

# Mental Health Treatment in Defiance, Fulton, Henry and Williams Counties

If you or someone you know is feeling Sad—Afraid—  
scared—Out of Control—Concerned about something—  
Hurt—Annoyed—Ashamed—Embarrassed—Hopeless—Guilt—Like you want to hurt  
yourself—Withdrawn—Helpless—Unloved—Discouraged  
Unhappy—Empty—or just need to talk to someone.  
If you or someone you know is feeling Sad—Afraid—  
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**CRISIS TEXT LINE |**

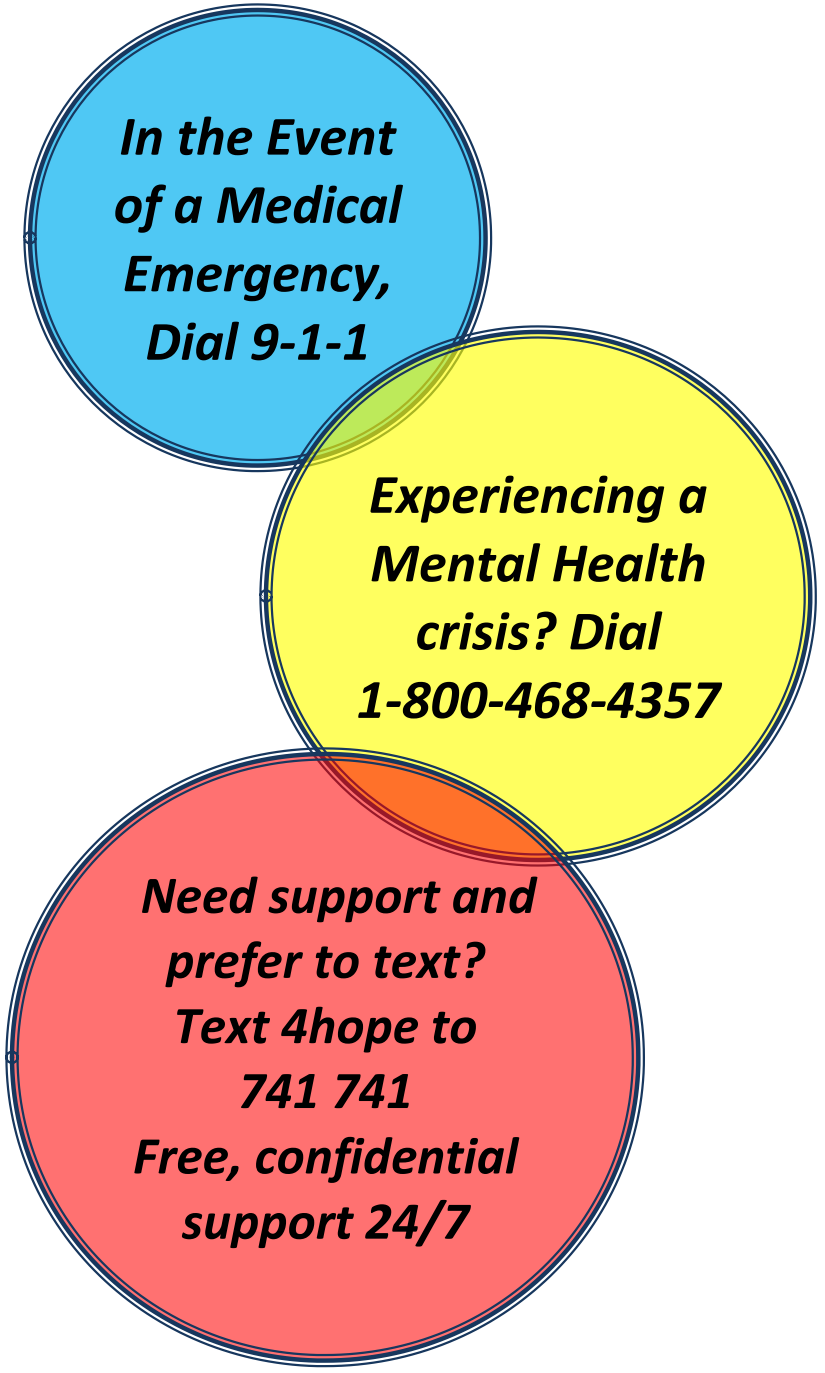
**Text 4hope  
to 741 741**

You are not alone.



*The Four County*  
**ADAMhs Board**

Four County Board of Alcohol, Drug Addiction and Mental Health Services



***In the Event  
of a Medical  
Emergency,  
Dial 9-1-1***

***Experiencing a  
Mental Health  
crisis? Dial  
1-800-468-4357***

***Need support and  
prefer to text?  
Text 4hope to  
741 741  
Free, confidential  
support 24/7***

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## **ADAMhs Board Providers:**

### **Arrowhead Behavioral Health**

1725 Timberline Road, Maumee, Ohio 43537

Website: <http://www.arrowheadbehavioral.com>

#### ***Telephones:***

Toll Free.....800-547-5695

Maumee.....419-891-9333

### **Center for Child and Family Advocacy**

219 East Washington St., Napoleon, Ohio 43545

Website: [www.theccfa.org](http://www.theccfa.org)

#### ***Telephones:***

Napoleon.....419-592-0540

Fax in Napoleon .....419-592-4514

Defiance.....419-782-1314

Wauseon.....419-335-4255

24 Hour Domestic Violence Hotline.....800-782-8555

### **Health Partners of Western Ohio**

441 East 8<sup>th</sup> Street, Lima, Ohio 45804

Website: [www.hpwohio.org](http://www.hpwohio.org)

#### ***Telephones:***

Toll Free.....877-516-4149

Defiance.....567-239-4562

Bryan.....567-239-4562

### **Maumee Valley Guidance Center**

211 Biede Ave., Defiance, Ohio 43512

Website: [www.maumeevalleyguidancecenter.org](http://www.maumeevalleyguidancecenter.org)

#### ***Telephones:***

Defiance.....419-782-8856

FAX in Defiance.....419-784-4506

Bryan.....419-636-2932

Napoleon.....	419-592-5981
Wauseon.....	419-337-5941
Toll free.....	800-569-3980

## **OhioGuidestone (formerly A Renewed Mind)**

885 Commerce Dr., Perrysburg, Ohio 43551

**Website:** [www.ohioguidestone.org](http://www.ohioguidestone.org)

### ***Telephones:***

All Location Toll Free.....	877-515-5505
Perrysburg.....	419-330-1050
Crisis Care & Counseling Center.....	419-599-1660
Fax Crisis Care & Counseling Center.....	419-592-8336
Bryan.....	419-633-0705
Defiance.....	419-359-0336
Wauseon.....	419-359-0010
The Renewal Center .....	419-924-2029
FAX at the Renewal Center.....	419-924-2061
Recovery House West.....	567-331-1120
Crisis Hotline/Information & Referral .....	800-468-4357

## **Recovery Services of NW Ohio**

511 Perry St., Defiance, Ohio 43512

**Website:** [www.rsnwo.org](http://www.rsnwo.org)

### ***Telephones:***

Defiance.....	419-782-9920
FAX in Defiance.....	419-784-2523
Bryan.....	419-636-0410
Napoleon.....	419-599-7040
Wauseon.....	419-337-1973
Serenity Haven.....	419-237-3103

## Other Area Mental Health Providers

## CHWC – Bryan Hospital

433 W. High Street  
Bryan, OH 43506  
419-636-1131

## Coping Center

12 Ralston Ave.  
Defiance, OH 43512  
419-783-6957

### FCHC/FulCare (Outpatient)

725 S. Shoop Ave.  
Wauseon, OH 43567  
419-330-2790

## Help Center

589 E. Riverview Ave.  
Napoleon, OH 43545  
419-592-0500

## ADAMhs Board Funded Supportive Services Providers:

## New Home Development

617 North Walnut Street, #12, Bryan, Ohio 43506  
Website: [www.nhdc@defnet.com](mailto:www.nhdc@defnet.com)

**Description:** Provides quality, affordable housing to mental health consumers located in Defiance, Fulton, Henry and Williams counties.

