



HEALTH  
SYSTEMS

## WELCOME

LSF Health Systems is the Managing Entity contracted by the Department of Children and Families to oversee state-funded mental health and substance abuse treatment services in 23 counties in Northeast and North Central Florida

# CONSUMER HANDBOOK

2013-14 Quick Reference Guide

Funding provided by



Administrative Office 904.900.1075  
10450 San Jose Boulevard, Suite A  
Jacksonville, FL 32257 [www.lsfnet.org](http://www.lsfnet.org)

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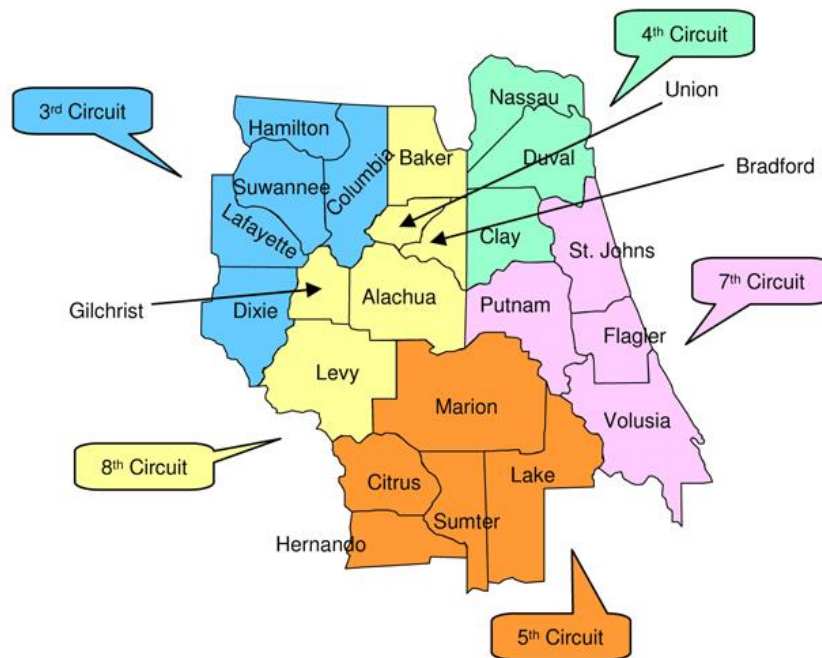
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## ABOUT US

LSF Health Systems is pleased to provide its 2013-14 Consumer Handbook for persons eligible to receive mental health and/or substance abuse services in the Northeast and North Central Florida region. This includes Circuits 3, 4, 5, 7 and 8 (see map below). We hope this handbook will be useful as you seek services through our network of community providers.

Every year during Florida's annual legislative session, elected representatives develop a budget which allocates general revenue funds to pay for services throughout the state. Florida also receives a variety of federal funds (including block grants) that provide services according to federal guidelines. Both of these fund types are managed through a Managing Entity (ME) contract between the Department of Children & Families (DCF) Substance Abuse and Mental Health (SAMH) Program Office and LSF Health Systems. Under the current contract, LSFHS provides a system of care in the following counties: Nassau, Duval, Clay, St. Johns, Flagler, Volusia, Lake, Sumter, Hernando, Citrus, Marion, Levy, Alachua, Baker, Columbia, Suwannee, Hamilton, Lafayette, Dixie, Putnam, Gilchrist, Bradford and Union.

This manual provides general information only. If you need assistance and/or have questions related to mental health and/or substance abuse services that are not answered in this handbook, please call our **Access to Care Line at 1-877-229-9098**. Please keep this handbook for future reference.



## HOW TO ACCESS SERVICES



If you or a family member or friend are having a medical or psychiatric emergency, **call 911**. If you or a family member or friend are having a mental health crisis and do not need emergency medical care, you may **dial 2-1-1** to reach the 24-hour suicide and crisis hotline. You can also dial the 24-hour **National Suicide Prevention Lifeline** at **1-800-273-8255**. You may also call a community treatment center in your area of residence that provides crisis stabilization with psychiatric and medical services.

## INFORMATION & REFERRAL

LSF Health Systems contracts with community agencies, also known as network providers, to provide an array of mental health and substance abuse services to adults and children. When you or a family member need mental health and/or substance abuse services, the first step is to contact one of the network providers in your area. An assessment of your needs begins there. Each circuit has a community treatment center in which you can access services 24 hours a day, 7 days a week and 365 days a year. We will ensure that county of residence of a person seeking behavioral health services shall not be a component of a determination of eligibility for treatment.

