



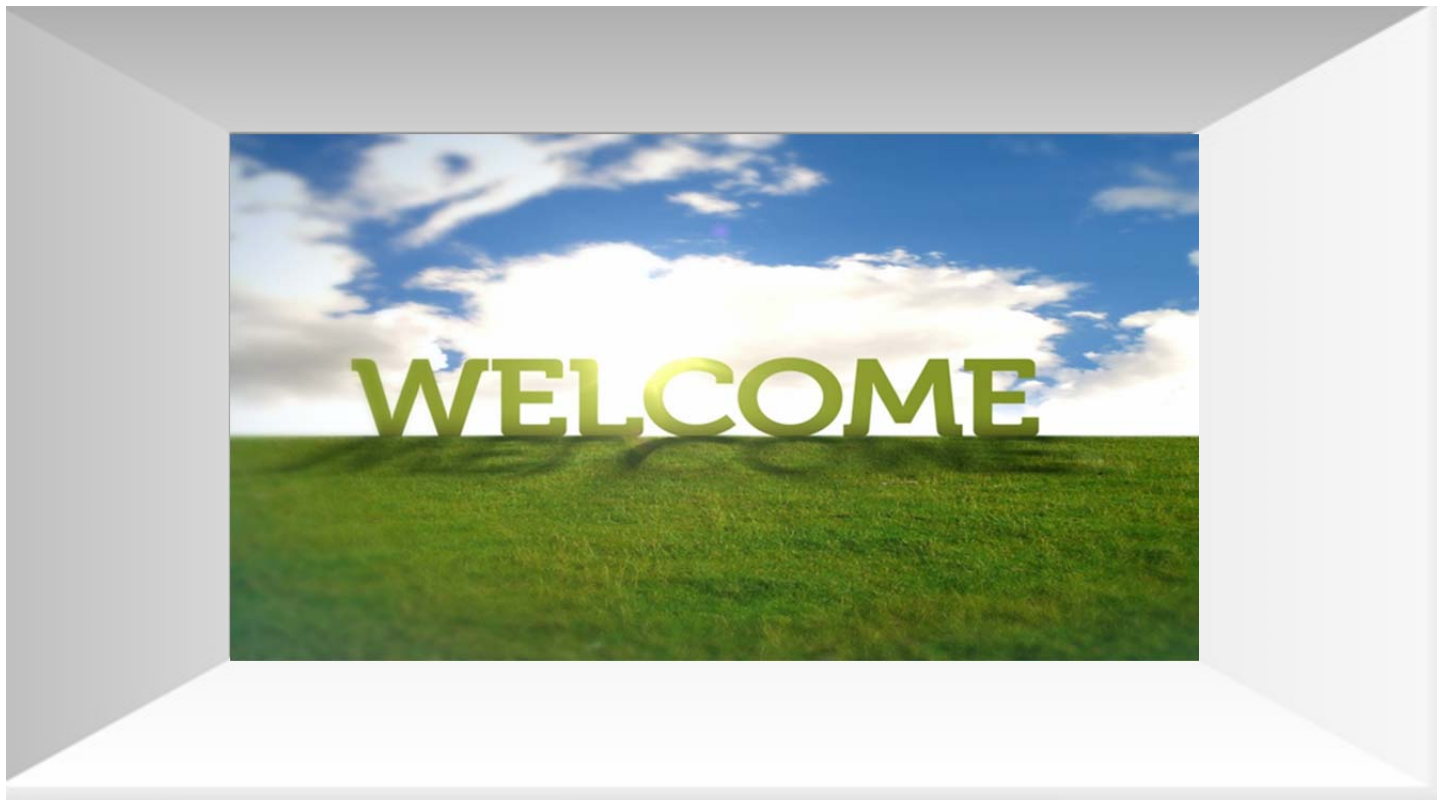
CUMMINS

Behavioral Health Systems, Inc.

Handbook

“Treatment works and recovery is possible.”

Mental Health: A Report of the Surgeon General, 1999



OUR GUIDING BELIEFS

MISSION STATEMENT

The mission of Cummins Behavioral Health Systems, Inc. is to inspire the hope of recovery; to achieve excellence in all aspects of care; and to make the goals and aspirations of those we serve our highest priority.

