ONE WEEK before you run out.

It is your responsibility to make sure you get your medication refilled on time.

DO NOT WAIT UNTIL YOU ARE ALMOST OUT.

It takes at least 3 business days to refill your medications.

Do you get your medication from a pharmacy?



Call your pharmacy and ask that a refill request be sent to Mat-Su Health Services;

Do you get your medication through Patient Assistance?



Call Mat-Su Health Services at (907) 376-2411 and tell us that you need a Patient Assistance refill.

Have the following information ready before you call:

First name

Complete spelling of last name

Date of Birth

Best contact phone number

Name of the MSHS provider

Medication requested

Psychiatric providers will not refill your medication unless you have an upcoming appointment with the provider.

It is important for you to keep your appointments. Cancelling or not showing up means your medication will not be refilled.

Why won't my provider renew my prescription?

There are several reasons why a provider will not renew a prescription. The most common reason is because it has been too long since the last kept appointment.

It is important that individuals reschedule missed appointments right away. Any lapse in seeing a medical provider of four (4) months or more may result in a lapse in medications.

Medication prescriptions will not be renewed after hours or on the weekends.

It is important for you to keep your appointments.

Cancelling or not showing up means your medication will not be refilled.

I. CLIENT EXPECTATIONS

In order to create an effective use of the organization's resources to improve the quality of healthcare services, MSHS has established the following criteria to be used for determining Missed Appointments, follow-up involved and deterrents for individuals for subsequent Missed Appointments.

1. Clients can request a copy of the Missed Appointment policy at any time.
2. A Missed appointment is determined by the following criteria:
 - a. No contact is made by the individual prior to the appointment.
 - b. Contact from the individual is made after 4 p.m. the business day before the appointment.
 - c. The individual is more than 15 minutes late for the appointment.
3. Exceptions regarding Missed Appointments may be made on a case-by-case basis by the provider, Medical Director, Dental Director, Behavioral Health Director or designee.
4. On the second Missed Appointment (by program), a letter reminding the individual of the Missed Appointment policy will be mailed and documented in the electronic health record.
5. At the third Missed Appointment (by program) in a six month period, the front desk staff will put an alert on the individual's account that they may only schedule future appointments on a "stand-by" basis.
6. Care is not being refused to the individual. The individual may be seen by one of his/her current provider(s) on a walk-in (unscheduled) or stand-by (double booked)_basis.
7. Reinstatement to schedule standard appointments may occur after the individual has had two walk-in/standby appointments and has had a meeting with the Practice Manager or designee discussing the missed appointment.
8. Missed Appointment for a New Patient, or Psychiatric Evaluation appointment, an individual will be put on stand-by (double booked) appointments only for the visit type until the appointment has been kept.

J. DISCHARGE

Should you ever be refused treatment from MSHS you will be provided with a written explanation concerning the reason you were refused certain services. You as an individual will be granted 30 days of emergent care so that you can find a new provider.

THIS SIGNATURE PAGE IS TO BE RETAINED BY MAT-SU HEALTH SERVICES AND PLACED IN
THE CLIENT RECORD (to be updated annually)

K. CONSENT FOR FOLLOW-UP: Upon termination of services, MSHS may want to contact you regarding your status and for you to answer some questions concerning satisfaction regarding services you received. The purpose of this information is to assure the continuity of care and to provide MSHS with pertinent statistical information. You may revoke permission for follow-up at any time by giving this agency a written notice or by refusing to participate in any follow-up questionnaire. Follow-up will be the same for all persons served regardless of referral status.

CONSENT: I hereby ☐ GIVE ☐ DO NOT GIVE

permission to MSHS to contact me by **telephone / letter / email / text/ Patient Portal** for follow-up and to answer questions concerning my satisfaction with services and my current status.

Mat Su Health Services has explained in person or via the MSHS Agency Handbook:

Individual Rights and Responsibilities, Sliding Fee Application and eligibility will be reviewed annually.
The process for placing a complaint or filing a grievance.

That my health and mental health information is kept confidential according to HIPAA guidance.

That the use of tobacco is prohibited on MSHS property.

MSHS is a weapon free zone and no weapons are allowed on MSHS property.

No illegal drugs or alcohol are allowed on MSHS property.

Only ADA Approved Service animals are allowed in the MSHS building.

How I can request a refill on my medication.

Advance Health Care Directive document:

☐ has been offered and accepted ☐ has been offered and declined ☐ is on file ☐ will be brought in

L. ACKNOWLEDGEMENT OF RECEIPT

I ACKNOWLEDGE RECEIPT OR OFFER OF THE MSHS AGENCY HANDBOOK

The undersigned acknowledges that he/she has reviewed a copy of the MSHS Agency Handbook which has been communicated to him/her in a meaningful way. Furthermore, he/she has read and/or reviewed and understands this document in its entirety and further certifies that he/she agrees to the terms and provisions stated herein.