**Telephones:**

Bryan.....419-519-3075  
Toll Free.....800-310-1075

**CRISIS TEXT LINE |**

**Text 4HOPE to 741741**

**A free, 24/7 text line for people in crisis.**

## **The P.A.T.H. Center**

1939 East Second Street, Defiance, Ohio 43512

Website: [www.nocac.org/heath-nutrition/path-center-soup-kitchen-drop-in-center](http://www.nocac.org/heath-nutrition/path-center-soup-kitchen-drop-in-center)

Facebook: @pathcenter

Description: The P.A.T.H Center is a soup kitchen/drop-in center. The program focuses on serving homeless individuals, who have food or nutritional needs.

### ***Telephone:***

Defiance.....419-782-6962

## **Quadco Rehabilitation Center**

427 North Defiance Street, Stryker, Ohio 43557

Facebook: @ContactQRC

**Description:** Offering employment training, rehabilitation and supports to individuals with disabilities living in Defiance, Fulton, Henry and Defiance counties

### ***Telephones:***

Stryker.....419-682-1011

Toll Free.....800569-3907

## **Information on Mental Health**

**What is Mental Health?** Mental health includes our emotional, psychological, and social well-being; it impacts how we think, feel, and act. Our mental health determines how we handle stress, how we relate to others, and even how we make choices. Good mental health is important at every stage of life, from childhood and adolescence through adulthood and our senior years.

**Maintaining Good Mental Health:** In today's busy world, it's easy to overlook the importance of caring for our mental health. Studies have shown that certain habits and activities can be very helpful in promoting mental wellness.

- **Developing Positive Self-Esteem:** According to mental health experts, a positive self-esteem is one of the best tools we can use against the difficulties in life. People with a healthy self-esteem have more confidence in their abilities to manage life's problems, and are more open to learning and receiving feedback from others.
- **Eat Well:** Diet plays a very important role in our mental health. Our brains need healthy foods such as whole grains, lean proteins and fruits and vegetables to function properly. A diet that's good for our bodies is also good for our mental health!
- **Getting Enough Sleep:** Lack of sleep affects our mental health and can cause emotional and psychological problems. Getting a good night's rest helps our bodies and our minds recover from the previous day, and allows us to face the new day feeling our best.
- **Stress Management:** Stress is part of life, so it's important to learn how to manage it in healthy ways in order to stay mentally well. This can include many of the strategies listed in this manual, such as diet and exercise.
- **Exercise Regularly:** Physical exercise plays a positive role in our mental health. It causes chemicals to be released that are proven to reduce anxiety and stress, and to improve

mood. Even low intensity exercise such as walking can have a positive impact on our mental wellbeing.

- **Express Your Feelings:** Talking about feelings is a great way to maintain good mental health. This is especially important when we are feeling troubled. Talking about feelings isn't a sign of weakness; rather it's a great way to practice positive self-care.
- **Stay Connected:** Supportive relationships are important. Friends and family can make us feel cared for and included. They can help us see new and helpful perspectives as we work to solve life's challenges. Healthy relationships are like fuel for good mental health.
- **Avoid Drugs and Alcohol:** The brain is the most complex of all our body's organs. It takes care of every physical AND mental activity, including our feelings and emotions. Using drugs and alcohol can make changes to our brain chemistry that make it harder to maintain good mental health.

**When Caring for a family Member:** When a loved one struggles with a mental health problem, they don't suffer alone; family and friends also experience the pain and uncertainty of their loved one's mental health issues. In fact, family members often provide the majority of a loved one's care and support. When this is the case, it's important for caregivers to pay attention to their own physical and emotional needs. It's common for families to experience difficulties, as they work to balance the needs of their loved one, with their own needs for care. Tips for maintaining a healthy balance can include:

- Taking time to enjoy a personal hobby
- Talking with friends who understand
- Walking, cycling or other forms of daily exercise
- Getting enough sleep
- Maintaining a healthy diet
- Engaging in meditation, prayer or other habits that can help reduce stress and manage challenging feelings
- Avoiding the use of drugs or alcohol
- Taking a “time out” from providing the care for your loved one

Sometimes, even with positive self-care practices, family members still need additional supports. Peer support groups and informational trainings, supportive friends, and even professional mental health services can be important pieces to helping families cope with the challenges of a loved one’s mental health needs.

**What is Mental Illness?** Sometimes even with our best efforts to maintain good mental health, we can still experience mental health issues. The terms “mental illness” or “mental health disorder” refer to a wide variety of mental health conditions that cause unwanted changes in our thinking, behavior, emotions and social functioning. Most disorders have very unique causes, signs, symptoms and treatment approaches. Others, like depression and anxiety, share some symptoms and frequently occur together.

While there are many mental health diagnoses, this guide will focus on the most common categories including mood disorders, anxiety disorders, psychosis, trauma related disorders and substance use disorders. This guide is not intended to replace professional mental health care, but to simply provide general information about mental illness and to encourage treatment when needed.

## **Common Mental Health Disorders**

### **Mood Disorders:**

Some of the most common mental health problems are those that fall into the category of *Mood Disorders*. In fact, each year 1 out of every 10 people will suffer from a mood disorder. Mood disorders are types of mental health issues that affect a person's mood. Depending on the type, mood disorders can cause a person to feel sad and depressed, or to experience a feeling of excessive energy and euphoria called mania. Major depression, seasonal affective disorder (SAD) and bipolar disorder are all examples of mood disorders.

**Signs and Symptoms:** All diseases have both signs and symptoms; a symptom is what the person experiencing the disease will feel, while a sign is something that others can see. Some people experience many of the signs and symptoms of a disorder, while others may only have a few.

Signs and symptoms of depression can include:

- Lack of energy
- Lack of interest in things that normally bring joy
- Feelings of worthlessness
- Feelings of hopelessness
- Sleeping too much or too little
- Poor concentration and memory
- Mood swings
- Outburst of anger
- Changes in eating habits causing weight gain or loss
- Headaches and other body pain
- Increased use of drugs or alcohol
- Thoughts of suicide

Bipolar Disorder is another form of a mood disorder. With bipolar disorder a person can experience different phases of illness involving extreme "highs or lows", separated by periods free from active illness. The depressive phase may

include signs and symptoms similar to those listed previously for depression, while the manic phase can include some or all of the following:

- Mood swings
- Abnormal energy, activity or agitation
- Decreased need for sleep
- Racing thoughts
- Easily distracted
- Excessive talking/pressured speech
- Highly impulsive behavior/poor decision making
- Breaking from reality (psychosis)

**Mood Disorder Risk Factors:** Mood disorders can affect anyone, including adults, children and teens. Still, some people are more prone to developing a mood disorder due to certain risk-factors. These risk-factors include:

- Family history of mood disorders
- Previously diagnosed mood disorder
- Exposure to traumatic events
- Major life changes that create uncontrolled stress
- Certain physical illness such as cancer or heart disease

**Treatment:** Treatment for a mood disorder can vary depending on the type of mood disorder that a person is diagnosed with, and the specific symptoms that are present at the time of diagnosis. Most treatments focus on symptom management and can include medications, counseling, hospitalization (if needed), and positive self-care.

