



Client Information Handbook

Welcome to our Center

SLV Behavioral Health Group (or Agency) is committed to offering effective services including prevention, intervention, outpatient mental health, addiction and offender services.

Specific mental health services include: crisis intervention, psychiatric, mental health outpatient, group counseling, and substance abuse treatment. We also offer supportive services such as housing, employment assistance and client and family resources. By offering these supports, we provide recovery-oriented services that treat the whole individual, not just the illness.

Our Agency also offers innovative prevention and intervention services and works with the community on various coalitions and task forces. For more information, please visit our website www.slvbhg.org or call 719-589-3671.

OUR MISSION

To improve the quality of life for the citizens of the San Luis Valley.

Notice: HIPAA Notice of Privacy Practice

Your Information. Your Rights. Our Responsibilities.

This Notice describes how medical, health, and behavioral health information about you may be used and disclosed, how your protected health information may be used or shared for treatment, payment, healthcare operations, or as permitted or required by law, and how you can access this information.

San Luis Valley Behavioral Health Group (SLVBHG) is committed to protecting your health and personal information. We collect information about you and create a record of the care and services you receive in order to provide quality care and comply with legal requirements. This Notice applies to all records of your care created or maintained by SLVBHG, including information entered by authorized healthcare professionals, as well as students or volunteers involved in your services.

SLVBHG is required by law to protect the privacy of your identifiable health and treatment information, provide you with this Notice of our legal duties and privacy practices, and follow the terms of the Notice currently in effect.

Your Rights	You have the right to: <ul style="list-style-type: none">❖ Get a copy of your health and claims records❖ Correct your health and claims records❖ Request confidential communication❖ Ask us to limit the information we share❖ Get a list of those with whom we've shared your information❖ Choose someone to act for you❖ File a complaint if you believe your privacy rights have been violated
Your Choices	You have some choices in the way that we use and share information as we: <ul style="list-style-type: none">❖ Answer coverage questions from your family and friends❖ Provide disaster relief❖ Market our services and sell your information
Our Uses and Disclosures	We may use and share your information as we: <ul style="list-style-type: none">❖ Help manage the health care treatment you receive❖ Run our organization❖ Pay for your health services❖ Help with public health and safety issues❖ Do research❖ Comply with the law❖ Respond to organ and tissue donation requests and work with a medical examiner or funeral director❖ Address workers' compensation, law enforcement and other government requests❖ Respond to lawsuits and legal action

Your Rights	<p>When it comes to your health information, you have certain rights.</p> <p>This section explains your rights and some of our responsibilities to help you.</p>
Get a copy of health and claims records	<ul style="list-style-type: none"> ❖ You can ask to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this. ❖ We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
Ask us to correct health and claims records	<ul style="list-style-type: none"> ❖ You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this. ❖ We may say “no” to your request, but we’ll tell you why in writing within 60 days.
Request confidential communications	<ul style="list-style-type: none"> ❖ You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. ❖ We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.
Ask us to limit what we use or share	<ul style="list-style-type: none"> ❖ You can ask us not to use or share certain health information for treatment, payment or our operations. ❖ We are not required to agree to your request, and we may say “no” if it would affect your care.
Get a list of those with whom we’ve shared information	<ul style="list-style-type: none"> ❖ You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with and why. ❖ We will include all the disclosures except for those about treatment, payment and health care operations and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
Get a copy of this privacy notice	<ul style="list-style-type: none"> ❖ You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
Choose someone to act for you	<ul style="list-style-type: none"> ❖ If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. ❖ We will make sure the person has this authority and can act for you before we take any action.
File a complaint if you feel your rights are violated	<ul style="list-style-type: none"> ❖ You can complain if you feel we have violated your rights by contacting us using the information on page 9. ❖ You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling (877) 696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. ❖ We will not retaliate against you for filing a complaint.

