

Network Providers

ADM Crisis Center
Akron General-Edwin Shaw Rehabilitation Institute
Alliance for Healthy Youth
Akron UMADAOP
Asian Services in Action
Blick Clinic
Catholic Charities
Child Guidance & Family Solutions
CHOICES Social Center
Coleman Professional Services
Community Health Center
Community Support Services
Greenleaf Family Center
IBH Addiction Recovery Center
Mature Services
Minority Behavioral Health Group
North Coast Community Homes
Ohio Guidestone
Oriana House
Pastoral Counseling Service
Portage Path Behavioral Health
Psycho-Diagnostic Clinic
Summa Health System
Summit County Public Health
Summit County Sheriff's Office Drug Abuse
Resistance Education (D.A.R.E.)
Summit County Community Partnership
Summit Psychological Associates
Tarry House

www.admboard.org

What if I am not happy with my service?

Network providers try to ensure that you are well served, but sometimes you or your family may feel that your needs and concerns are not being addressed properly. There are several steps that you may take to resolve the issue:

- You can talk it over with your counselor, case manager or other service provider. Sometimes issues are easily resolved with communication.
- You can talk with your counselor, case manager or other service provider's supervisor.
- You can talk with the provider's Clients' Rights Officer/Ombudsman. If this issue is still not resolved this person can assist you in taking appropriate action.
- You can talk with the ADM Board's Clients' Rights Coordinator at 330-564-4053. The ADM Board has a plan for working with client complaints.

What if I do not agree with the decision about my eligibility and benefits?

To determine eligibility and benefits levels, network providers use a process that is the same for all clients seeking services, but you may have questions about how or why a decision was made about your eligibility for ADM public subsidy or the amount of the benefits available to pay for your service costs. If you are concerned that an unfavorable decision was made about your eligibility for the benefit plan or the amount of benefits available to pay for your services, you may:

- Contact the network provider's finance or billing department.
- Call the ADM Board's Manager of Information Technology at 330-564-4070.



Member Benefit Plan Information

The County of Summit Alcohol, Drug Addiction and Mental Health Services (ADM) Board oversees and pays for mental health and substance use treatment and supportive service benefits for Summit County residents. These benefits are provided directly to eligible persons by a network of ADM contract providers. Together, the ADM Board and its network of providers work to ensure that quality services are available for persons in need. The services offered through the ADM Board benefit plan provide opportunities for recovery and hope for a better life.

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ELIGIBILITY

You must be a resident of Summit County to be eligible for the ADM Board benefit plan.

Non-residents can receive time limited services in a crisis situation.

SERVICES

The ADM Board's benefit plan provides public funding to network contract providers to pay for a wide range of treatment and supportive services to individuals and families as they work toward recovery. Some of these services are not paid for by any other benefit plan including Medicaid and commercial insurance. Many mental illnesses and addictions can be successfully treated by network provider services. These services are culturally competent and available to individuals of all ages including young children. Some examples of these services include, but are not limited to:

- Diagnostic Assessment
- Counseling
- Residential treatment
- Prevention
- Vocational
- Peer support
- Crisis Intervention
- Medication
- Community support

The ADM Board is able to pay for these benefits largely due to a property tax levy approved by Summit County voters. This strong local support along with state and federal money received from the Ohio Department of Mental Health and Addiction Services (OMHAS) helps thousands of uninsured or underinsured individuals get the help they need to achieve and sustain their recovery.

Adults

For adults that are not in a crisis situation, the ADM Board provider network has a single point of entry for intake, assessment, and referral services: the Summit County Adult Admissions Department. The Admissions Department can be reached by calling 330-253-3100.

Youth/Teens

For youth/teens that are not in a crisis situation, contact the intake department of the network provider from which you would like to receive services and request an appointment. A professional staff person will ask you about your situation to make sure that the services offered by the provider fit your needs. You may be referred to another network provider based on your answers to these questions so that your needs are matched to the provider that can best assist you.

ENROLLMENT

When you enroll you will be asked to sign a billing authorization statement and proof of residency form. These forms allow the provider to bill the ADM Board for public funds to help offset the cost of your mental health and/or substance use treatment. Benefits are available for individuals of all income levels with priority given to those most in need. You will be asked about your income, family size, and insurance coverages to determine how much, if any, of your treatment cost can be billed to the ADM Board. Public subsidy assistance will be offered to you based on this information. Any co-pay for service that is calculated during this process is your responsibility to pay. This information will be entered into a computerized billing system by

ENROLLMENT continued...

the provider. The provider will also collect specific personal data that will be entered in the computer system in a confidential file labeled with an anonymous identification number. The information gathered by the provider will be submitted to the ADM Board to enroll you in the benefit plan.

You may choose not to enroll. However, if you don't enroll, other payment arrangements will need to be made and you may be billed for the services you receive.



How Do I Get Services?

If you or a loved one is in crisis, call our hotline...

Adults: 330-434-9144

Children or Teens: 330-543-7472
Akron Children's Hospital - Psychiatric Intake
Response Center (PIRC)