### **Anxiety Disorders:**

Another common group of mental health disorders, is anxiety disorders. Approximately 30 percent of the US population suffers from anxiety related illness at some point in their lives. While we all experience nervousness

when faced with stressful situations, those who suffer from an anxiety disorder experience excessive worry or fear in response to everyday situations. In situations that would cause most people to feel worried or afraid, those who suffer from an anxiety disorder experience symptoms that are more exaggerated than would commonly be expected. For some, anxiety symptoms even interfere with their ability to function at work, home, or in school.

**Symptoms:** Like all illnesses, anxiety disorders have both signs and symptoms. One unusual quality of an anxiety disorder is the high number of physical symptoms that a person can experience. It's common for those who suffer from an anxiety related illness to experience some or all of the following:

- Feeling nervous, restless or tense
- Experiencing a sense of impending danger, panic or doom
- Rapid heart rate, rapid breathing
- Shaking
- Feelings of fatigue
- Sweating
- Poor concentration
- Sleep disturbance
- Gastrointestinal (stomach) upset
- Uncontrolled worry
- Avoidance behavior

Anxiety disorders come in several forms, with the major categories of as follows:

- *Generalized Anxiety Disorder* – Characterized by chronic, excessive worry with no specific cause
- *Obsessive Compulsive Disorder (OCD)* – Characterized by recurrent, unwanted thoughts (obsessions, and repetitive behaviors (compulsions) such as hand washing, counting and checking rituals

- *Panic Disorder* – Unexpected periods of intense, disabling fear marked by chest pain, dizziness, shortness of breath and heart palpitations
- *Social Anxiety Disorder* – Characterized by overwhelming worry and self-consciousness in everyday social situations

**Risk Factors:** The causes of an anxiety disorder are not fully understood. However, some experiences and even certain health conditions can trigger the onset of symptoms. These experiences can include:

- Experiencing or witnessing a traumatic event
- High levels of stress
- Being diagnosed with another mental health condition such as depression
- Misuse or abuse of drugs or alcohol
- Family history of anxiety
- Health conditions such as heart disease, diabetes, thyroid problems and COPD

**Treatment:** Like most mental health conditions, the typical course of treatment is determined by the symptoms experienced by the individual and the intensity of those symptoms. Most often a combination of psychotherapy (talk-therapy) and medications are recommended. Cognitive Behavioral Therapy (CBT) is a specific form of talk-therapy that has been found to be highly effective when treating anxiety disorders. CBT works to teach those suffering with anxiety, how to overcome and manage their symptoms.

**Mental Health CRISIS Assistance 24/7**

**1-800-468-4357**

### **Trauma Related Disorders:**

Trauma related disorders are mental health conditions that are caused by witnessing or experiencing a traumatic event. Things such as physical, emotional or sexual abuse, witnessing or experiencing violence, or experiencing a natural disaster can contribute to the development of a trauma related disorder. While trauma related disorders are not uncommon, not everyone who experiences a traumatic event will go on to experience a mental health issue.

**Symptoms:** The symptoms of trauma related disorders are varied and specific to the individual diagnosis. The most common mental health disorder resulting from trauma is:

- *Post-Traumatic Stress Disorder (PTSD)* – PTSD is a disorder that develops in response to a traumatic, life-threatening event resulting in intense and disturbing thoughts and feelings related to the event. Symptoms can include the following:
  - Upsetting nightmares
  - Flashbacks
  - Sleep disturbance
  - Depression
  - Self-destructive behavior such as substance abuse
  - Avoidance of people places or memories associated with the event
  - Poor concentration
  - Irritability
  - Overwhelming shame or guilt
  - Hypervigilance or being “on guard” even when unnecessary
  - Thoughts of suicide

These symptoms are related to the experience and last long after the traumatic event has ended.

**Risk Factors:** People of all ages can develop a trauma related disorder. However, like many mental health disorders, some people are at a higher risk. Risk factors for developing a trauma related disorder can include:

- Exposure to intense or long-lasting trauma
- Childhood abuse, neglect or sexual abuse
- Other mental health disorders such as depression or anxiety
- Issues with substance abuse
- Poor social supports
- Family history of mental health issues such as depression or anxiety

**Treatment:** Treatment for trauma related disorders typically includes medications such as antidepressants and anti-anxiety drugs, along with psychotherapy or counseling. Types of counseling can include *Cognitive Behavioral Therapy (CBT)* to address unhealthy patterns in thinking, *Exposure Therapy* to help individual safely face situations and memories that cause fear, as well as *Eye Movement Desensitization and Reprocessing Therapy (EMDR)*. EMDR is a combination of exposure therapy and guided eye movement techniques, designed to help change the way an individual responds to fear-producing memories associated with past trauma.

### **Schizophrenia and Other Psychotic Disorders:**

This is a classification of serious mental health disorders which disrupts person's ability to interpret reality. The negative impact on thinking, behavior and the ability to care for oneself can be disabling. Those who suffer with this type of mental health disorder often require lifelong treatment and supports.

**Symptoms:** Symptoms related to schizophrenia and other psychotic disorders usually develop in the early to late

20's, but can develop later in life as well. The onset of the disorder happens over time, and can include the following symptoms:

Early Symptoms:

- Withdrawal from friends
- Poor school performance
- Disruption in sleep
- Depressed mood
- Low achievement motivation

Later Symptoms:

- Delusions – Falsely held beliefs not based in reality (example: being followed by the CIA)
- Hallucinations – Sensory experiences not based in reality (auditory, visual, tactile etc.) Hearing voices (auditory) is the most common.
- Disorganized thinking and/or speech
- Abnormal behavior
- Poor self-care
- Poor eye contact
- Lack of emotion

**Risk Factors:** The precise cause of schizophrenia and other psychotic disorders is not known. Certain factors appear to be related to an increased risk of developing the disorder. These factors can include:

- Family history of psychosis
- Autoimmune diseases
- In-utero exposure to stressors such as toxins or viruses that can impact brain development
- Use of hallucinogenic substances during teen years and young adulthood

**Treatment:** Because schizophrenia and other psychotic disorders are mainly disorders of the brain, the primary approach to treatment is drug therapy. The goal of

medication therapy is to manage the symptoms of the disorder. Other supports such as counseling, community supports, peer groups and vocational training can help those living with schizophrenia to manage the disorder. For some, brief periods of hospitalization are necessary.

### **Substance Use Disorders:**

Drug and alcohol abuse is a major health problem, especially for those who become addicted. Addiction is a powerful disease that causes a person to crave and use drugs or alcohol. For some people addiction develops slowly over time, and for others it can occur quickly. Often when a person is addicted, they will use drugs or alcohol even when doing so causes serious problems. Problems related to addiction can include legal problems, significant health problems, financial problems and relationship problems with family and friends.

**Symptoms:** As previously mentioned, all diseases have both signs and symptoms; a symptom is what the person experiencing the disease will feel, while a sign is something that others can see. Signs and symptoms of addiction can include:

- Heavy, frequent or uncontrolled use
- The ability to tolerate large amounts of a substance
- Using drugs or alcohol in secret
- Spending significant time, resources and energy acquiring and using a substance
- Failed attempts to stop or control use
- Continued use in the face of negative consequences
- Failing to meet life responsibilities with family, school or work

**Risk Factors:** Like other mental health disorders discussed in this treatment guide, a substance use

disorder can develop for many reasons. While anyone can develop a problem with drugs or alcohol, some people are more likely to do so due to risk factors. These risk factors can include:

- A family history of drug or alcohol abuse
- Having a mental health disorder such as anxiety or depression
- Exposure to drug or alcohol use/abuse as a child or young adult
- Unhealthy family environment
- Using drugs or alcohol at an early age
- Use of highly addictive drugs

**Treatment:** Like cancer, addiction is a progressive disease. **This means that if not treated, it will only get worse.** Some people can stop using on their own, but most need help. The good news is that treatment is available and it works! There are many different types of treatment available to help a person overcome addiction and to stay sober. Treatment options will depend on the type and severity of the addiction. Options can include medically assisted detoxification to safely remove the substances from an individual's system, residential treatment, medications to help control cravings and prevent relapse, counseling and support groups.