<p>Your Choices</p>	<p>For certain health information, you can tell us your choices about what to share.</p> <p>If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.</p>
<p>In these cases, you have both the right and choice to tell us to:</p>	<ul style="list-style-type: none"> ❖ Share information with your family, close friends, or others involved in payment for your care ❖ Share information in a disaster relief situation <p><i>If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.</i></p>
<p>In these cases, we never share your information unless you give us written permission:</p>	<ul style="list-style-type: none"> ❖ Marketing purposes ❖ Sale of your information

<p>Our Uses and Disclosures</p>	<p>How do we typically use or share your health information.</p> <p>We typically use or share your health information in the following ways.</p>	
<p>Help manage the health care treatment you receive</p>	<ul style="list-style-type: none"> ❖ We can use your health information and share it with professionals who are treating you. 	<p><i>Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.</i></p>
<p>Run our organization</p>	<ul style="list-style-type: none"> ❖ We can use and disclose your information to run our organization and contact you when necessary. ❖ We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans. 	<p><i>Example: We use health information about you to develop better services for you.</i></p>
<p>Pay for your health services</p>	<ul style="list-style-type: none"> ❖ We can use and disclose your health information as we pay for your health services. 	<p><i>Example: We share information about you with your dental plan to coordinate payment for your dental work.</i></p>

Administer your Plan	<ul style="list-style-type: none"> ❖ We may disclose your health information to your health plan sponsor for plan administration. 	<p><i>Example: Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.</i></p>
-----------------------------	--	---

Uses and disclosures of certain substance use disorder treatment records

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [Your Rights Under HIPAA | HHS.gov](https://www.hhs.gov/your-rights/under-hipaa/).

Help with public health and safety issues	<p>We can share health information about you for certain situations such as:</p> <ul style="list-style-type: none"> ❖ Preventing disease ❖ Helping with product recalls ❖ Reporting adverse reactions to medications ❖ Reporting suspected abuse, neglect or domestic partner violence ❖ Preventing or reducing a serious threat to anyone’s health or safety
Do research	<ul style="list-style-type: none"> ❖ We can use or share your information for health research
Comply with the law	<ul style="list-style-type: none"> ❖ We will share information about you if State or Federal laws require including with the Department of Health and Human Services if it wants see that we’re complying with Federal privacy law.
Respond to organ and tissue donation requests and work with a medical examiner or funeral director	<ul style="list-style-type: none"> ❖ We can share health information about you with organ procurement organizations. ❖ We can share health information with a coroner, medical examiner or funeral director when an individual dies.
Address workers’ compensation, law enforcement and other government requests	<p>We can use or share health information about you:</p> <ul style="list-style-type: none"> ❖ For workers’ compensation claims ❖ For law enforcement purposes or with a law enforcement official ❖ With health oversight agencies for activities authorized by law ❖ For special government functions such as military, national security and presidential protective services
Respond to lawsuits and legal actions	<ul style="list-style-type: none"> ❖ We can share health information about you in response to a court or administrative order or in response to a subpoena.

Our Responsibilities

- ❖ We are required by law to maintain the privacy and security of your protected health information.
- ❖ We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- ❖ We must follow the duties and privacy practices described in this notice and give you a copy of it.
- ❖ We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [Your Rights Under HIPAA | HHS.gov](#).

Individual Client Rights

- SLVBHG clients have the same rights as any individual, except as limited by law.
- Clients shall receive a written copy of their rights in a language that the client understands.
- The written list of client rights shall be posted in a prominent location.

SLVBHG shall ensure that each client or, where appropriate, the client's designated representative, has the right to:

1. Participate in all decisions involving the client's care or treatment.
2. Be informed about whether the facility or agency is participating in teaching programs, and provide informed consent prior to being included in any clinical trials relating to the client's care.
3. Refuse any drug, test, procedure, or treatment and be informed of the risks and benefits of this action.
4. Receive care and treatment, in compliance with state statute, that is respectful; recognizes a person's dignity, cultural values, and religious beliefs; and provides for personal privacy to the extent possible during the course of treatment.
5. Be informed of, at a minimum, the first names and credentials of the individuals that are providing services to the client. Full names and experience of the service providers shall be provided upon request to the client or the client's designated representative.
6. Receive, upon request:
 - a. Prior to initiation of non-emergent care or treatment, the estimated average charge to the client. This information shall be presented to the client in a manner that is consistent with all state and federal laws and regulations.
 - b. The facilities or agency's general billing procedures.
 - c. An itemized bill that identifies treatment and services by date. The itemized bill shall enable clients to validate the charges for items and services provided and shall include contact information, including a telephone number for billing inquiries. The itemized bill shall be made available either within ten business days of the request, 30 days after discharge, or 30 days after the service is rendered – whichever is later.
7. Give informed consent for all treatments and procedures. It is the responsibility of the licensed

independent practitioner and other service providers to obtain informed consent for procedures that they provide to the client.