VISION STATEMENT

As a result of our personal leadership and of our partnerships with those we serve:

- ✓ Those who come to us will experience the hope of recovery; will achieve their personal goals and aspirations; will demonstrate improved health, and will experience significant improvement in the quality of their lives;
- ✓ Our communities and healthcare partners will view Cummins as their provider of choice; and
- ✓ Cummins will positively influence our profession through its leadership, advocacy, and demonstrated best practices.

VALUES STATEMENTS

- ✓ **RESPECT:** Our actions convey our respect for the uniqueness, dignity, and worth of all individuals with whom we interact. Individually and collectively, we serve as advocates for those we serve.
- ✓ **RESPONSIVENESS:** Our continuous priority is responsiveness to the needs and priorities of our consumers, our communities, and our colleagues. We are focused on consumers' "whole person" needs and aspirations as they relate to physical/behavioral health, work, education, housing, and other life domains.
- ✓ **PARTNERSHIPS:** We actively promote therapeutic alliances that include the people we serve and those significant to them. Our goal is to work cooperatively with all community partners, payers and stakeholders in order to optimize the effectiveness and efficiency of services delivered.
- ✓ **EXCEEDING EXPECTATIONS:** We are dedicated to exceeding the expectations of our customers, colleagues, communities, and stakeholders.
- ✓ **DIVERSITY:** We embrace diversity in our communities, workplace, and treatment environment. We are committed to developing the competencies and awareness necessary to meet the unique needs and treatment preferences of those we serve.
- ✓ **PUBLIC TRUST:** We recognize that our communities have entrusted us with the care of its citizens and with public and private funds. We promote transparency and accountability in the management of all aspects of our organization. We continuously seek to eliminate waste and inefficiencies in all areas of operation.
- ✓ **INTEGRITY:** All actions and decisions shall be characterized by honesty, integrity, and adherence to ethical standards. We are each personally vigilant in the effort to sustain the highest levels of principled behavior.
- ✓ **BEST PRACTICES:** Our programs and services are based upon clinical and medical best practices that are supported by empirical evidence that is most indicative of the desired outcomes for those we serve.
- ✓ **THE HOPE OF RECOVERY:** In words and in action, we actively communicate our belief that all individuals have the ability to grow and experience positive change within an environment conducive to recovery from mental illness, addiction, and health disorders.
- ✓ **CONTINUOUS LEARNING:** Our commitment to excellence is characterized by a continuous learning environment that promotes the dynamic exchange of knowledge between and among employees, persons served, family members, colleagues, and community. We maintain an ongoing awareness of best practices in the science and technology related to our work.

STAY CONNECTED



Cummins now provides you with electronic access to:

- ✓ Request appointments
- ✓ View and manage your medical records
- ✓ Exchange secure messages with our staff
- ✓ Request prescription refills

Ask your provider at your next appointment for information about how to participate in our online access program.

Email and other electronic communication



At this time, Cummins communicates via text or email with you or your family in only a few, selected ways. *The only instances where we would consider communicating with you electronically are:*

- ✓ With your approval, we will email or text appointment reminders to you.
- ✓ We may encourage you to correspond with the Employment Services Staff via Cummins' email for job related purposes only such as providing resumes, cover letters, employer contacts, and similar information.
- ✓ There may be times when you are receiving services within a special program that uses electronic communications. You will be informed if you are in such a program and you may decline to participate.

Alternative means of communication

- ✓ Please ask a Cummins' employee for assistance in completing the appropriate form if your current address or phone number is not your preferred method of contact.

General Information

HOOSIER HEALTHWISE

INDIANA'S CHILDREN'S HEALTH INSURANCE PROGRAM (S-CHIP)

Hoosier Healthwise is a healthcare program for children up to age 19 and for pregnant women. The program covers medical care like doctor visits, prescription medicine, mental health care, dental care, hospitalizations, and surgeries at little or no cost. Your Cummins' healthcare provider can provide program information and if there is a particularly important need, families may also call the **Hoosier Healthwise Helpline at 800-889-9949**.

APPOINTMENTS

There is great demand for Cummins' services and any time that an appointment is missed it means that others will have to wait longer for care. Because of this, if you absolutely cannot keep your scheduled appointment, we request that you give us at least 24-hour notice whenever possible.

APPOINTMENT REMINDERS



At the time of your first appointment, we will request your permission to contact you by phone, text and/or for you to give us permission to leave an automated voicemail message. Please inform us if at any time you choose not to be contacted by phone in the future or no longer wish for us to leave voicemail or text messages.