### **How to seek Treatment:**

When you or a loved one is in need of mental health treatment, you may feel overwhelmed or confused about where to begin. Knowing who to call or what treatment to seek can depend on many factors. Fortunately, our local providers can be very helpful in guiding you toward appropriate care. Non-emergency assistance and information and referrals can be obtained by contacting any of the treatment providers included in this handout.

**What to Expect?** When reaching out for mental health services from a local professional provider, your experience will generally include the following:

- **Telephone Intake** – When making the initial call to a local community mental health agency, be prepared to provide basic information such as name, address and other contact information. You will be asked to share insurance or payment information and a general description of why you are requesting services. An initial appointment, referred to as an assessment, will be scheduled at this time, or information on open access clinics will be provided.
- **Assessment** – The first appointment at most community mental health centers will include a mental health assessment. During this appointment a mental health professional will ask questions about why you have come for services. They will collect information about any current symptoms that you may be experiencing, along with information about your physical, social and relationship health. Based on the information gathered during this appointment, your initial diagnosis and course of treatment will be discussed.
- **Open Access Clinic** – Sometimes a scheduled appointment is not required when first seeking mental health services. Open access is when a mental health agency offers assessment appointments to clients on a ‘walk-in’ basis, often the same day that one is requested. Those in need are not required to have an appointment. Rather, they can simply arrive at the facility during the designated times and days that open

access is offered. This is sometimes referred to as Same Day Access or Walk-In Services. Not all providers in our area offer Open Access assessments.

- Individual Service Plans (ISP) – Based on treatment needs identified during the initial appointment, an individualized service plan (ISP) or care plan will be developed. The mental service professional will work with you to develop a service plan that identifies the goals of your treatment and the steps necessary to achieve those goals.

The ISP will also identify the type of care best suited to meet your needs. This may be an individual outpatient therapist, a case manager, a family therapist, a psychiatrist. It is very common for individuals to receive a combination of services such as outpatient therapy and case management. The frequency of appointments and duration of treatment should be included in your ISP. An ISP is a contract between you and your service provider, and acts as a road map to guide your care. The plan should be referred to often throughout the course of your treatment, and updated when necessary to reflect changing circumstance and need.

- Discharge Plan – At the completion of your treatment, you and your on-going provider will review the progress that you made, and work to identify ways that your progress can be maintained.

### **General Mental Health Services Description:**

- **Outpatient Counseling** – Outpatient counseling is often provided in the form of one-to-one meetings between a client and a therapist. Sessions can take place in an office or through telehealth (video). Appointments usually last about an hour, but can be longer or shorter depending on need. The service provided is typically “talk therapy”, where the client and a counselor explore the problems and discuss potential solutions.
- **Home-Based Therapy (HBT)** – Often, an individual’s struggle with a mental health issue can be significantly impacted by family relationships. Depending on the nature and severity of the issues, and service availability, a referral to HBT can be made. This service is similar to outpatient counseling, but is provided in the home at a higher frequency and longer duration. HBT typically requires whole-family participation in treatment.
- **Psychiatric Services** – Many mental health issues improve when medications are included as part of the treatment. Psychiatric services are provided by medical doctors who specialize in how our brains affect our behavior. Disorders such as anxiety, depression and schizophrenia are often treated with medications.
- **Community Psychiatric Supportive Treatment (CPST)** - CPST services are often referred to as “case management services”. These are mental health services which are generally provided in the community, and are designed to help

individuals meet life's basic needs and challenges.

- **Group Counseling** – Group counseling services are provided in an office setting, and are designed to help individuals with shared concerns, support each other through the recovery process. Most counseling groups are facilitated by one or more mental health professionals, and can include 3-12 participants.
- **Residential Drug and Alcohol Treatment** – Residential treatment offers a structured setting, where individuals suffering with a drug or alcohol use disorder stay for weeks or even months. Residential treatment offers a separation from temptations and intensive care that allows the individual to focus on getting well.
- **Intensive Outpatient Drug and Alcohol Treatment (IOP)** – IOP services provide much of the same services as residential treatment. However, instead of living at the treatment facility, individuals accessing IOP continue living at home, driving to and from therapy each day.
- **Peer Support Services** - Individuals and families who are struggling with a mental health issue often find peer supports to be a very helpful part of the recovery process. Groups such as the Four County Chapter of the National Alliance on Mental Illness (NAMI), offer a wide variety of peer support groups and informational trainings designed to help you understand the challenges associated with having a mental illness, and how to cope. All support group meetings are free and open to the public, with new participants

welcome. For more information about NAMI and the local support groups they offer, go to [www.namifourcounty.org](http://www.namifourcounty.org). Information on additional support groups throughout Defiance, Fulton, Henry and Williams counties can be accessed by calling 1-800-468-4357.

### **Crisis Supports and Services:**

Occasionally, individuals suffering with mental health issues experience times of crisis related to their disorder. Some may need to receive treatment on an inpatient mental health hospital in order to manage the crisis and remain safe. Feelings of severe depression, hopelessness, and thoughts of suicide indicate the need for crisis services. Locally, crisis mental health services can be accessed in a variety of ways

**Local Behavioral Health Hotline:** Crisis hotline supports can be accessed locally by calling the crisis hotline at **1-800-468-4357 (HELP)**. The hotline is free, and answered by trained professionals. These professionals can help you through a mental health crisis by listening and making community referrals when necessary. Often, a full crisis can be avoided by simply talking with someone who cares. This service is available 24 hours a day 7 days a week to any resident of Defiance, Fulton, Henry or Williams counties.

**Local Emergency Departments:** Urgent crisis mental health care can be accessed through the emergency department of your local hospital. Emergency department staff can assist you in connecting to crisis mental health services, pre-psychiatric assessments and referrals.

**Crisis Text Line:** The Crisis Text Line is a free service that is available 24 hours a day, 7 days a week. **It can be accessed anywhere in the United States by texting 4hope to the number 741741.** The goal of the service is to *help* people move from “*a hot moment to a cool calm*” while creating a plan to keep those who use the service safe and healthy. Many people across the state of Ohio, and across the country, use the Crisis Text Line for help with things such as:

- Loneliness
- Emotional abuse
- Bullying
- Depression
- Anxiety
- Thoughts of suicide or self-harm

**How it Works:** Accessing services through the Crisis Text Line is free, easy and available 24/7. If you or someone you love is in need of the services offered through the Crisis Text line, they can be accessed through the following steps (taken from the Crisis Text website):

1. Text the word 4hope to the number 741741 from anywhere in the United States, anytime there’s a developing mental health crisis. This doesn’t just mean suicidal thoughts; it can be anything that is upsetting you that you’d like to talk about.
2. The first two responses that you receive will be automated. They let you know that you’re being connected with a crisis counselor, and will ask you to share more about why you’re texting.
3. A live, trained crisis counselor receives your text and will respond quickly, usually less than five minutes (it may take a little longer during busy times).

