ABOUT US

Rockbridge Area Community Services is dedicated to enhancing the quality of life for individuals and families through a comprehensive range of services. Our focus is on providing compassionate and expert care for those facing challenges related to mental health, substance use, and developmental disabilities. We believe in empowering individuals to lead healthy, independent, and fulfilling lives.

Rockbridge Area Community Services

Since 1982

LOCATION

Lexington Office
241 Greenhouse Road
Lexington, VA 24450

Bath County Office
12187 Sam Snead Hwy
Warm Springs, VA 24484

CONTACT

Main Office: 540-463-3141
Toll Free: 877-766-3105

CRISIS HOTLINE

(855) 222-2046

ROCKBRIDGE AREA COMMUNITY SERVICES



HOW TO START SERVICES

Open Access Intake

What to expect, bring and sign.

THE BASICS

Intake Hours:

Lexington Office
241 Greenhouse Road
Lexington, VA 24450
Monday-Thursday
9 am - 2:00 pm

Bath County Office
12187 Sam Snead Hwy
Warm Springs, VA 24484
Tuesday
10 am - 1:00 pm

What to Bring:

- Insurance information
- Verification of household income
  - pay stub



Services offered:

Mental Health:

- Outpatient Therapy
- Crisis Counseling
- Mental Health Group
- Psychiatric Services
- Adult Case Management
- Psychosocial Rehabilitation
- Peer Recovery Services
- Child Therapy/Crisis Therapy
- Adolescent Group
- Child & Adolescent Case Management
- School-Based Therapeutic Services
- Intensive Care Coordination

Substance Use:

- Level 1 Outpatient Group
- Medication Assistance Treatment (MAT) Groups
- Peer Support
- Substance Use Disorder Intensive Outpatient Program (SUD IOP)

Developmental Services

- Developmental Disabilities Support Coordination
- Group Day Support
- Community Engagement Program
- Group Homes
- Early Intervention



What is an intake?

An intake is an assessment or evaluation that determines what services you qualify for and will best support your needs using the information you provide. The evaluation will be completed by one of our experienced clinicians, who will make referrals to services following the completion of the intake. You will be connected to services within 10 days of your intake.

If you are looking to complete an intake for ID/DD services, please contact our main number and request to speak with the Intellectual & Developmental Disabilities Support Coordination Manager.

FREQUENTLY ASKED QUESTIONS

When should I arrive?

Open access intakes are scheduled on a first-come, first-served basis. It is best to arrive as close to 11 am as possible.

How long does it take to complete the assessment?

The actual intake assessment is approximately 1.5 hours. However, you may be waiting for your appointment for multiple hours as appointments are scheduled on a first-come, first-served basis. Please come prepared with snacks and entertainment.



What if I do not have insurance?

Rockbridge Area Community Services is committed to providing accessible care, regardless of your financial situation. No one is ever turned away due to an inability to pay or lack of insurance. Please bring verification of household income to your appointment so that staff members can assist in adjusting costs according to the sliding scale.

What if I do not have a vehicle, or family/friends that can provide transportation?

The Maury Express and Rockbridge Area Transit Service (R.A.T.S.) provide transportation to Rockbridge Area Community Services. Please visit their websites to find a bus route or schedule a ride.

- **Maury Express**

radartransit.org/ridership-information/maury-express/

- **R.A.T.S.**

rockbridgetransportation.org



What paperwork will I complete?

- Release(s) of Information
- Fall Risk Assessment
- Financial Form
- Notice of Privacy Practices
- Program Orientation
- Psych No Show Policy
- TB Screening
- MH/SA Provider Choice Agreement
- PHQ-9

FREQUENTLY ASKED QUESTIONS

What is a release of information?

A release of information is a document that defines what information you would like shared and with whom that information will be shared. It is commonly used to coordinate care with a primary care physician or to share information of your choosing with family members and/or loved ones.

What is the PHQ-9?

The patient health questionnaire asks you to rate certain feelings or experiences, such as feeling down or tired, based on how often they occur in your day-to-day life.



What does the financial form say or detail?

This document states that you authorize the agency to bill your insurance provider and documents your agreement to pay for services.

What is the notice of privacy practices form?

This form defines your rights and choices as well as our responsibilities and uses of information/disclosures. For example, you have the right to get a copy of your paper or electronic medical record. You also have choices in the way we use and share information as we provide services.

What is the no-show policy for psychiatric services?

The no-show policy for psychiatric services states that if you are a new client and do not show up for and/or cancel your initial appointment twice, you will not be able to reschedule the appointment for 90 days. This policy also applies to existing clients.



What is the program orientation form?

This form discusses our mission, confidentiality practices, human rights, how to report complaints, concerns, or violations, program description(s), after hours support, and emergency exits.

What is the MH/SA provider choice agreement?

This form is a notice to clients that RACS is not the only organization that provides services. As such, you are free to receive services from us or elsewhere, or both. We will not ever deny services becuase you work with another provider.