CANCELLED OR MISSED APPOINTMENTS

Appointments cancelled less than 24 hours in advance or not attended are considered missed appointments. If you cancel or miss an appointment you will be directed to speak with your provider before rescheduling. Please discuss with your provider any barriers that you face in getting to your appointments, such as transportation or child care issues. We may be able to help!

PAYMENT

By seeking behavioral health treatment, you are making a wise investment and a strong commitment to your future. We ask that you also commit to the payment arrangement that has been agreed upon. Full payment is due at the time of service unless other

arrangements have been made in advance. Our staff are always available to discuss payment options with you. We accept several methods of payment including cash, check, VISA, MasterCard, Discover and American Express.

Cummins provides services based on your identified behavioral health needs without regard to your source of payment. We are available to work with you and to advocate for you with your insurance carrier as services are planned and delivered.

REDUCED FEE FOR SERVICE

Cummins offers reduced fees for those who meet the financial criteria. Please talk with your provider to see if you qualify for reduced fees for services.

BILLING INQUIRIES

If you have questions regarding your account, please contact our Business Office at 888-714-1927, ext. 1503. Our office hours are Monday through Friday, 8:00 am to 5:00 pm.

NONDISCRIMINATION

You will not be discriminated against based on age, race, gender, religion, disability, ethnicity and/or personal characteristics, including sexual orientation and gender identity and expression or for any other reason.



ACCOMMODATIONS

Please advise us if you have any need for accommodation of a physical or other nature.

- ✓ All of our facilities are accessible to persons with physical disabilities.
- ✓ Hearing Impairment – Cummins has TDD/TTY equipment to accommodate incoming and outgoing voice and TDD/TTY telephone communications.
- ✓ Interpretation Services – Cummins makes available interpreting services for non-English speakers as well as American Sign Language (ASL) services for persons with a hearing impairment.

TECHNOLOGY AND TREATMENT



- ✓ Use of Cell Phones

The use of your cell phone or other digital recording device during care should be discussed with your provider ahead of time/before use.

✓ Social Media

While there are similarities between a friendship and a trusting, reliable therapeutic relationship, there are some important differences. *It is important to understand that Cummins' employees cannot connect with you on social networking sites such as Facebook, Twitter, etc.* Doing so creates what is called a "dual relationship" which violates Cummins' policies, professional code of ethics, and confidentiality rules.



SATISFACTION AND OUTCOME SURVEYS



Your complete satisfaction is important to us. We will regularly ask your opinion through various means. Your participation in the survey process is voluntary and your responses are confidential. We appreciate and value your opinion and will utilize your comments to improve our services and processes. *Always feel free to give us your feedback!*

Staying Healthy

WASH YOUR HANDS



The best way to prevent the spread of illnesses such as colds and flu is by simply washing your hands. Practice washing your hands with soap and water for 15-20 seconds and wash them frequently throughout the day. Parents please assist your children with hand washing and keep a child at home who is ill.

GET VACCINATED

Vaccination is an important part of disease prevention. Please consider getting your flu shot each year and get one for your children as well.



Please make sure your children are up to date with their childhood immunizations.



- ✓ Consider the chicken pox vaccine.
- ✓ For older children, please consider a vaccination against the Human Papilloma Virus (HPV virus).
- ✓ For older adults, please consider getting the Pneumococcal Pneumonia vaccination and Hepatitis B vaccinations.

If you have any questions about available vaccinations to help you stay healthy, please ask one of our nurses.



✓ Hepatitis C is caused by a virus that targets the liver and there is no vaccine. If you think that you may be at risk of coming into contact with individuals or situations where you might be exposed to this virus, please ask our medical staff for further

information. You may also call the Center for Disease Control (CDC) Information Line at 800-232-4636.

- ✓ HIV/AIDS is also a virus and there is no vaccine. If you think that you may be at risk of being exposed to this virus, please ask our medical staff for further information. You may also call the National AIDS Hotline at 800-232-4636.
- ✓ Tuberculosis is a serious disease that primarily attacks the lungs. If you have TB infection it is important that you seek preventive treatment. If you suspect that you may have a TB infection, and you are not currently involved in medical treatment, please inform Cummins' staff and they will assist you with testing and linking you with appropriate medical care.

WE CARE ABOUT *YOUR* HEALTH AND SAFETY!

Additionally, the State of Indiana prohibits smoking *anywhere* on our property—buildings, parking lots, cars—anywhere.

For your safety and out of respect to our neighbors, please do not smoke on the street, curb, or near our neighbors' property.