4. You will text back and forth with the crisis counselor, as they help you sort through your thoughts and feelings.
5. The conversation will continue until both you and the crisis counselor feel that you have moved from a “hot moment to a cool calm”. Depending on your need, you may be provided with a referral for additional supports.
6. The average text conversation lasts anywhere from 15 to 45 minutes, though some are longer or shorter depending on need.
7. More information can be found at [www.crisistextline.org](http://www.crisistextline.org)

**National Suicide Prevention Lifeline:** This national service provides free, confidential support for people in distress. The service is available to anyone in need, and can be accessed 24/7 by calling 1-800-273-8255 (TALK). **Effective July 16, 2022, the National Suicide Prevention Lifeline can be accessed by dialing 9-8-8 from anywhere in the country.** More information is available at: [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

## **Payment for Services**

Confusion about how to pay for mental health services can add to the stress that many families experience when needing care. Fortunately, all of the providers included in this handout can assist with questions about insurance and other methods of payment. However, when requesting information about insurance, it’s important to understand that the contract for benefits is between you, the policy holder, and your insurance company. For this reason, it is important to have a good understanding of your insurance benefits before seeking substance abuse or mental health services.

### **Private Insurance/Ohio Medicaid and Managed Care**

**Plans** – There are many different private and public insurance companies. Coverage for mental health treatment can vary from company to company. Even policies offered by the same insurance company can provide different levels of benefits, based on the individual policy. Generally, each company will provide their members with an insurance benefits card, which provides basic information on both the front and back of the card.

### **Understanding Your Insurance Card:**

**Information found on the front of a benefits card typically includes the following:**

- Insurance Company Name – Examples Blue Cross, Aetna, Paramount, Medical Mutual etc.
- Name of the Primary Policy Holder - If the insurance is offered through an employer, this would most likely be the name of the employee.
- Name(s) of Covered Family Members – This would include the names of all eligible household members such as a spouse or children.
- Group Number- This is a long series of numbers that identifies the group of members who share similar insurance benefits, such as people working for the same employer.
- Member Identification Number – This is a number that is assigned to the primary policy holder.
- RX Number – This is a number that identifies potential prescription drug benefits, if offered.

- Eligibility Start Date/Void After Date – For those covered through Ohio Medicaid or an Ohio Managed Care Plan, eligibility dates may be included on the insurance card. Medicaid insurance coverage begins on the eligibility date, and continues through the end of the void date. Services received before the eligibility date or after the void date, may not be covered.

### Front of Card:

#### Private Insurance Example (Front)

<b>Middle America Insurance Company</b>	
Group Number: 123456789	
Member ID: 987654321	
RX#: 1234	
Name:	
01 - John Smith	03 - Billy Smith
02 - Lisa Smith	04 - Mary Smith

#### Ohio Managed Care Plan Card Example (Front)

	<b>Ohio Managed Care Plan</b>
Name: Jane Doe	Date of Birth: 01/01/0000
Effective Coverage Date: 01/01/2019	
MMIS Member ID#: 123456789 Case#: 0987654321	
Primary Care Provider (PCP): Dr. Mary Helpful	
Provider Phone (000) 000-0000	

County Medicaid Card Example (Front)

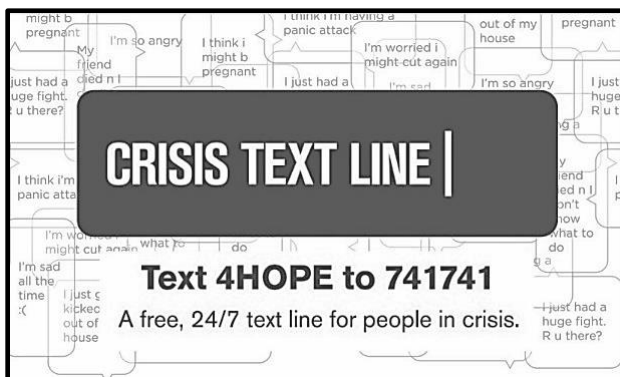
<b>County:</b>	
<u>Defiance</u>	<b>Ohio Medicaid</b>
Case Number	
<u>XXXXXXXXXXXXXXXX</u>	
Eligibility Begin Date	
<u>01/01/2010</u>	
Void After Date	
<u>01/31/2010</u>	
Ohio Department of Medicaid	Medicaid.ohio.gov
Consumer Hotline: 1-800-324-8690	

**Important information can also be found on the back of a benefits card. This information typically includes the following:**

- Insurance company web address – More information about an insurance company, individual insurance benefits and health and
- wellness information can be found on-line. To get specific benefit information on-line, an individual log-in account name and password is required. The process to establish an account log-in and password is specific to each individual insurer. Customer service agents can assist with this process if needed.
- Company Mailing address
- Service Provider Telephone Number – This is the number that service providers can use for things like determining benefits on behalf of a

consumer, obtaining pre-authorization for a specific treatment, or to check on claims.

- **Member Services Telephone Number** – This is usually a toll-free number that can be used by consumers to determine insurance coverage for services including mental health and substance abuse treatment.
- **RX Number** – Often there is a separate number that consumers can use to check on prescription drug benefits.
- **24 Hour Nurse Line** – This is a number that you can call to talk with a nurse to access basic health care advice and recommendations.
- **Provider Prior Authorization Number** – Certain specialty healthcare services require authorization from your insurance company before payment for those services can be guaranteed. This is called Pre-Authorization. If you're in need of services that require preauthorization, your mental health provider can assist you by calling this number and confirming what your insurance company will pay in advance of your care.




## Back of insurance card examples:

### Private Insurance example (Back)

<b>Middle America Insurance Company</b>		
P.O. Box 0000		
Small Town, Ohio 11111		
Member Services	-	1-000-000-0000
Providers Call	-	1-000-000-0001
RX Member Services	-	1-000-000-0002
<a href="http://www.MAIC.com">www.MAIC.com</a>		

### Managed Care Plan Card Example (Back)

	<b>Ohio Managed Care Plan</b> P.O. Box 123 Little Village, Ohio 00000
Member Services:	1-800-000-0000
Rx Member Services:	1-800-000-0001
24 Hour Nurse Line:	1-800-000-0002
Provider Prior Authorization:	1-800-000-0003

### County Medicaid Example (Back)

Medicaid ID	#####
Eligible Individual	Jane Doe
Date of Birth	1/01/0000
Medicare Number	#####

The simplest way to find out what mental health treatment benefits are provided through your insurance policy, is to simply call the Members Services line found on the back of your insurance card and speak with a Member Benefits Specialist. Member Benefits Specialists understand the specifics of individual policies and can explain available treatment coverage. Before checking insurance coverage for mental health treatment, it may be helpful to be familiar with a few key terms.

#### **Key Terms:**

- **Primary Care Physician (PCP)** – A PCP is a physician, such as a general practitioner, chosen by an individual to serve as his or her primary health-care professional. PCP's and their staff provide care for a variety of health-related prevention care and treatment. PCPs also maintain a medical history and records on their patients, and provide referrals to specialists as needed. Some insurance companies require the selection of a PCP.
- **Inpatient** - Inpatient care generally refers to any medical or mental health service that requires

admission into a hospital. Inpatient care is generally used for serious concerns that require one or more days of overnight stay at a hospital. Insurance coverage for inpatient services is usually different from outpatient benefits.

- **Outpatient** - Outpatient care is medical or mental health care that does not require admission to the hospital. Diagnostic assessments, counseling and case management services are all examples of outpatient services. It's important to understand that outpatient services can even be provided in a hospital, whenever a 24-hour stay is not required. Insurance coverage for outpatient services usually differs from inpatient benefits, even when performed in a hospital.
- **Precertification/Preauthorization** - Many insurance plans require certain costly healthcare services to be approved by the insurance company, prior to the insured person receiving the service. For example, many insurance plans require pre-certification by the insurance company before a non-emergency hospitalization. Residential substance abuse treatment often requires preauthorization. Primary Care Physician's offices and mental health and substance abuse treatment providers can assist with obtaining precertification for specialized treatment.
- **Referral** - Some insurance plans require that an insured individual get permission from a particular in-network healthcare provider such as a primary care physician (PCP), before seeking care from another provider or specialist. This is called a referral for services.