**To locate a provider over the telephone 24 hours a day, 7 days a week**

**CALL 1-877-229-9098**

**ACCESS TO CARE**

**To locate a state-funded mental health and/or substance abuse provider online**

[SAMH Home](#)

Control+click on the link above. Or type <http://samh.lsfnet.org/Pages/default.aspx> into your browser. Click on a county to see a list of network providers in that county. Phone numbers, services and web sites for each provider can be found this way.

## COST SHARING

Mental Health and/or substance abuse services can be provided to you even if you do not have insurance or cannot afford to pay the full cost. Community treatment centers and other network providers receive state funds to provide treatment based on an individual's income using a



sliding fee scale. Please contact the network provider to request information on determining your fee. If you need assistance applying for Medicaid and/or Social Security Disability, representatives are at network providers to begin that process.

## CHANGING PROVIDERS

Each community mental health treatment center or network provider has multiple counselors and doctors. If you are not comfortable with the staff member providing the service, you may ask the program director or supervisor for a different counselor/doctor, when possible. If you wish to transfer to

another agency, the network provider can provide you with information on the process for transferring clinical records. If the provider does not meet your needs in referring to another network provider, please contact LSF Health Systems for assistance (904-900-1075).



If you have Medicaid and need help choosing a new HMO health plan, please call the **CHOICE COUNSELING HELPLINE** at 1-866-454-3959. For **general questions about Medicaid**, call the **Agency for Health Care Administration (AHCA)** at 1-888-419-3456.

## HEARING IMPAIRED / LIMITED ENGLISH

If you have a disability and/or have limited English proficiency, the mental health and substance abuse network providers can offer appropriate help (auxiliary) aids, including qualified or certified language interpreters, to you and/or your companion.

### FOR THE HEARING IMPAIRED

If you are deaf or hard-of-hearing, you are entitled to interpreter services at no cost to you. Please inform agency staff of the appropriate services needed.

In addition, services may be accessed through Florida Relay by dialing 7-1-1 or calling toll free:

1-800-955-8770 (Voice)

1-800-955-8771 (TTY)

1-877-955-8773 (Spanish)

### FOR THE LIMITED ENGLISH PROFICIENT CLIENT

Do you have trouble with English? You are entitled to receive services and information in appropriate languages, other than English, to ensure effective communication and participation in all programs, services and activities administered by LSF Health Systems and its contracted providers. Please inform staff of your language needs and interpreter services will be provided at no cost to you.

If you believe that you have been discriminated or retaliated against in violation of Section 504 of the Rehabilitation Act of 1973 and/or the Americans Disabilities Act of 1990, you may file a complaint with LSF Health Systems (LSFHS) by writing or calling:

LSFHS Compliance Office  
10450 San Jose Blvd., Ste. A  
Jacksonville, FL 32257  
(904) 900-1075

Department of Children & Families  
Office of Civil Rights  
1317 Wildwood Blvd., Building I  
Tallahassee, FL 32399-0700  
(850) 487-1901  
TTY (850) 922-9220

## ABUSE HOTLINE

Abuse can come in many forms including verbal, physical and sexual mistreatment. The Abuse Hotline is the phone number you can call to report abuse, neglect and/or mistreatment of children, elderly and vulnerable adults in Florida.

**Telephone: 1-800-96-ABUSE (22873)**

**TDD (Hearing Impaired) Number: 1-800-453-5145**

## CONSUMER RIGHTS

While receiving treatment at a facility, your rights as a consumer of services are guaranteed to you under Florida law. When you request or receive services, the network provider should give you written information regarding your rights. Your rights are as follows:

### 1. Right to Individual Dignity

You have the RIGHT to:

- a. Be treated with respect at all times.
- b. Be free from abuse and neglect.
- c. Be free from exploitation, retaliation and humiliation.
- d. Have freedom of movement, unless it has been restricted as a part of your treatment or by a judge.
- e. Have freedom of religion and practice.

### 2. Right to Treatment

You have the RIGHT to:

- a. Appropriate treatment, regardless of your ability to pay.
- b. Receive treatment in the least restrictive setting.