THANK YOU



Individual and Family Rights

FEDERAL AND STATE REQUIREMENTS

Cummins is always here to help you maintain your rights, including the following requirement of the federal government. If you need assistance in understanding these rights or in finding someone to help you advocate for your rights, please let us know.

- ✓ You have the right to receive information in a language that you and your family understand.
- ✓ You are entitled to exercise your constitutional, statutory, and civil rights unless limited by an adjudication or finding of mental incompetence in a guardianship or other civil proceeding.
- ✓ You have the right to appropriate behavioral health service in accordance with standards of professional practice, designed to afford you a reasonable opportunity to improve your condition and preserve personal dignity.
- ✓ You have the right to receive services in a safe, secure, and supportive environment and to know the potential risks and benefits of such treatment services.
- ✓ You have the right to participate in the planning of your treatment, periodic reviews, to know the effects of receiving and not receiving such treatment, and to be informed of alternative treatments or habilitation programs, if any.
- ✓ You have the right to participate in the evaluation of the services you receive.
- ✓ You have the right to refuse to submit to treatment or rehabilitation programs, if you are a voluntary adult program participant.
- ✓ You have the right to petition the committing court for consideration of the treatment program, if you are an involuntary individual program participant.
- ✓ You have the right to be informed of any experimental research or educational activities. You have the right to refuse any experimental research or educational activities without denial or alteration of service/treatment.
- ✓ You have the right to personal privacy, to have your records treated confidentially, and to give written consent before information from your records may be released to someone not otherwise authorized by law for receipt of your personal information.
- ✓ You have the right to inspect and copy your clinical/medical record, at your own expense, by notifying your primary care clinician and unless denied for reasonable cause.
- ✓ You have the right to be free from discrimination in the provision of services based on age, race, gender, religion, sexual orientation, disability, or ethnicity.
- ✓ You have the right to contact and consult privately with an attorney of your choice, at your expense, should you or your family have the need for legal consultation.

- ✓ You have the right to contact and consult privately with a doctor or behavioral health provider of your choice, at your expense, should you or your family have the need for additional consultation.
- ✓ You have the right to be free from seclusion, chemical, or physical restraint, unless necessary to prevent danger of abuse or injury to yourself or others or as a means of therapeutic treatment.
- ✓ You have the right to know the identity and professional status of individuals providing services to you, to know the provider primarily responsible for your care, and to know who is responsible for authorizing and performing procedures and treatment.
- ✓ You have the right to refuse treatment to the extent permitted by law although medication and treatment are provided for your welfare. When refusal of treatment by you or your legal representative prevents the provision of appropriate healthcare in accordance with professional standards, the relationship with you may be terminated upon reasonable notice.
- ✓ You and your family, if appropriate, have the right to receive and participate in care and treatment that is considerate and respectful of your personal values and beliefs.
- ✓ You have the right to internal advocacy upon request in addition to access and consultation with the members of the Consumer Advisory Board established within Cummins Behavioral Health Systems, Inc.

Psychiatric Advance Directives

With a psychiatric advance directive, you can choose someone you trust to make care



and treatment decisions for you if you become unable to do so yourself. You may ask your provider for additional information or you may contact the Indiana State Department of Health at 317-233-1325.

Compliance and Concern Line

If you need information or have a comment or concern regarding the services you receive at Cummins, we would appreciate you letting us know. Your provider is always available to help. Should there ever be a matter that cannot be resolved through talks with your provider, feel free to discuss with the county or program



director. If there is a matter that you would prefer to direct elsewhere, please feel free to call the CUMMINS COMPLIANCE AND CONCERN LINE at 888-714-1927, ext. 4104.

Federal and State Advocacy Services

You may contact the following agencies about needs or concerns that you may have.

- ✓ Indiana Division of Mental Health and Addiction Consumer Service Line
800-901-1133 (voice and TTY)
- ✓ Hoosier Healthwise Helpline *Indiana's Children's Health Insurance Program (S-CHIP)*
800-889-9949
- ✓ Indiana Disability Rights Line
317-722-5555; 800-622-4845, TTY 317-722-5563 or 800-838-1131
- ✓ The Joint Commission Office of Quality and Patient Safety
800-994-6610
- ✓ Indiana Mental Health and Addiction Ombudsman
800-555-6424, ext. 239; 317-638-3501, ext. 239
- ✓ U.S. Department of Health and Human Services Office of Civil Rights
Voice Phone 800-368-1019; Fax 312-886-1807; TDD 800-537-7697