8. Register complaints with the facility or agency and the Department and be informed of the procedures for registering complaints including contact information.
9. Be free of abuse and neglect.
 - a. San Luis Valley Behavioral Group is a behavioral healthcare provider dedicated to the highest level of client care. SLVBHG expects all of its employees to act ethically and legally. SLVBHG Compliance Plan has been adopted to ensure that these expectations are understood and met (see SLVBHG Compliance Plan). SLVBHG is committed to full compliance with applicable laws, regulations, rules, and guidelines that apply to SLVBHG's operations and services. SLVBHG will assure the implementation of policies and procedures that prevent, detect, investigate, and respond to incidents of abuse or neglect.
 - b. Prevention includes, but is not limited to, adequate staffing to meet the needs of the clients, annual abuse, fraud, and neglect training, screening employees for records of abuse and neglect, and protecting clients from abuse during the investigation of allegations.
 - c. Detection includes, but is not limited to, educational programs to inform and educate employees concerning the Compliance Plan and Program. establishing a reporting system and training employees regarding identifying, reporting, and intervening in incidences of abuse and neglect.
 - d. All employees are required to participate in training which includes, but is not limited to:
 - The Deficit Reduction Act
 - Federal False Claims Act
 - Reporting suspected fraud or abuse
 - Employee Rights. This includes the protection of a reporter under federal law from reprisal.
 - HIPAA and Confidentiality
 - Corporate Compliance and Ethics
 - e. The Facility or Agency shall investigate, in a timely manner, all allegations of abuse or neglect and implement corrective actions in accordance with such investigations.
10. Be free from the improper application of restraints or seclusion.
11. Expect that the facility or agency in which the client is admitted can meet the identified and reasonably anticipated care, treatment, and service needs of the client.
12. Care delivered by the facility or agency in accordance with the needs of the client.
13. Confidentiality of all client records.
14. Receive care in a safe setting.
15. Disclosure as to whether referrals to other providers are to entities in which the facility or agency has a financial interest.

16. Formulate advance directives and have the facility or agency comply with such directives, as applicable, and in compliance with applicable state statutes.
17. Request that an in-network healthcare provider provide services at an in-network facility or agency if available.

Breach of health information: We will inform you if there is a breach of your unsecured health information.

As Required by Law: We will disclose health information about you when required to do so by federal, state, or local law.

Your Rights Regarding Health Information About You

Right to Inspect and Copy: You have the right to inspect and request a copy of your health information that may be used to make decisions about your care. This may include evaluations/assessments, treatment plan, progress notes, and billing information. To inspect or copy your health information, you must submit a request to medical records at medicalrecords@slvbhg.org or submit a written records request. Forms are available at the front desk. You may be charged a reasonable fee for the costs of copying your records.

Your request to inspect and copy your information may be denied in certain, very limited circumstances. In those circumstances, the Center retains the right to withhold information that may be detrimental to your health or safety or to the health or safety of others. If you are denied access to any part of your health information, you may request that the denial be reviewed. Instructions on how to initiate that review process will be provided in writing at the time of any denial of your access to information.

Right to Amend: If you feel any health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as your health information

is kept by the Center. To request an amendment, submit the request in writing to the Privacy Officer. You must provide a reason that supports your request. We may deny your request if you ask us to amend information that:

- Is accurate and correct, is not part of the health information kept by the Center or its providers
- Is not part of the health information which you would be permitted to inspect or copy
- Was not created by us, unless the person/entity that created the information is no longer available to make the amendment

Right to an Accounting of Disclosures: You have the right to request an accounting or list of disclosures of health information made about you. The list does not include information disclosed for the purposes of treatment, payment or health care operations, and it does not include information disclosed on the basis of a written authorization for release of information signed by you or someone authorized to act for you. To request this accounting, you must make your request in writing to the Privacy Officer. Your request must state a period of time for the accounting that may not be longer than six years and may not include dates before April 14, 2003.

Right to Request Restrictions: You have the right to request a restriction or limitation on the health information disclosed about you. The Center is not required to agree to your request. If we do agree,

we will comply with your request unless the information is needed to provide emergency treatment for you. To request restrictions, you must make your request in writing to the Privacy Officer. In your request, you must tell us what information to limit, and to whom you want the limit to apply.

Right to Request Confidential Communications: You have the right to request that we communicate with you in a certain way or at a certain location. You may ask that we only contact you at a certain telephone number or address. To request confidential communications, you must submit your request in writing to the Privacy Officer. We will accommodate all reasonable requests. Your request must indicate when or where you wish to be contacted.

