

Introduction

The Geauga County Board of Mental Health and Recovery Services is the health plan covering any instance where publicly funded dollars are used in the payment of services for mental health or substance abuse treatment. Services are available to all county residents at a cost based on an individual's ability to pay.

The Mental Health and Recovery Network of Geauga County is made up of the agencies funded by the Board. Together, they provide a comprehensive continuum of services, including help for:

Alcohol Abuse	Suicidal Thoughts
Depression	Drug Addiction
Domestic Violence	Divorce
Housing Needs	Loneliness
Paranoia	Alcoholism
Family Problems	Coping with the Loss of a Loved One
Job Problems	Eating Disorders
Drug Abuse	Mental Illness
Parenting Problems	Crisis Mental Health Situations

The Board receives State and Federal funding and local tax dollars to plan, fund, coordinate, and evaluate community mental health and recovery services. Input from consumers, family members, and the community is encouraged to insure that programs are comprehensive, client-focused, cost effective, and consistent with the dignity, needs, and rights of the citizens of Geauga County.

Services

The Mental Health and Recovery Network member agencies provide quality, culturally competent, and responsive behavioral health care including, but not limited to: crisis services, diagnostic assessment, community support, counseling, medication, prevention, education and other outpatient services.

What do I do to get services?

**In an emergency situation,
call COPEline at 1-888-285-5665.**

If you are not in an emergency situation, contact the intake department of the agency 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 the services that agency provides are appropriate for your needs. It is possible you may be referred to another agency because the type of care you need may only be available at certain facilities.

What services will I receive?

There are many kinds of services available at the different agencies covered by the Board. Agency staff will work with you to develop a treatment plan that addresses the various issues with which you need assistance and what services you can expect to receive. The services available to you depend upon the level of care needed.

Complaint Process

What to do when you are unhappy with services:

- ▶ Talk it over with your counselor, therapist, case manager, or other professional. Sometimes problems can easily be resolved through communication.
- ▶ Talk with the professional's supervisor.
- ▶ Talk with the agency's Client Rights Officer. If the problem is still not solved, this person can assist you in taking appropriate action.
- ▶ Call the Geauga County Board of Mental Health and Recovery Services' Client Rights Officer at (440) 285-2282.

What to do when you feel an adverse decision was made regarding your eligibility and benefits:

- ▶ Contact the agency's finance or billing department to discuss your concerns.
- ▶ Call the Board's Enrollment Specialist or Claims Administrator at 440-285-2282.

