## THE COUNSELING SOURCE, INC. POLICY AND PROCEDURE

## TITLE: Client Eligibility

- <u>PURPOSE:</u> To establish client eligibility criteria to ensure all services are accessible to those individuals meeting the criteria.
- <u>POLICY:</u> The Counseling Source will establish and review at least annually the Client Eligibility Criteria.

<u>PROCEDURE:</u> All referred individuals must meet the following Eligibility Criteria to be considered for services by The Counseling Source, Inc.

- 1. The referred individual must have a presenting problem which is mental health and/or AOD related issue.
- 2. The referred individual (or guardian, if applicable) must agree to and sign the Consent for Treatment/Fee Agreement prior to the commencement of services (with the exception of Urgent referrals, which can begin in the absence of the signed Consent/Fee Agreement but must be signed at the next contact date.)
- 3. The referred individual must supply insurance/financial information for the purposes of billing the appropriate parities, or be agreeable to pay privately for the services.
- 4. The referred individual may be subject to a Sliding Fee or Reduced Fee Agreement after review of necessary financial documents.
- 5. Referred individuals with a hearing impairment or communication disorder, or who speak a language other than English as a primary means of communication will have appropriate accommodations through either existing trained Counseling Source staff, or through contracted interpreters. This will be done at no additional cost to the referred individual.

## **REFERENCED STANDARDS AND REGULATIONS:**

Ohio Department of Mental Health Administrative Code 5122 CARF Behavioral Health Standards Manual

EFFECTIVE DATE: 12/23/2002

<u>REVIEWED</u>: February 2018