Right to A Paper Copy of Notice of Privacy Practices: You have the right to receive a paper copy of this Notice. You may ask for a copy at any time. **Changes to This Notice:** SLVBHG reserves the right to change this notice. We reserve the right to make the updated Notice of Privacy Practices effective for all health information we already have about you, as well as for any information we receive in the future. We will post a copy of the current notice in each office location. The Center will make you aware of any revisions by posting a revised notice.

Complaints and Assistance: If you need assistance to understand the Notice of Privacy Practices or your rights, or have a complaint, please speak with your therapist or an agency supervisor. If you believe your privacy rights have been violated or would like to file a complaint, contact the Client Advocate by mail at 8745 County Road 9 South, Alamosa, CO 81101, or by calling 719-589-3671. If we cannot resolve your concern, you have the right to file a complaint with the Colorado Behavioral Health Administration (BHA) 303-866-7400; 710 S. Ash St., Denver, CO 80246; cdhs_bha@state.co.us

Maintaining Health Records: Records for adults shall be retained for seven (7) years from the date of discharge and records for individuals who are less than eighteen(18)years old when admitted shall be retained until the individual is twenty-five (25) years old. Client records may not be maintained after the 7-year period for purposes of filling a complaint.

CONFIDENTIALITY OF ALCOHOL AND DRUG ABUSE PATIENT RECORDS

The confidentiality of alcohol and drug abuse patient records maintained by this agency is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient as an alcohol or drug abuser unless:

- The patient consents in writing;
- The disclosure is allowed by a court order or
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal Law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations at US Attorney for Colorado, 1801 California Street, Suite 1600 Denver, CO 80202 1-303-454-0100.

Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime.

Federal laws and regulations do not protect any information about suspected child abuse or

neglect from being reported under State law to appropriate State or local authorities.

(See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations). (Approved by the Office of Management and Budget under Control No. 0930-0099).

EFFECTIVE DATE: This Notice is effective 1.01.1

Advance Directives and Psychiatric Advance Directives

Federal law requires that we tell adult patients about Colorado laws relating to your right to make health care decisions and Advance Directives. Your therapist will ask you if you have an Advance Directive. If you wish, your therapist will put a copy of your Advance Directive in your medical file.

What is a Medical Advance Directive? Advance Directives are written instructions that express your wishes about the kinds of medical care you want to receive in an emergency.

What is a Psychiatric Advance Directive? It is a legal document that details a person's preferences for future mental health treatment or names an individual to make treatment decision if the person is in a crisis and unable to make decisions. You can find out more information about advance directives and psychiatric advance directives by going to:

<https://www.healthcoloradorae.com/news/calendar-events/>

You will click on Members at the top of the page then choose Advance Directive.

Emergency Procedures

In the event of a medical emergency at any SLVBHG building, staff will call 911. At the beginning of every telehealth session, the client will be asked about their location in case a telehealth emergency or contact is lost and the provider cannot reach the client via telephone. In this case, the provider will call Emergency Services, who will be sent to the individual's location for a welfare check.

Emergency Contact

If you are experiencing a mental health crisis, you can contact a crisis clinician 24 hours a day, 7 days a week at:

SLVBHG: (719) 589- 3671

Or

**Colorado Mental Health Line:
Call or Text 988, or live chat at 988Colorado.com**

Information about Treatment Providers

The San Luis Valley Behavioral Health Group has a variety of providers available to provide services to individuals. The practice of licensed or registered persons in the field of psychotherapy is regulated by the Mental Health Licensing Section of the Division of Registrations. The Board of Professions and Occupations Examiners can be reached at 1560 Broadway, Suite 1350, Denver, Colorado 80202, (303) 894-7800. Regulatory requirements applicable to mental health professionals:

- Registered psychotherapist is a psychotherapist listed in the State's database and is authorized bylaw to practice psychotherapy in Colorado but is not licensed by the state and is not required to satisfy any standardized educational or testing requirements to obtain a registration from the state.
- A Certified Addiction Technician (CAT) must be a high school graduate, and complete required training hours and 1,000 hours of supervised experience. A Certified Addiction Specialist (CAS) must hold a bachelor's degree in a clinical behavioral health concentration, complete additional required training hours and 2,000 hours of supervised experience. A Licensed Addiction Counselor (LAC) must have a clinical master's degree and meet the CAS requirements.
- Licensed Social Worker must hold a master's degree in social work.
- Psychologist Candidate, a Marriage and Family Therapist Candidate, and a Licensed Professional Counselor Candidate must hold the necessary licensing degree and be in the process of completing the required supervision for licensure.
- Licensed Clinical Social Worker, a Licensed Marriage and Family Therapist, and a Licensed Professional Counselor must hold a master's degree in their profession and have two years of post- master's supervision.
- Licensed Psychologist must hold a doctorate degree in psychology and have one year of post-doctoral supervision.