### 3. Right to Express and Informed Consent

You have the RIGHT to:

- a. Consent or not consent to treatment, unless restricted by a judge or in an emergency. If you are not under 18 years of age, your guardian must also be asked to give express or informed consent.
- b. Be informed about the reason for your admission, your proposed treatment, any potential side-

effects of any treatment, your approximate length of stay and any other possible treatments.

- c. Take back any consent to treatment, either verbally or in writing, by you, your guardian, or guardian advocate.
- d. If necessary, to be provided through court a guardian advocate to make decisions regarding your treatment.



### 4. Right to Quality Treatment

You have the RIGHT to:

- a. Receive services that are skillful, safely and humanely administered.
- b. Receive appropriate medical, vocational, social, educational and rehabilitative services.

## CONSUMER RIGHTS

### 5. Right to Communication, Abuse Reporting and Visits

You have the RIGHT to:

- a. Have visitors at reasonable hours, unless visits are restricted as part of your treatment.
- b. Send and receive mail and use the telephone, unless restricted as part of your treatment.
- c. Have access to a private telephone to report any possible abuse or neglect to the Florida Abuse Hotline at 1-800-962-2873



### 6. Right to Care and Custody of Personal Effects

You have the RIGHT to:

- a. Have your personal clothing and belongings, unless restricted as part of your treatment.
- b. Have written inventory of any of your personal clothing or belongings that are taken from you.

### 7. Right to Vote in Public Elections

You have the RIGHT to:

- a. Vote in all public elections, if eligible.
- b. Be assisted in registering to vote and in voting.
- c. Know there is a procedure for you to obtain a voter registration form

and application for absentee ballots.

### 8. Right to Ask for a Court Order (Writ of Habeas Corpus)

You have the RIGHT to:

- a. Question the cause and legality of your being detained.
- b. Ask the circuit court to order your release.

### 9. Right to Clinical Records

You have the RIGHT to:

- a. Have reasonable access to your own records.
- b. Authorize release of information to people or agencies.
- c. Have your records kept confidential.

### 10. Right to Education for Children

You have the RIGHT to:

- a. Receive education as appropriate and in the least restrictive setting possible in accordance with Chapter 232.01(1), Florida Statutes.

### 11. Right to Designate Representatives

You have the RIGHT to:

- a. Help make decisions about your treatment and provide written comments on your treatment plan.
- b. Informed consent or refusal or expression of choice regarding the composition of service delivery team.
- c. Help make plans for your own discharge.



## Complaints and Grievances

If you are not happy with the care you are receiving from any of LSF Health Systems substance abuse or mental health service providers, or any of its employees, you have the right to make a complaint verbally or in writing or on a formal grievance form. The complaint can be made by you, a family member or friend, your legal guardian or authorized representative.

First, we encourage you to try to solve any issue at the provider level. You can discuss your concern and complaint with a staff member or a client rights officer from the agency that is providing direct services to you.

If there is no resolution to your complaint, then request that the provider make available a complaint/grievance form, which is a formal way to express your dissatisfaction and seek resolution to your concern. Your service provider should give you written information about their grievance process, including timeframes for conflict resolution.



**10450 San Jose Blvd., Ste A**  
**Jacksonville, FL 32257**  
904-900-1075

In the event that the resolution from the provider is not satisfactory to you, and you have exhausted all options for appeals at the provider level, the next step would be to present your concern to the LSFHS Clinical Team by calling 904-900-1075 or calling the Access to Care Line at 877-229-9098, which is also maintained for consumers with complaints about access to services.

If the grievance is submitted in writing to LSFHS, the Clinical Team there will conduct a thorough review and contact you in a timely manner. LSF Health Systems will also contact the provider in the complaint.

If in the event the grievance cannot be resolved within 30 days, the Clinical Team will inform you. After you are informed of the resolution, if you are in disagreement with all or part of the resolution, you may appeal to the Department of Children and Families, SAMH Program Office, for final disposition. LSFHS will provide you with the name and address of the director of the Northeast SAMH Office to file an appeal.



**To report Fraud, Waste and Abuse,**  
Inspector General  
1317 Windwood Blvd, Bldg 5, 2<sup>nd</sup> Fl  
Tallahassee, FL 32399-0700  
850-488-1225 **Fax:** 850-488-1428