

## PAYMENT FOR SERVICE

During your first appointment we will discuss cost and payment options. Fees can be adjusted based on income and number of dependents. To see if you qualify, bring proof of income to your appointment. We ask for payment at the time of service unless other arrangements are made. Valeo will provide necessary services even if you cannot pay your bill. If appointments are not cancelled in advance, you may receive a bill.

Services not covered by your health insurance will be billed to you. If you have insurance, you will be asked to pay until you have met your sliding scale full amount. We accept most major credit cards.

Please call our business office to report changes in name, address, telephone number, benefits, and income. If you have any questions about your bill, call our billing office at 785-273-2252.

## YOUR SATISFACTION

We want to hear your opinion. We hope you will give us feedback to help us improve our services. You will find QR codes in the buildings which you can use to complete a survey. You may also ask the staff you work with or the front desk for a paper form to complete. To reach the persons served or family representative on the Board of Directors please contact Bill Persinger, CEO, at 785-233-1730. Thank you!

If you have questions about your rights or think they have been violated, please follow these steps:

1. Talk with your primary staff.
2. If you are not happy with the results, ask to speak with the staff's supervisor.
3. If you are still not satisfied, you can fill out a complaint form at the reception desk. (Please see to the "We are here to listen" section of this brochure). Someone from Valeo will contact you. If you need assistance Valeo staff can complete the form for you.

## CONTACT US:

### **Crisis Services/Intake**

400 SW Oakley  
Topeka, KS 66606  
Ph: 785-233-1730

### **CSS Services:**

#### **HOPE Case Management, Wellness & Recovery, Employment Services**

2401 SW 6th St.  
Topeka, KS 66606  
Ph: 785-233-1730

#### **Psychotherapy Services Recovery Center, Medical Services Administration , Quality Director Risk Manager, Medical Records**

330 SW Oakley  
Topeka, KS 66606

### **Billing**

5401 SW 7th St  
Topeka, KS 66606  
Ph: 785-273-2252

### **24-hour Crisis Line – 785-234-3300**

### **Suicide and Crisis Lifeline – Call or text 988**

Valeo Behavioral Health Care is a private, not-for-profit corporation. We provide complete mental health and substance abuse services. Valeo provides services to people regardless of race, sex, color, religion, age, disability, gender, sexual orientation, national origin, spiritual beliefs, or ancestry. We make sure our buildings and services are accessible to all persons served. We are an equal opportunity employer and service provider. Valeo Behavioral Health Care is accredited by the Commission on the Accreditation of Rehabilitation Facilities and licensed by the State of Kansas.

# WELCOME TO



## WE BELIEVE YOU HAVE MADE AN IMPORTANT DECISION.

Thank you for choosing Valeo as your behavioral health care provider. Our mission is to promote behavioral health, wellness, and recovery through excellence as the provider of choice for comprehensive, compassionate, and fiscally-responsible outcomes-driven care.

Valeo's vision is that all persons know and have immediate access to stigma-free behavioral health care.

In addition to the laws that govern professional ethics, we also believe in working with you in mutual respect and good faith as partners in your care. Your strengths, needs, abilities, and preferences will be the foundation of our relationship. This handbook is your guide to understanding your rights and responsibilities.



## CELEBRATING OVER 55 YEARS OF RECOVERY SERVICES

## YOU HAVE THE RIGHT TO:

- Be treated with dignity and respect.
- Be free from physical and verbal abuse.
- Be included in decisions about your treatment.
- Get answers regarding:
  - Risks or benefits from treatment.
  - Known side effects or risks associated with medications prescribed;
  - Information about available alternative treatments and medications;
  - Refuse any experimental medication, treatment or research.
- Confidentiality. Valeo follows all guidelines identified in the Health Insurance Portability and Accountability Act and 42CFR part 2. The law requires us to report threats of harm to self/ others, and suspicion of neglect of a child or an adult in need of protective services.
- Be told about any legal consequences for not following treatment or taking prescribed medication, if under court order.
- See your record per HIPPA rules unless it would be harmful to you.
- Be accompanied/represented by a person of your choice. Involvement of personal supports is encouraged.
- Refuse any treatments or medications.
- Receive services from us and other agencies if there is no duplication of service.
- Request a different treatment provider if one is available.
- Make a complaint without retaliation.
- Be told about all emergency procedures for the building(s) in which you receive services.
- Be referred to or called by your preferred name or pronoun.
- Not be restrained or secluded as means of discipline, retaliation, coercion, or for convenience of staff.
- Receive culturally competent care that follows best practices.
- Make decisions about your health and be included in your treatment team.

- Receive services that are timely and that meet your needs.
- Know all the facts about any charge or bill you receive.
- Practice religious beliefs and be free from coercion in engaging in or refraining from religious activities.
- Not be photographed or recorded without permission except for use of your photo for identification and administrative purposes or video recordings used for security purposes.

## RECOMMENDATIONS FOR RECEIVING THE HIGHEST QUALITY OF CARE:

- Participate in treatment recommendations.
- Pay for services at the time of your appointment.
- Be alcohol and drug free.
- Treat everyone with courtesy and respect.
- Keep appointments and arrive on time.
- Cancel appointments 24 hours in advance if possible.
- Arrange for childcare during appointment time.
- Inform us if you need special arrangements.
- Do not share information about others receiving services at any time.
- Inform us if you stop taking your medications or if problems occur.
- Sign forms allowing us to talk with people important to your overall treatment.
- Do not smoke, or use smokeless tobacco products in agency buildings, vehicles, or on the property.
- Do not bring weapons on Valeo property.
- Do not bring illegal drugs on Valeo property.
- Participate in your treatment plan.
- Provide important information needed for treatment.
- Share your symptoms with your provider(s).
- Ask questions about treatment recommendations.

- Take medications as prescribed.
- Tell staff if you have any concerns.
- Tell staff if you want to end treatment.
- Alert staff about any unsafe situations while at the facility.

VISIT US AT:     
OR VALEOTOPEKA.ORG

## WE ARE HERE TO LISTEN

If you have a comment, concern, or want to file a complaint, see below for directions.

**Suggestion Box:** We welcome any comments to help improve our services and buildings. Boxes are posted in the main areas of each building. Suggestions are appreciated and will be read on a regular basis. **Complaint Process:** There are options for settling complaints at Valeo. There will not be any retaliation for sharing concerns. We will work with you to make sure your needs are met and the dispute is settled in a timely manner.

Complaint forms can be found by Suggestion Boxes and at all reception desks. You can also write your complaint on a piece of paper and put in the Suggestion Box. Any supervisor can also take your complaint. We will try to address your concern within seven business days. If you need assistance feel free to contact any staff member. If the complaint is not resolved at the supervisory level, you can request a meeting with the Risk Manager. The meeting will take place within ten working days after your request is received. The next step is to request a meeting with the CEO. If you are not satisfied about how the complaint is being addressed, please let us know. You can also call the Kansas Department for Aging and Disability Services (KDADS), Mental Health field staff located at the New England Bldg., 503 S. Kansas Ave, Topeka, KS 66603-3404. Phone 785-296-2371 for Mental Health or 785-296-6807 for Substance Abuse.