Name of Client

Signature of Client

Date

Signature of Parent / Guardian

Date

M. DESCRIPTION OF SERVICES

Outpatient Services for Youth with Serious Emotional Disturbance (SED)

Services for youth with SED occur on a continuum of care that encompasses outpatient, home-based, school-based, rehabilitation, and support services to the youth and family. The type of service and level of care is determined by an assessment process, resulting in a treatment plan that addresses problems identified in the assessment. Treatment planning is conducted in a collaborative manner and has the goal of assisting youth to live successfully in the community.

Outpatient Treatment for Adults with Serious Mental Illness (SMI)

Services for adults with SMI occur on a continuum of care, ranging from outpatient clinic-based services, to comprehensive community based supportive services. The type of service and level of care is determined by an assessment process, resulting in a treatment plan that addresses problems identified in the assessment. Treatment planning is conducted in a collaborative manner with clients and has the goal of assisting clients to live successfully in the community.

Assessment and Referral

Assessment and referral programs provide a variety of activities, including prescreening, screening, psychosocial assessment, determination of need, and referral to appropriate level of care. The provision of information on available resources is not considered a full assessment and referral program. An adequate assessment must be conducted to provide more informed referrals.

Case Management/Services Coordination

Case management/services coordination programs provide goal-oriented and individualized supports focusing on improved self-sufficiency for the persons served through assessment, planning, linkage, advocacy, coordination, and monitoring activities. Successful service coordination results in community opportunities and increased independence for the persons served. Programs may provide occasional supportive counseling and crisis intervention services, when allowed by regulatory or funding authorities.

Outpatient Treatment

Outpatient treatment programs provide services that include, but are not limited to, individual, group, and family counseling and education on recovery and wellness. These programs offer comprehensive, coordinated, and defined services that may vary in level of intensity. Outpatient programs may address a variety of needs, including, but not limited to, situational stressors, family relations, interpersonal relationships, mental health issues, life span issues, psychiatric illnesses, addictions (such as alcohol or other drugs, gambling, and Internet), eating or sexual disorders, and the needs of victims of abuse, domestic violence, or other trauma.

Psychiatric Emergency Services

Services include 24/7 emergency on-call/response capability with client screening and assessment. Crisis follow up services shall be performed to ensure the situation has been resolved after the acute crisis phase has passed. Follow up is not intended to provide long-term therapy. Screening, evaluation, and intervention are provided when the person in crisis has suicidal or homicidal ideation, or is gravely disabled and likely to need hospitalization. When necessary, services may include petition for ex-parte orders and arranging transport to facilitate hospitalization, as well as screenings and assessments at jails, juvenile justice, or detention facilities.

Crisis Intervention

Crisis intervention programs offer services aimed at the assessment and immediate stabilization of acute symptoms of mental illness, alcohol and other drug abuse, and emotional distress or in response to acts of

domestic violence or abuse/neglect. Crisis intervention services consist of mobile response, walk-in centers, or other means of face-to-face assessments and telephone interventions.

Integrated Behavioral Health/Primary Care

Integrated Behavioral Health/Primary Care programs have an identified level of medical supervision and are supported by an “any door is a good door” philosophy. These programs allow for choice and are capable of assessing the various medical and behavioral needs of persons served in an integrated manner. Programs demonstrate competency to identify and treat behavioral health concerns, such as mental illness and substance use disorders, and general medical or physical concerns in an integrated manner. Integration is the extent to which care is coordinated across persons, functions, activities, and sites over time to maximize the value of services delivered to persons served. Programs may also serve persons who have intellectual or other developmental disabilities and medical needs, or those who are at risk for or exhibiting behavioral disorders.

Primary Care Clinic:

MSHS Medical Staff are Primary Care Providers. A primary care provider (PCP) is a health care practitioner who sees people that have common medical problems. This person is usually a doctor, but may be a physician assistant or a nurse practitioner. Your PCP is often involved in your care for a long time, so it is important to select someone with whom you will work well. We currently have four Primary Care Providers.

Behavioral Health Clinician:

We offer counseling services provided by experienced, licensed Behavioral Health Clinicians within the primary care clinic. They offer assistance when stress, emotional problems, or concerns about physical or other life problems interfere with daily life.

Behavioral Health Clinician can help you with the following:

Depression, anxiety reduction, stress reduction, tobacco cessation, weight management, coping with a newly diagnosed medical condition, bereavement, managing chronic illness, relationship problems (family and marital conflict), anger management, attention-deficit/hyperactivity disorder, substance abuse and other specialized treatment through referrals to community resources

Any member of our primary care team can refer you for a consult with a Behavioral Health Clinician.