Our Staff

Our staff is made up of a variety of well-trained professionals waiting to be at your service. They include:

- Psychiatrists
- Therapists
- Medical Assistants
- Employment Specialists
- Advanced Practice Nurses
- Nurses
- Skills Trainers
- Peer Recovery Specialists

Our Services

- Individual Therapy
- Family Therapy
- Group Therapy
- Substance Use Treatment
- Psychiatric & Medical Services
 - Inpatient Referral and Coordination
 - Health-Behavioral Health Integration Services
- Skills Training
- Peer Recovery Services
- School Based Services
- Employment Services
- 24-Hour Crisis Services



Your Rights
Your Choices
Our Responsibility

NOTICE OF PRIVACY PRACTICES R3-2019

This notice describes how your health information may be used and disclosed and how you can access that information.

Your Rights You have certain rights regarding your health information. This section explains your rights and some of our responsibilities to help you.

Your Choices You can tell us your choices about what we share regarding certain health information. If you have a preference for how we share your information in the situations described in this section, talk to us, tell us what you want us to do and we will follow your instructions.

Our Responsibility We are required by law to maintain the privacy and security of your protected health information and this section explains how we use and disclose your health information.

Your Rights

Receive an electronic or paper copy of your medical record	You can ask to see or receive an electronic or paper copy of your medical record and other health information we have about you. Ask us how.
	We will provide a copy or a summary of your health information usually within 30 days of your request. We may charge a reasonable, cost-based fee.
Ask us to correct your medical record	You can ask us to correct health information about you that you believe is incorrect or incomplete.
	We may say “no” to your request, but will provide you with a written explanation within 60 days.
Request confidential communications	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. You can do this by completing our “Alternative Means of Communication” form.

	We will say “yes” to all reasonable requests.
Ask us to limit what we use or share	<p>You can ask us not to use and/or share certain health information for treatment, payment, or our operations however, we are not required to agree to your request and we may say “no” if it would affect your care.</p> <p>If you pay for a service or healthcare item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer and we will say “yes” unless otherwise required by law.</p>
Receive a copy of this privacy notice	You can request a printed copy of this notice at any time, even if you have agreed to receive the notice electronically, and we will promptly provide you with a printed copy.
Receive a list of those with whom we have shared your information	<p>You can request a list (accounting) of the times we have shared your health information for six years prior to the date of your request, who we shared it with, and why.</p> <p>We will include all disclosures except those about treatment, payment, healthcare operations, and certain other disclosures (such as any you asked us to make). We will provide one accounting per year free of charge but will charge a reasonable, cost-based fee if an additional accounting is requested within 12 months.</p>
Choose someone to act for you	<p>If you have granted 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.</p> <p>We will verify the individual has this authority and can act for you before we take any action.</p>
File a complaint if you feel your rights are violated	<p>You can file a complaint if you feel we have violated your rights by contacting our Advocacy Line at 1-888-714-1927, ext. 4104 or by mail to Cummins Behavioral Health Systems, Inc., Corporate Compliance Officer, 6655 East US Highway 36, Avon, IN 46123.</p> <p>You can file a complaint with the US Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Ave., S.W., Washington, DC 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.</p> <p><i>We will not retaliate against you for filing a complaint.</i></p>

In these cases, you have the right and choice to tell us to:	Share information with your family, close friends, or others involved in your care.
	Share information in a disaster relief situation.
	<i>If you are unable to tell us your preference, for example if you are unconscious, we may 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>
In these cases we never share your information without your written permission.	Marketing purposes
	Sale of your information
	Most sharing of psychotherapy notes

Your Choices

We are also allowed and/or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. By law, we must meet multiple conditions before we can share your information for these purposes. For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

Help with public health and safety issues	<p>We can share your health information in certain situations such as:</p> <ul style="list-style-type: none"> -Preventing disease -Helping with product recalls -Reporting adverse reactions to medication -Reporting suspected abuse, neglect, or domestic violence -Preventing or reducing a serious threat to health or safety
Research	We can use and/or share your information for health research.
Compliance with law	We will share information about you if required by state or federal law, including with the Department of Health and Human Services, to verify that we are complying with federal privacy law.
Respond to organ and tissue donation requests	We can share health information about you with organ procurement organizations.
Work with a medical examiner or funeral director	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	We can use and/or share health information about you for (1) Workers' Compensation claims, (2) law enforcement purposes or with a law enforcement official, (3) with health oversight agencies for activities authorized by law, and (4) for special government functions such as military, national security, and presidential protective services.
Respond to lawsuits and legal actions	We can share health information about you in response to a court or administrative order, or in response to a subpoena.

-We are required by law to maintain the privacy and security of your Protected Health Information.

-We will promptly notify you 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 provide you with a copy.

-We will not use or share your information other than as described herein without your written permission. If you provide your written permission, you may change your mind at any time by notifying us in writing of your decision.

Our Responsibilities

In the case of fundraising	We may contact you for fundraising efforts and if you prefer, you can tell us not to contact you again.	
We typically use or share your health information in the following ways:		
Treating you	We can use your health information and share it with other professionals who are treating you.	<i>Example: A doctor treating you for an injury asks another doctor about your overall health condition.</i>
Run our organization	We can use and share your health information to run our practice, improve your care, and contact you when necessary.	<i>Example: We use health information about you to manage your treatment and services with us.</i>
Bill for your services	We can use and share your health information to bill and receive payment from health plans or other entities.	<i>Example: We provide information about you to your health insurance plan so it will pay for your services.</i>

Confidentiality of Drug and Alcohol Records

If you are receiving substance use services your information is further protected by federal law and regulations, specifically Title 42, Chapter 1, Subchapter A, Part 2, Subpart A of the federal codes. Cummins Behavioral Health Systems, Inc. will not share your substance use information without your written consent unless:

- There is a medical emergency in which we cannot obtain your prior consent.
- You commit or threaten to commit a crime on our premises or against our staff.
- Reporting suspected child abuse or neglect
- Needed for auditing purposes
- Authorized by court order

***For more information contact Cummins Behavioral Health Systems, Inc. or see:
www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/notice.html***

Changes to the Terms of this Notice

The Notice of Privacy Practices applies to each location and service site of Cummins Behavioral Health Systems, Inc. We can change the Terms of this Notice and such changes will apply to all information we have about you. The Notice will be available upon request, in our offices, and on our website at www.cumminsbhs.org.

Cummins Behavioral Health Systems, Inc.
6655 E US Hwy 36, Avon, IN 46123
www.cumminsbhs.org

Privacy Officer: 317-272-2067

Question and Answer Advocacy Line: 317-272-6365

R3-2019

Getting the Most Out of Treatment

1. **Always feel free to be open and honest.** Talking about past and present illnesses, hospitalizations, medication, life experiences and other matters are important in determining the right path of treatment for you. This is a safe environment for such sharing.
2. **Ask questions.** Understanding your treatment is the first step in the empowerment process and helps to establish good communication between you and your provider. Always feel free to ask about anything that you may not understand or may wish to know more about.
3. **Sometimes, following treatment recommendations may be difficult but we can help.** Talk to your provider about ways to overcome barriers that might stand in your way of following through with your plan of care.
4. **Set goals and review them often.** Utilize your treatment plan as a roadmap to recovery. It will assist you in tracking your progress and achieving success.
5. **Be present for services.** Persons who regularly keep their appointments are more likely to achieve the greatest benefits from care.
6. **Commit to your health.** Your provider can assist you in developing skills that result in improved physical, emotional, and social health and wellbeing.
7. **Become a life-long learner.** Recovery and fulfillment are enhanced when you are able to renew your curiosity and creativity while learning new things about yourself and matters of importance to you.



Notes

Notes

Location & Contact Information

888-714-1927, ext. 1500

Corporate Office

5101 East US Hwy 36, Suite 101
Avon, IN 46123

Business Office & Centralized Access

5101 East US Hwy 36, Suite 100
Avon, IN 46123

Health Information Services

6655 East US Hwy 36
Avon, IN 46123
Ext. 1506

Boone County Office

940 Lasley Drive
Lebanon, IN 46052

Hendricks County Office

6655 East US Hwy 36
Avon, IN 46123

Marion County Office

5638 Professional Circle
Indianapolis, IN 46241

Montgomery County Office

701 North Englewood Drive
Crawfordsville, IN 47933

Putnam County Office

308 Medic Way
Greencastle, IN 46135

24-Hour Emergency Services

If you have an emergency clinicians are available 24-hours a day, 7 days a week. During regular business hours, please contact the Cummins office where you normally have your appointments. You may use our emergency line at any time.

888-244-6083

cumminsbhs.org