- **In-Network**- Insurance companies often contract with specific providers in order to negotiate a reduced cost for treatment. If the doctor, hospital or health care facility is part of an insurance company's network, services can be obtained at lower prices.
- **Out-of-Network** - An out-of-network provider is one that has not contracted with an insurance company to provide services at an agreed upon rate. Some managed care and other healthcare plans, like HMOs, reimburse out-of-network providers at a reduced rate, or sometimes not at all. This means that the patient could be responsible for up to the full amount charged by the provider. Receiving treatment with an out of network provider will cost you more.

Remember, all of the providers included in this handout are experienced at dealing with insurance coverage. They can be very helpful with confirming benefits for substances abuse or mental health treatment. Knowing what treatment costs in advance can be useful in helping you avoid unexpected financial obligations.

### **Financial Assistance:**

Worrying about how to pay for mental health services can keep people from getting the help that is needed for themselves or their loved ones. Many insurance companies will pay a percentage of mental health treatment costs. For individuals with little or no insurance coverage or ability to pay, public funding options are available. The best way to explore public funding for mental health treatment is to contact one of the providers included in this handout. For more information on addiction and recovery, or for help finding a treatment call **1-800-468-4357**

**Four County ADAMhs Board Funded**  
**Treatment Provider Contact**  
**and Access Information**

**Arrowhead Behavioral Health**

- 1725 Timberline Road, Maumee, Ohio 43537  
419-891-9333 or 1-800-547-5695

**Website:** <http://www.arrowheadbehavioral.com>

**Services:** Arrowhead Behavioral Health (ABH) provides substance abuse and psychiatric treatment including inpatient, partial hospitalization, intensive outpatient services and crisis stabilization services, as well as a 28-day Chemical Dependency Rehabilitation Program including detoxification.

**Payment Methods Accepted:** Arrowhead accepts most insurance and offers an income sensitive fee scale to those who qualify.

**Description:** Arrowhead Behavioral Health (ABH) is a private 48-bed psychiatric hospital located in Maumee, Ohio.

ABH is a provider for behavioral health and substance abuse services in Northwest Ohio and Southeastern Michigan. Arrowhead's psychiatric and substance abuse treatment includes inpatient hospitalization, partial hospitalization (PHP) and intensive outpatient services (IOP), along with a 28-day chemical dependency rehab program and crisis stabilization. ABH accepts most insurance, HMO, PPO and managed care plans. They also accept Medicare and TRICARE®. ABH offers mental health assessments, free of charge 24 hours a day, 7 days a week. The process for receiving psychiatric and substance abuse treatment with Arrowhead is as follows:

1. To obtain services with ABH, you should first call 419-891-9333 or 800-547-5695 and ask to speak with an assessment counselor. An assessment counselor will take the time to gather basic information to understand how best to help. Information collected at this time will include basic personal information such as your name and address, as well as a general description of the primary reason that treatment is being sought. Some financial information will also be requested, including information on any insurance coverage.
2. Once your basic information is collected, an appointment will be scheduled for an assessment. You will be asked to bring your insurance information and a photo ID to the assessment appointment. You may be asked to come to the appointment prepared with a personal bag that contains clothing and other items should it be recommended that you be admitted.
3. Upon arrival for your appointment, you will be asked to fill out a patient registration form and to wait in the lobby until an assessment counselor is able for a private face-to-face consultation, which can take approximately 20-50 minutes. During the assessment, your family and friends will be asked to remain in the lobby.
4. Once the assessment is completed, the staff will contact the psychiatrist to review your information and determine your plan for care. Your insurance company will also be contacted at this time, to verify your benefit coverage.
5. The counselor will discuss the doctors' recommendations with you.

6. If at any point during this process it is determined that you need a higher level of care than is provided by ABH, an appropriate referral will be made.

**The Center for Child and Family Advocacy, Inc. (CCFA)**

- Napoleon location – 219 East Washington Street,  
(Main office)  
419-592-0540
- Bryan location – 1210 West High Street  
419-592-0540
- Defiance location – 1340 West High Street,  
Building A  
419-782-2722 Victim Advocate  
419-592-0540 Therapy appointments
- House of Ruth Domestic Violence Shelter 419-  
782-1100  
800-782-8555 Domestic Violence Crisis Hotline
- Wauseon location – 120 East Chestnut  
419-335-4255 Victim Advocate  
419-592-0540 Therapy appointments

**Website:** [www.theccfa.org](http://www.theccfa.org)

**Services:** The Center for Child and Family Advocacy offers a variety of mental health services to the four-county community. Treatment options include: trauma-focused cognitive behavioral therapy for both adults and children, sand-tray therapy and play therapy, couples therapy, family therapy, parent child interactive therapy, home-based therapy (with a focus on parenting) as well as domestic violence education and general mental health treatment. The CCFA also offers a variety of treatment groups, including adult sex offender's group, Batterer's Intervention Program (male and female programs), Youth with Sexual Behavior Problems, and trauma support

groups for child victims of trauma ages 5-11 years. Telehealth (video) services are offered as an on-going treatment for option.

In addition to clinical therapeutic interventions, the CCFA operates The House of Ruth – a domestic violence shelter and crisis hotline, victim advocacy to assist victims of all crimes, sexual assault examinations (SART), along with adult survivors of sexual abuse/assault and domestic violence support groups. The CCFA also offers supervised visitation program, parenting programs and prevention programs.

**Payment Methods Accepted:** The Center for Child and Family Advocacy, Inc., while not in network, accepts most insurance plans. For those with limited income, payment assistance is available for those who qualify. The CCFA also accepts Medicaid for all services, and will assist victims of crime with filing an application for victims of crime compensation.

**Description:** The CCFA provides services to address general mental health issues such as depression and anxiety for children, adolescents and adults. The CCFA also specializes in treating and advocating for individuals who have experienced trauma and abuse. The CCFA has locations in Defiance, Fulton, Henry and Williams counties, and accepts a variety of private insurances, Medicaid, and Medicare\*, as well as those who self-pay. For those who have little or no ability pay, a sliding fee schedule or payment plan may be available for those who qualify. The process for receiving treatment with The CCFA is as follows:

1. To obtain services with CCFA, you will begin by calling the Napoleon location at 419-592-0540. A staff member will gather some basic information in order to schedule your initial appointment.

Information collected at this time will include your name, address, gender, date of birth, etc., as well as, a general description of the reason that you are seeking treatment. Financial information will also be requested, including any insurance coverage and income documentation needed to qualify for income sensitive fees.

2. Once your basic information is collected, a diagnostic assessment appointment will be scheduled. You will be instructed to bring your insurance information and a photo ID with you to this appointment. If you have a limited ability to pay for services, you will also be asked to bring income documentation to determine your eligibility for financial assistance.
3. At the diagnostic assessment, you will meet with a licensed clinician to determine the initial course for your care, including a personalized plan for treatment. The appointment will take approximately one hour.
4. Following the diagnostic assessment, you will be scheduled for on-going treatment with a clinician. Treatment options may include individual, family or group counseling.

\*Not all locations provide all treatment services or can provide treatment to clients with Medicare or specific private insurances.



***The Four County***  
**ADAMhs Board**

Four County Board of Alcohol, Drug Addiction and Mental Health Services

### **Health Partners of Western Ohio**

- **Bryan Community Health Center**  
228 South Main Street, Bryan OH 43506  
Telephone: 567-239-4562  
Fax: 567-341-4528  
Pharmacy Telephone: 567-239-4560  
Pharmacy Fax: 419-519-3049
- **Defiance Community Health Center\***  
211 Biede Avenue, Defiance, OH 43512  
Telephone: 567-239-4562  
Fax: 567-239-4562  
*\*Note: Defiance location limited to medical services only.*

**Website:** [www.hpwohio.org](http://www.hpwohio.org)

**Services:** Health Partners of Western Ohio cares for the whole person: mind, body and spirit. To do this Health Partners implements an integrated model of care. Multiple healthcare providers work together to address the health of the individual.