Medically Assisted Treatment (MAT)

Medication-assisted treatment (MAT) is the use of medications, in combination with counseling and behavioral therapies, to provide “whole person-centered care”. We provide treatment for substance use disorders including opioid use disorder, alcohol use disorder as well as innovative approaches for management of methamphetamine, Cocaine and cannabis related disorders to reduce cravings and risk of harm.

Medications used in MAT are approved by the Food and Drug Administration (FDA) such as Buprenorphine/Naloxone (aka Suboxone) and Vivitrol if appropriate to patient care. We also incorporate the innovative use of FDA approved NSS-2 BRIDGE device system which can be

used as an aid to reduce the symptoms of opiate withdrawal. Our MAT provider(s) create treatment plans tailored to meet each individual's needs.

Research shows that a combination of medication and therapy can successfully treat these disorders, and for some people struggling with addiction, MAT can help sustain recovery. MAT is also used to prevent or reduce opioid overdose. As an integrated agency we can provide a combination of services at one location, helping to better serve you through coordinated care.

Psychiatric Care:

Our experienced psychiatric medical providers offer psychiatric evaluations and medication management for children and adults.

Dental Care:

We offer the following dental services:

- Diagnosis and treatment planning
- Routine dental examinations
- Emergency examinations & services
- Digital X-rays (less radiation exposure than from typical X-rays)
- Cleanings (general and deep cleaning)
- Sealants (to prevent cavities in children and teens)
- Restorative dentistry (silver and white fillings)
- Extractions (tooth removal)
- Partial and full dentures
- Referrals to dental specialties (orthodontics, periodontics and oral surgery, endodontic (root canals), fixed prosthodontics)

Thank you for allowing us to take care of your dental needs and we look forward to serving you.

Advocacy/Self Help Groups

Substance Abuse

AA hotline 907-376-4777

AK Tobacco Quit-line 907-746-6123

Addicted No More (Faith-based)
Word of Faith Assembly 907-373-3604
3701 E. Bogard Road
Wasilla, AK 99654
Mondays 6:30PM

Fresh Start Recovery (Faith-based)
Church on the Rock 907-232-5797
3571 W Machen Road
Wasilla, AK 99654
Mondays 7PM

Mat-Su Alano Club-AA, Al Anon, NA 907-376-8669

Al Anon Helpline 907-357-2550

Narcotics Anonymous 907-352-3733

Child and Family Needs

Big Brothers Big Sisters 907-357-2227
1075 Check Street, Suite 209
Wasilla, AK 99654
www.bigbrothersbigsistersalaska.org

Child Help – National Child Abuse Hotline 800-422-4453

Alaska Youth and Family Network 888-770-4979 or 907-770-4979
740 Communications Avenue
Anchorage, AK

Alaska Attachment & Bonding Associates 907-376-0366
619 S. Knik Goose Bay Road Ste. J
Wasilla, AK 99654
<http://www.akattachment.org/>
Support healthy family attachment and bonds through education and advocacy.

Advocacy Agencies

Office of Public Advocacy (OPA)

877-957-3500

Civil (907) 707-1740

Criminal (907) 745-0435

Provides legal advocacy and guardianship services to vulnerable Alaskans. OPA advocates for abused and neglected children in protective proceedings, provides public guardianship for incapacitated adults, advocacy for victims of elder fraud, attorney services for respondents in adult guardianship proceedings, and for parents in child in need of aid cases.

American Civil Liberties Union of Alaska Foundation 907-276-2258

1057 W. Fireweed Lane, Suite 207

Anchorage, AK 99503-1760

akclu@akclu.org

Better Business Bureau

800-935-5100

Complaints about businesses and listing of good businesses

Alaska State Commission for Human Rights

800-478-4692

TTY- 800-478-3177

Investigates complaints of discrimination based on race, national origin, sex, religion, marital status, color, pregnancy, parenthood, age, physical disability, mental disability in employment, housing, public accommodations, financing, and government services in the State of Alaska.

Alaska State Office of Ombudsman

800-478-2624

Box 101140, 333 W. Fourth Ave., Suite 305

Anchorage, AK 99510-1140

Handles complaints concerning state agencies.

Alaska Legal Services

888-478-2572

634 S. Bailey Street Suite 102

Palmer, AK 99645

<http://www.alsc-law.org/>

<http://www.alaskalawhelp.org>

ALSC provides free clinics, legal advice and representation to qualified Alaskans on a variety of topic including family law, foreclosures, bankruptcy, consumer protection, Medicaid/SSI appeals.

Crisis Lines

Mental Health Crisis Line

907-376-2411

Mat-Su Health Services, Inc.

Mental Health Hotline (crisis line)

Alaska Family Services

907-376-4000

VA Suicide Prevention Hotline

800-273-TALK

Statewide AIDS Helpline

800-478-AIDS