You will receive individual information about your treatment provider from your provider.

Payment Information

The ways you can pay for treatment are listed below. Please ask if you have any questions. Please note: if you consistently cancel, or no show for, appointments, it may indicate that you no longer wish to participate in treatment. Your provider will discuss how no shows/cancelations affect your treatment. The Agency requires a 24- hour notice if you are going to cancel your appointment. Please call 719-589-3671 to cancel or reschedule your appointment.

- **Insurance**—You must provide a copy of your insurance card, front and back, to our staff. Your insurance company may require authorization before we schedule your first appointment. You are responsible for deductibles and co-insurance payments. All copays are due at each visit.
- **Medicaid**—Medicaid pays for necessary treatment and there is no copay. Medicaid may limit the amount of care you receive.
- **Medicare**– By signing the intake paperwork, you authorize Medicare benefits to be made to

the San Luis Valley Behavioral Health Group for any services furnished to you. You authorize medical information to be released to Medicare for claims.

- **Billing-**We require patients to pay at each visit. If you do not pay, we reserve the right to deny services, except in emergency situations. You will receive a bill monthly for any additional fees.
- **Changes in payment source-** Please inform our billing staff immediately of any changes in insurance, Medicaid/Medicare status, or income, so that we may provide you with a payment plan.
- **Sliding fee scale:** Reduced fees, based on your income, may be available. Proof of income is required within 30 days of application, failure to provide information can result in disqualification. Fees will remain full and undiscounted until application is considered complete. Sliding Fee Scale (SFS) applications are updated yearly to maintain accuracy. Please inform of updated insurance, income, or household size as this can affect eligibility for SFS. Patients without complete income information may be given temporary SFS once as a courtesy. Applications lacking required information will be denied without notice after 30 days.
- **Patient Accounts-** Please contact the Business Office at 719-587-5634

No Surprises Act & Non-Covered Charges Notice

The No Surprises Act is a federal law that protects individuals from surprise medical bills. Under this law, clients are protected from balance billing for emergency services and for certain non-emergency services provided by in-network providers. For these protected services, clients may not be billed more than their applicable in-network cost-sharing amounts, such as copayments, coinsurance, or deductibles. Some services may not be covered by your health plan, including services denied by insurance, services not determined to be medically necessary, missed appointments, or administrative services such as letters or forms. Coverage varies by plan, and clients may be responsible for payment of non-covered services. Additional information regarding your rights under the No Surprises Act, including Good Faith Estimates for uninsured or self-pay individuals, is available upon request.

What Services are Offered at SLVBHG?

Core Services: Individual Therapy, Group Therapy, Couples Therapy, Substance Abuse Services and Play Therapy. There are therapists trained in the following Evidence Based Practices (EBP's): Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), Motivational Interviewing (MI), and Assertive Community Treatment (ACT).

- **Case Management Services:** Assertive Community Treatment (ACT), New Beginnings Wellness & Recovery Agency and IPS (Individual Placement Support).
- **Psychiatric & MAT Services:** Medication Management, Medication -Assisted Treatment (MAT) Vivitrol and Suboxone, Mobile Health Unit for MAT services.
- **Emergency Services:** On -call Emergency Mobile Response, Inpatient placement, Discharge Planning, Mi Esperanza Wellness Center.
- **Wellness Center:** The Mi Esperanza Wellness Center is a safe, calm place where community members receive immediate support and treatment to focus on recovery.

- **Psychological Evaluations/Testing:** Evaluation of intelligence and personality for children, adolescents, and adults.
- **Substance Abuse Services:** DUI/Treatment Classes and Dual Diagnosis Treatment.
- **Specialty Services:** Safe Care Colorado, Promoting Safe and Stable Families (PSSF), School based Mental Health, Health Steps.
- **Care Coordination Services:** Assisting with healthcare needs and community education on available services.
- **Transportation Services:** Provided for SLVBHG clients so they can receive MAT services in all locations as well as Out-Patient services.
- **Genoa Pharmacy:** Genoa is an on-site pharmacy that can fill all medications. They provide convenient pick-up and delivery options, at no additional cost.