**Payment Methods Accepted:** The Bryan Health Center has Certified Application Counselors on staff to assist you with information on health available insurance options. This can include assistance with [Medicaid](#) or [The Marketplace](#) applications, as well as help to make the right choice for a health plan that meets your individual and family healthcare needs. Health Partners is not a free clinic, but a sliding fee scale is offered to patients who qualify. If your or your family's income is less than 200% of the Federal Poverty Guidelines, fees for care will be reduced to make them affordable. Health Partners does accept Medicaid, Medicare and various commercial insurance plans. No patient will be turned away regardless of ability to pay.

**Description:**

**Medical:** Health Partners is dedicated to building a patient centered health care home for you and your family. The center's medical services focus on the delivery of wellness and preventive care, episodic sick care, chronic disease management, laboratory services, women's health and OB care.

**Behavioral Health:** Integrated Behavioral Health is a team approach to helping you achieve wellness in both body and mind. The medical staff and the behavioral health staff work together to address both problems of the body and any problems that affect your daily functioning. In this approach, a team of providers considers the following questions: Can we identify our patient's problems early? Can we help resolve them quickly? Can we help prevent further problems down the road? Can we help our patient identify themselves as "well" making healthy life choices? Some examples of typical behavioral health concerns might include feelings of depression or anxiety, drug and alcohol abuse, smoking and overeating.

In this model of care where the focus is on solving problems, behavioral health visits are brief (usually 15-30 minutes), limited in number (usually 1-6 visits), and are conveniently provided in the patient exam room. The behavioral health providers are Licensed Independent Social Workers (LISW) or Licensed Professional Clinical Counselors (LPCC) and Doctorates in Behavioral Health (DBH).

**Substance Abuse:** Health Partners is committed to helping patients who are at risk for developing substance use disorders as well as those who have a diagnosis of substance abuse or dependency. The model of care implemented is a comprehensive, evidence-based public health approach to the delivery of early intervention and

treatment services. This model of care is referred to as “SBIRT,” and stands for Screening, Brief Intervention and Referral to Treatment. This approach is used to identify, reduce and prevent problematic use, abuse, and dependence on alcohol, illicit drugs, or misuse of prescription medication. Screening is provided to all patients to quickly assess the presence and severity of substance use or misuse and to identify the appropriate level of treatment. Brief Intervention focuses on increasing the patient’s insight and awareness regarding substance use, alerts them to the problem and helps motivate them toward changing their behavior. Referral to treatment provides those identified as needing more extensive treatment with access to specialty care.

1. The Medication-Assisted Treatment (MAT) program is focused on providing comprehensive care to patients who have an opioid addiction to narcotic prescription painkillers or illegal substances such as heroin. Medication-Assisted Treatment (MAT) is the use of medications, in combination with counseling, behavioral therapies and social support, to provide a whole-patient approach to the treatment of substance use disorders. Research shows that when treating substance use disorders, a combination of medication and behavioral therapies, has proven most successful. MAT is clinically driven with a focus on individualized patient care.

**Dental:** Dental Care is critical to overall health. Health Partners’ dental team provides comprehensive oral health services to our community. Dentists provide treatments to eliminate infection, repair damage, restore function, and educate patients on the importance of caring for their teeth. Dental hygienists help prevent dental disease through periodic cleanings and education. The primary goal is to help patients achieve and maintain

good dental health by providing two annual cleanings for all patients.

**Social Services and Outreach:** The care of the whole person is very important to Health Partners. Patients often have needs that extend beyond their primary health care. Staff will provide linkages into the community to assist with other life challenges as needed. These referrals may include transportation assistance, help with utilities, food, housing, and other basic needs. A social worker is on staff to assist patients, families, and providers to ensure the community connections occur.

#### **Maumee Valley Guidance Center**

- Defiance location: 211 Biede Avenue, Defiance, Ohio 43512  
419-782-8856 or 800-569-3980
- Napoleon location: 1325 Woodlawn Ave., Napoleon, Ohio 43545  
419-592-5981
- Bryan location: 910 East Maple Street, Bryan, Ohio 43506  
419-636-2932
- Wauseon location: 222 Depot Street, Wauseon, Ohio 43567  
419-337-5941

**Website:** [www.maumeevalleyguidancecenter.org](http://www.maumeevalleyguidancecenter.org)

**Services:** MVGC provides in-person and telehealth (video) behavioral health services for both youth and adults. Treatment options include mental health assessments, outpatient counseling, psychiatric services, medication management, case management, Individual counseling, couple/marriage counseling, family counseling, and individual substance use treatment for both adults and youth. MVGC also offers anger management group,

outpatient substance use groups, and Seeking Safety (women's substance use/trauma) group.

MVGC specializes in CBT and EMDR therapeutic interventions with all clinicians having specific training and experience in these evidence-based modalities. Case management services are also offered to assist clients with behavioral health diagnosis in maintaining independence in the community by connecting with resources providing support.

MVGC offers evidence-based prevention programs to the community to help increase awareness, knowledge, and resources. Mental Health First Aid, Question-Persuade-Refer (QPR), Healthy IDEAS, and Parent Café are programs offered to the general public. Signs of Suicide and The Incredible Years programs are offered to youth through the schools or community-based organizations.

**Payment Methods Accepted:** Maumee Valley Guidance Center accepts most insurance, Medicare, Medicaid, and offers the Four County ADAMHs Board's sliding fee scale for those who qualify based on income and family size.

**Description:** Maumee Valley Guidance Center (MVGC) is a behavioral health agency located in the four-county area, with convenient locations in Defiance, Fulton, Henry and Williams counties. They provide a variety of mental health services designed to help those in need live full and satisfying lives. MVGC accepts clients who are insured, underinsured and uninsured. Discounts for essential services are offered based on family size and income through the Four County ADAMHs board sliding fee program. The process for receiving treatment with MVGC is as follows:

1. To obtain services with MVGC, you will first call any of the four available service locations at the

numbers listed in this guide. The staff member answering the telephone will take the time to gather information in order to understand how best to help. Information collected at this time will include basic personal information such as name and address, as well as a general description of the primary reason that you are seeking treatment. Some financial information will also be requested, including information on any insurance coverage that you may have, as well as household income if you would like to apply for the Four County ADAMHs Board Sliding fee program.

2. Once all of your basic information is collected, you will be scheduled for an assessment appointment. You will be asked to bring your insurance information, a photo ID, and 2 of your most recent pay stubs or other qualifying income verification (to apply for the Four County ADAMHs Board Sliding fee program) to your assessment appointment.
3. An assessment is an important part of providing good care. During this appointment, you will meet with a Master's level therapist for approximately 1 hour. Information will be collected about your family and social relationships, as well as your mental and physical health history, education, current and past substance use, and the reason that you are seeking treatment. This information is important, and helps to connect you to the right treatment.
4. Following your assessment, you will be scheduled with an on-going treatment provider. Treatment could be a single service or a

combination of multiple services, depending on your individual needs.

5. If at any point during this process it is found that you need a higher level of care than is provided by MVGC, an appropriate referral will be made.