Open Monday-Friday 8:30am-5:00pm, genoaHealthcare.com, 719-937-4750

For more information about these services please refer to the SLVBHG website at www.slvbhg.org.

Discharge Policy

Cases may be discharged for the following reasons:

- Mutual agreement by individual and therapist to end services.
- Individual refusing further contacts.
- No contact with individual for 30 days.
- Two or more consecutive no shows.
- Individual refuses to pay fees they have agreed to when no emergency exists.
- A clinical decision to reduce or discontinue services when they do not meet medical necessity criteria or when the individual no longer meets clinical care guidelines.

Telehealth Services

Teletherapy is the online delivery of mental health therapy services via two-way video conferencing (audio and video). Teletherapy sessions are very similar to mental health sessions with one major exception. Instead of sitting in the same room, therapists interact with clients via live video conferencing. We recognize that no guarantees can be made as a result of treatment, however clients can get the same type of counseling they could receive in person. Teletherapy services work through encrypted HIPAA compliant video software that allows the client (“you”) to connect with your therapist through electronic means. Electronic Systems used will incorporate network and software security protocols to protect the confidentiality of client’s identification and will include measures to safeguard the data and to ensure its integrity against intentional or unintentional corruption. In very rare instances, security protocols could fail, causing a breach on privacy of personal medical information. The laws that protect the confidentiality of your medical information also apply to teletherapy. All teletherapy exchange is confidential unless disclosure about child abuse or harm to self or others arises then therapists are mandated to report.

Access to Available Services

San Luis Valley Behavioral Health Group (SLVBHG) will not discriminate in the provision of healthcare services to an individual:

1. Because the individual is unable to pay for the health care services;
2. Because payment for those services would be made under the Medicare, Medicaid, or the Children's Health Insurance Program (CHIP); or
3. Based upon the individual's race, color, sex, age, national origin, disability, religion, gender identity or sexual orientation.

Area of Service: Residents of Alamosa, Conejos, Costilla, Rio Grande, Saguache, and Mineral Counties are eligible for services. Non-Valley residents may receive services if an emergency exists, if the services are not available in their own area, or if obtaining services in their own area would be a risk to confidentiality.

Advertising Services: Admissions policies and a description of services are publicized through the agency website, brochures distributed to the community, and in ways chosen by the Center's administration.

Referrals: The Center accepts referrals from any individual or agency. Staff members will be trained to determine if a call is routine or urgent, to deal with volatile clients, and to promote positive relations with referral sources.

Times and Locations: Services are available in accessible locations at convenient times to children (to age 18), adults (ages 18-59), and the elderly (ages 60 and over) in offices throughout the Valley. Services in nursing homes, schools, private residences, or other sites are integral to a fully accessible program. The Center may offer or arrange for transportation services to improve access to mental health care.

On- site Wait Times: The maximum wait time an individual should have for their scheduled appointment is 15 minutes. Signage in the waiting area, as well as staff support will notify clients of this access to care issue.

Consumer Choice: The Center will attempt to meet consumer requests for specific providers, linguistic or cultural match, modalities of treatment, location of services, or special needs. If it is not feasible to meet the request the Center refers to other providers.

Using External Providers: We refer to external providers or other community resources if another service is more appropriate to client need, if we are unable to deliver routine services within 7 days, or if we do not provide the requested service due to contract restrictions, lack of funding, or lack of qualified staff. We will follow up to be sure the client received services.

Smoking, Tobacco, and Weapons Policy

Smoking / Tobacco: SLV Behavioral Health Group is committed to providing a tobacco-free and smoke-free environment. Smoking and the use of all tobacco products, including electronic cigarettes, vaporizers, and any other similar devices, are prohibited in any SLVBHG facility, office, vehicle, or program site. This includes all indoor and outdoor areas of the property. A client or visitor who violates this policy will be asked to immediately comply with the policy or leave the property.

Weapons: In order to provide a safe, welcoming environment for our clients, staff, and guests SLV Behavioral Health Group prohibits the carrying or storage of firearms, knives, explosive devices, and other dangerous weapons in any SLVBHG facility, office, vehicle, or program site. A client or visitor who violates this policy will be asked to leave the property and reported to police authorities. Possession of a valid concealed weapons permit is not an exemption under this policy.