**OhioGuidestone (formerly A Renewed Mind)**

- All Offices Toll Free Number: 1-877-515-5505
- Agency Administration Services: 885 Commerce Drive, Perrysburg, Ohio 43604  
419/330-1050
- Bryan location: 1254 South Main Street, Bryan, Ohio 43506  
419-633-0705
- Defiance location: 201 East 2<sup>nd</sup> Street, Defiance, Ohio 43512  
419-359-0336
- Crisis Care & Counseling Center: 600 Freedom Drive, Napoleon, Ohio 43545  
419-599-1660
- Crisis Care Hotline Information and Referral  
**1-800-468-4357**
- Wauseon location: 138 North Fulton Street, Wauseon, Ohio 43567  
419-359-0110
- The Renewal Center: 1895 Oakwood Drive, Napoleon, Ohio 43545  
419-924-2029
- Renewal House West: 600 Freedom Drive, Napoleon, Ohio 43545  
567-331-1120

**Website:** [www.ohioguidestone.org](http://www.ohioguidestone.org)

**Services:** OhioGuidestone (OGS) provides a broad continuum of care for both adult mental health and

substance use disorders (SUD). Treatment options are also available for youth ages six and up, although not all services are available at all locations. Services include the following: diagnostic assessments, adult psychiatry, individual, group and family counseling, case management, school-based treatment services and prevention services, SUD supportive and educational services, intensive outpatient SUD services, medication assisted SUD treatment, nursing services, men's adult residential services, 24-hour emergency call center, emergency psychiatric pre-hospitalization screening and assessments, and information and referral services.

**Payment Methods Accepted:** OGS accepts Medicaid, Medicare, most commercial insurance plans as well as an income sensitive fee scale for qualifying residents of Defiance, Fulton, Henry and Williams counties.

**Description:** OhioGuidestone is a statewide mental health and substance abuse treatment agency with locations across Ohio including Defiance, Fulton, Henry and Williams counties. They provide a variety of mental health and addiction treatment services including Outpatient therapy, Intensive Outpatient, SUD Partial Hospitalization, Case Management, Medical Care, Residential treatment and Recovery Housing options. OGS accepts clients who choose to self-pay or have a variety of private insurances, Medicaid, Medicare\*, and those who need alternative funding options due to being underinsured and uninsured. For those with little or no ability to pay, alternative funding options are explored and sliding fee schedules or payment plans may be available. The process for receiving substance abuse treatment with OGS is as follows:

1. To obtain services with OGS, you can call any of the service locations at the numbers listed in this directory. The staff member answering the telephone will gather basic information in order to schedule your initial assessment appointment. The information collected at this

time will include your name, address, gender, date of birth, etc., as well as a general description of the primary reason that you are seeking treatment. Some financial information will also be requested, including information on any insurance coverage and income information if payment assistance is being sought.

2. Once your basic information is collected, a diagnostic evaluation appointment will be scheduled with a behavioral health counselor. You will be asked to bring your insurance card, a photo ID and 30 days of income documentation, for those who qualify for financial assistance.
3. At the diagnostic evaluation you will meet with a licensed behavioral health professional to determine an appropriate diagnosis and create a personalized plan for treatment. You will have an opportunity to ask questions and learn what to expect during treatment. This appointment will take 1-2 hours.
4. Following the diagnostic evaluation, you will be scheduled with an on-going treatment provider. Options for substance abuse and or mental health treatment may include individual counseling, group counseling and psychiatric care. Additionally, substance abuse treatment may also include Intensive Outpatient care (IOP), Medication Assisted Treatment (MAT) and case management. Should you have need, referrals to higher levels of care such as residential treatment and recovery housing can also be made. (Note: medication is not prescribed at the time of the diagnostic evaluation)

Note: Not all locations provide all treatment services or can provide treatment to clients with Medicare or specific private insurances. Please contact the desired location with any specific questions regarding what services are offered and what payment coverage arrangements are available.

**Crisis/Emergency Mental Health Service:**

OhioGuidestone provides Crisis Mental Health Services including pre hospitalization screening and a crisis and information and referral hotline which is monitored 24/7, 365 days a year. This line is open to all residents of the Four County area to access needed crisis prescreening services, mental health assessments, needed resources or to just talk with a caring staff person about a problem that you may be experiencing.

Local hospitals and law enforcement may call to request a prescreening assessment for potential inpatient hospitalization at 800-468-4357. Walk-ins are also accepted for crisis evaluations at their Crisis Care and Counseling Center location, 600 Freedom Drive, Napoleon, OH 43545.

**Recovery Services of Northwest Ohio, Inc:**

- Defiance, Ohio Location - 511 Perry Street, Defiance, Ohio 43512  
419-782-9920
- Napoleon, Ohio Location – 118 East Clinton Street, Napoleon, Ohio 43545  
419-599-7040
- Bryan, Ohio location – 200 Van Gundy Street, Bryan, Ohio 43506  
419-636-0410
- Wauseon, Ohio Location – 560 West Linfoot Street, Wauseon, Ohio 43567

- 419-337-1973
- Serenity Haven – 25212 US-20, Fayette, Ohio 43521  
419-237-3103
- Administrative Office – 514 ½ Third Street, Defiance, Ohio 43512  
419-782-9920

**Website:** [www.rsnwo.org](http://www.rsnwo.org)

**Services:** Recovery Services of Northwest Ohio (RSNWO) provides mental health and substance use disorder assessments, individual outpatient mental health and substance use disorder services, outpatient mental health and substance use disorder group counseling services, as well as child and adult case management services, Medication Assisted Treatment (MAT) services, substance use disorder Intensive Outpatient Programming, psychiatric services, residential substance abuse treatment for women and substance use disorder prevention services.

**Payment Methods Accepted:** RSNWO accepts most insurance and offers an income sensitive fee scale to those who qualify.

**Description:** RSNWO provides a wide variety of behavioral health services for both adults and adolescents. Services are provided at convenient locations in Defiance, Fulton, Henry and Williams counties, and include both traditional in-person appointments and telehealth (video) appointments. Recovery Services accepts new clients who are either insured or uninsured. Funding options to cover the cost of treatment are explored with each client at the time of their first appointment. When there is no ability to pay or income is limited, an income sensitive

fee schedule is explored, and offered to those who qualify.

The process in receiving services with RSNWO is as follows:

1. RSNWO offers open access assessment times available week days in each of their four outpatient locations listed in this guide. There is both morning and afternoon availability for these sessions, which are held at 9:30 am and 1:30 pm. Completing your session through open access times provides quicker access to treatment services, along with convenience and flexibility that makes getting treatment easier. The agency has multiple staff available to complete assessment services during the open access times. Depending on availability, open access assessments may be completed in person or by telemedicine (video) appointment.
2. Prior to attending an initial appointment with RSNWO, you are encouraged to visit their website at: [rsnwo.org](https://rsnwo.org). There you will find valuable and important client intake information and documents for review. The RSNWO website can be accessed from a smart phone, tablet, or personal computer.
3. Included on the website, are details on what to bring with you to your first appointment, such as household income information, residency verification, insurance cards, guardianship and custody documents, and photo identification. There is also a short health questionnaire in the intake documents, which you or your loved one will need to complete. If possible, please print this document, complete it, and bring it with you.

If you have any questions regarding how to access services, please call 1-855-782-9920

4. A thorough assessment is an important part of providing good client care and forms the basis for planning your treatment. During the assessment, you will meet with a licensed behavioral health professional. Information will be gathered regarding your family and social relationships, mental and physical health, education, and current troubling issues. This information allows RSNWO to provide the best possible client care
5. Following your assessment, you will be scheduled with an on-going treatment provider. Treatment could include outpatient services, women's residential treatment, individual counseling sessions, mental health group treatment, substance abuse group treatment, medication assisted treatment, telemedicine services or psychiatric services.
6. If at any point during this process it is found that you need a higher level of care than is provided by RSNWO, an appropriate referral will be made.

June, 2022

This guide has been provided by:

