



BURRELL[®]
BEHAVIORAL HEALTH





Welcome to Burrell Behavioral Health

Burrell Behavioral Health is a private, not-for-profit organization that provides a wide range of mental health services/addiction services for individuals and families, businesses and industries, as well as educational programs for community and professional groups.

Burrell's mission is to form meaningful connections and inspire hope in our community through individualized and accessible care, quality practices and collaborative partnerships.

From its beginning in 1977, Burrell has been committed to helping people maximize their potential. This philosophy is embodied in the two inscriptions near the entrance of the Springfield Main Center.

Our services are designed to be responsive to the specific needs of the individuals we serve. New services are being developed as the needs of our community are recognized and defined. We promise to continue providing progressive services and care that will encourage growth and personal fulfillment.

**Thank you for choosing Burrell to assist you.
We are privileged to have your confidence.**



Health and Safety

Burrell is committed to providing a safe, welcoming and healthy environment for all. In the event of an emergency, Burrell facilities will utilize one of several Emergency Procedures to ensure safety to everyone present. Information will be made available before, during and after an event, with the goals of maintaining order and protecting both people and property. Each Burrell facility has designated Safety TEAM members to assist and provide guidance during such an event. In addition, each Burrell facility has digital monitors located in all client waiting areas that will display important information.

Burrell has an ongoing commitment to your safety and has put in place several other safety-related essentials to assist during potentially critical situations:

- Emergency Medical Stations
 - First Aid
 - AED
 - Eye Wash
 - Biohazard Clean-up
- Facility Resource Guides
- Poison Control Information
- Material Data Sheets (MDS)
- Emergency Diagrams
- Fire Extinguishers
- Hospitality Specialists
(to assist with wayfinding or other specific requests)

Each Burrell location will participate in periodic drills (Emergency Procedures) in which we assess the effectiveness of our response during emergencies, such as: severe weather, fire, utility failure, medical emergencies, etc. During such drills, staff will provide direction for clients and visitors. All Burrell locations are ADA accessible and compliant. If additional assistance is needed, please make a Burrell staff member aware.



Emergency Services

We are here to help. Contact us today if you are experiencing an urgent or emergent issue.

For medical emergencies, please dial 911.

24/7 Crisis Assistance

If you or someone you know is experiencing a crisis, please call our free 24/7 Crisis Line to connect with professionals who can assist immediately.

Behavioral Health Crisis Centers (BHCC)

The BHCCs are for immediate psychiatric care and crisis intervention. If you are experiencing a crisis, you may walk in to any of the following locations 24 hours a day, 7 days a week.

Region:	Phone Number:
Southwest Missouri	800-494-7355
Central Missouri	800-395-2132
Kansas City	888-279-8188
Northern Missouri	800-356-5395
St. Louis	800-811-4760
National Crisis Line	Call or text 988

Region:	Address:
Southwest Missouri 417-893-7735	800 S. Park Springfield, MO 65802
Central Missouri 573-777-7522	1805 E. Walnut St. Columbia, MO 65201
Central Missouri 660-285-9280	1795 W. Main St. Sedalia, MO 65301
Kansas City 816-455-9975	17421 Medical Center Pkwy Independence, MO 64057

Urgent Matters

Whenever you feel you must speak to your provider, you may call and request to speak with them. If your provider is not available immediately, your call will be returned as soon as possible. Location-specific phone numbers (including after-hour phone numbers) can be found in the individual program handbooks or by visiting burrellcenter.com.

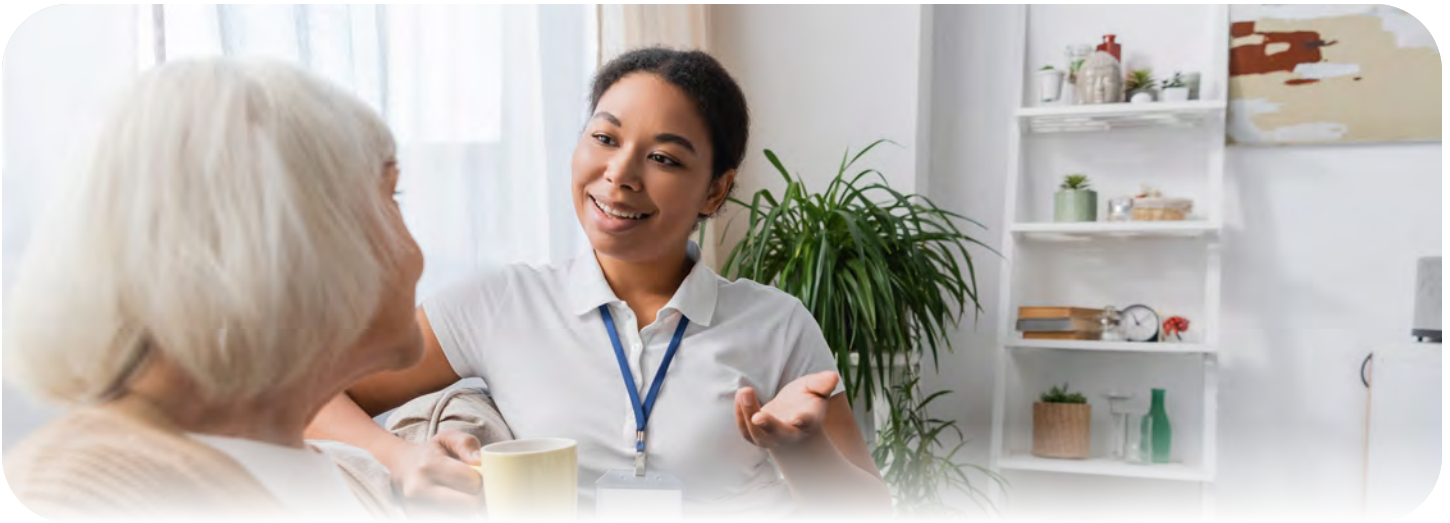
For emergencies after office hours, a mental health professional is available by contacting Burrell’s **Crisis Assist Team**.



Additional Services

Burrell offers a wide range of services, including general mental health, psychiatric, addiction recovery and medication-assisted treatment. Burrell also provides community services to support individuals in living an independent lifestyle in the community of their choice. Listed below are some of the services provided by Burrell. Services are individualized based on the needs of the person served and vary by location. **For more information, please contact us at 417-761-5000.**

- Counseling for individuals and families
- Group Therapy
- Psychiatric services
- Full service pharmacy
- Community support/in-home service for youth and adults
- Multiple diagnosis services
- Healthcare Home
- Biofeedback
- Diagnostic testing and evaluations
- Education and training
- 24-hour Crisis services
- ADHD
- Youth Residential Program
- Children's Day Treatment (3-6 years old)
- School-based services
- Autism services, including emotional therapy, speech/language and applied behavioral analysis
- Transitions (residential, rehabilitative and pre-employment services for those recovering from serious mental illnesses)
- Developmental Disabilities services
- Addiction recovery services for youth and adults
- Employment services, including job readiness, career planning, job placement, skill building, and job retention support



Referrals

We accept referrals from physicians, schools, courts and other community agencies.

The referring agency may pay for all or part of your services. If so, a statement from that agency indicating the portion of your bill they will pay should be brought with you to your appointment.

We will coordinate your care with your primary care physician as is required by state and federal regulations governing our services.

Who Provides the Services

All services will be provided by licensed and provisionally licensed mental health professionals, physicians/psychiatrists, and trained paraprofessionals including behavioral health technicians, community support specialists, peer support specialists, etc. All providers follow a professional code of ethics for their discipline as well as the Burrell Behavioral Health Code of Ethics.

The staff adheres to a strict code of ethical, clinical and business standards that include how care is conducted, how it is billed and how the services are marketed.

Burrell's staff further specializes by age, such as adults, children, adolescents and older adults, as well as by approach/methodology such as groups, family, diagnosis, etc.

What to Expect from the Treatment Process

Upon admission, a qualified provider will meet with you to gather information regarding your life experiences, the problems you are having, your strengths, goals, needs and preferences. You may involve family or others in your treatment process. Working together with your provider and treatment team, a treatment plan or individualized service plan will be developed. This will identify your expectations of services, support, treatment and the approach to treatment available through this agency at your specific location and/or program.

The provider and treatment team will be responsible for coordinating your services, and helping you to become familiar with the policies and procedures that affect your care.

Throughout the course of services, a treatment or service plan will be reviewed with you to ensure services are adequately addressing your needs. Planning for transition to a lower frequency of service or discharge begins at the initiation of services. Criteria for Transition or Discharge is developed individually to meet the needs of each person served.

There may be some variations in treatment based upon the types of services you will receive.

Appointments

Appointments can be made by calling centralized scheduling.

To help us provide services to as many people as possible, we require that you call the centralized scheduling number closest to your location 24 hours in advance if you are unable to keep your scheduled appointment.

Region:	Phone Number:
Southwest Missouri	417-761-5000
Central Missouri	573-777-8300
Kansas City	816-254-3652

Accommodations for Services

Burrell complies with ADA requirements by providing interpreting services for clients that are limited English proficient, deaf or hard of hearing, as well as by making appropriate accommodations for clients with mobility impairments.

Relay Missouri is an easy-to-use resource that provides telephone access to people who are deaf, hard-of-hearing, deaf-blind or speech disabled. This service is available 24/7 by dialing 711.

How are Services Paid?

Eligibility for services will be verified through Medicaid, Medicare and/or private insurance before services begin. Depending on the program through which you receive services, several possible options to cover the cost of services are available.

Burrell strives to serve all clients regardless of ability to pay. In the event you are uninsured or underinsured, sliding scale discounts for essential services are offered. Client responsibility amounts are determined based on family size and income.

Potential noncovered services will be explained during the intake process. During admission, clients/guarantors will be asked to provide financial information, such as a copy of income tax forms to verify the number of dependents, income of the family, proof of residency (such as a utility bill) and copies of insurance/Medicaid cards. If you will be receiving services via a grant-funded program, most, if not all, cost for treatment services may be covered by those grants. All psychological evaluations must be paid in full prior to the evaluation.

You will be required to pay your copay or sliding fee scale at each visit. Any coinsurance or deductible amounts due will be sent to you via a statement after we submit your claim to your insurance company. If you are unable to pay at that time, connect with the staff at your local Burrell facility to discuss special payment arrangements or to learn if you qualify for assistance in paying fees. If you are covered by Medicaid, please bring your Medicaid card with you to each appointment. Medicaid requires that we verify your Medicaid eligibility at each visit.

Please promptly report all changes in your name, address, phone number, employment, income, insurance coverage, etc. at each appointment. If you have insurance, please bring the following information at the time of your appointment: a copy of your insurance card, insured's name, group number, policy number and the address to which claims can be mailed.

Your Rights to a Good Faith Estimate (GFE)

A GFE will explain how much your medical care will cost when you don't have insurance or when receiving care from an out-of-network provider. **For more information, please visit our website at burrellcenter.com.**

Client/Patient Rights

Burrell Behavioral Health is committed to protecting your rights at all times!

- To receive prompt evaluation, care and treatment.
- To be informed of diagnosis and treatment (including potential risks and benefits of treatment) in terms that are understandable, and to participate in treatment planning to the fullest extent possible, including asking questions about any procedures used in treatment.
- To receive sufficient information to enable the client/patient to give or withdraw informed consent regarding service delivery, concurrent services and composition of service delivery team.
- To be provided with an interpreter and/or auxiliary aids, if necessary.
- To receive these services in the least restrictive environment.
- To receive these services in a clean and safe setting.
- To not be denied admission or services on the basis of race, color, national origin, age, disability, sex, religion, any other characteristic protected by applicable federal, state or local laws or inability to pay or whether payment for those services would be made under Medicare, Medicaid or Children's Health Insurance Program (CHIP).
- To have confidentiality of information and records in accordance with federal and state law and regulation.
 - Federal laws and regulations do not protect any information related to suspected harm to self or others and suspected abuse or neglect from being reported under state law to appropriate state or local authorities.
- To be treated with dignity and addressed in a respectful, age appropriate manner.
- To receive humane care and treatment, free from abuse, neglect, corporal punishment and other mistreatment such as humiliation, retaliation, threats or exploitation, including financial exploitation.
- To receive medical care and treatment in accordance with acceptable standards of medical practice, if the program offers medical care and treatment.
- To consult with a private, licensed practitioner at one's own expense.
- To have the same legal rights and responsibilities as any other citizen, unless otherwise prescribed by law.
- To be the subject of an experiment or research only with one's informed, written consent, or the consent of an individual legally authorized to act, and to decide to withdraw at any time.
- To refuse hazardous treatment unless a person legally authorized to act on behalf of the client/patient has given Burrell Behavioral Health permission to proceed with treatment.
- To request and receive a second opinion before hazardous treatment, except in an emergency.
- To not participate in non-therapeutic labor.
- To file a complaint or grievance, without punishment or retaliation, and receive an impartial review if one believes that any of the rights listed above have been violated.
- To have access to records and information pertinent to the individual, in sufficient time to facilitate their decision making and determine who will have access to those records and information.
- To have access or be referred to legal entities for appropriate representation, self-help support services, and advocacy support services.

How Do You Ask for Change?

- 1 Talk to your service provider and ask for what you want.** You can request assistance from an advocate to help communicate the changes you want.
- 2 Use the T.I.P.S. (Thoughts, Improvements, Problems and Solutions) Feedback Form to identify the changes you want.** Give that form to your service provider or submit it directly online. If you need assistance in filling out the form, help will be provided to you.

T.I.P.S. Feedback Form:



- 3** When you ask for a change, your service provider will try to find a way to make the changes you want. If this is not possible, they will explain why. If you are not satisfied with the answer you receive, you can file an appeal.
- 4** If you are not satisfied with the response, you may appeal your request to the Regional or Departmental Executive Leadership team:
 - **Email:** cqi@livebrightli.org
 - **Mail:** Brightli c/o CQI 1111 S Glenstone Ave Springfield, MO 65807
- 5** If you feel your rights have been violated and/or would like to file a formal complaint, contact the Compliance and Integrity department:
 - **Phone:** 855-450-5770
 - **Email:** BrightliCompliance@LiveBrightli.org

Suggestions and Complaints

There are various opportunities to provide feedback about the quality of care and satisfaction with services. Burrell is committed to quality care. We believe every individual who receives services has a voice and a story worth hearing. Clients are encouraged to give feedback through discussions with their service team/provider. During the course of treatment with Burrell, client input is vital to the successful attainment of goals.

Additional methods for communicating feedback with Burrell include the following:

- Discussing the suggestion or complaint with the employees seen regularly or asking to speak to the supervisor of the program the client is attending.
- Completing a TIPS Feedback Form (Thoughts, Improvements, Problems and Solutions). You may complete this form directly on the Burrell website at <https://www.burrellcenter.com/contact-us>, by requesting a paper copy that is available at each facility, or by completing it on a Kiosk located in the facility you receive services from (if available). You may also scan the QR code below with your mobile device.
- Completing a satisfaction survey that is offered at each visit. You may complete a survey directly on the Burrell website at <https://www.burrellcenter.com/contact-us> or by completing it on a Kiosk located in the facility you receive services from (if available). You may also scan the QR code below with your mobile device.



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Suggestions and Complaints (cont...)

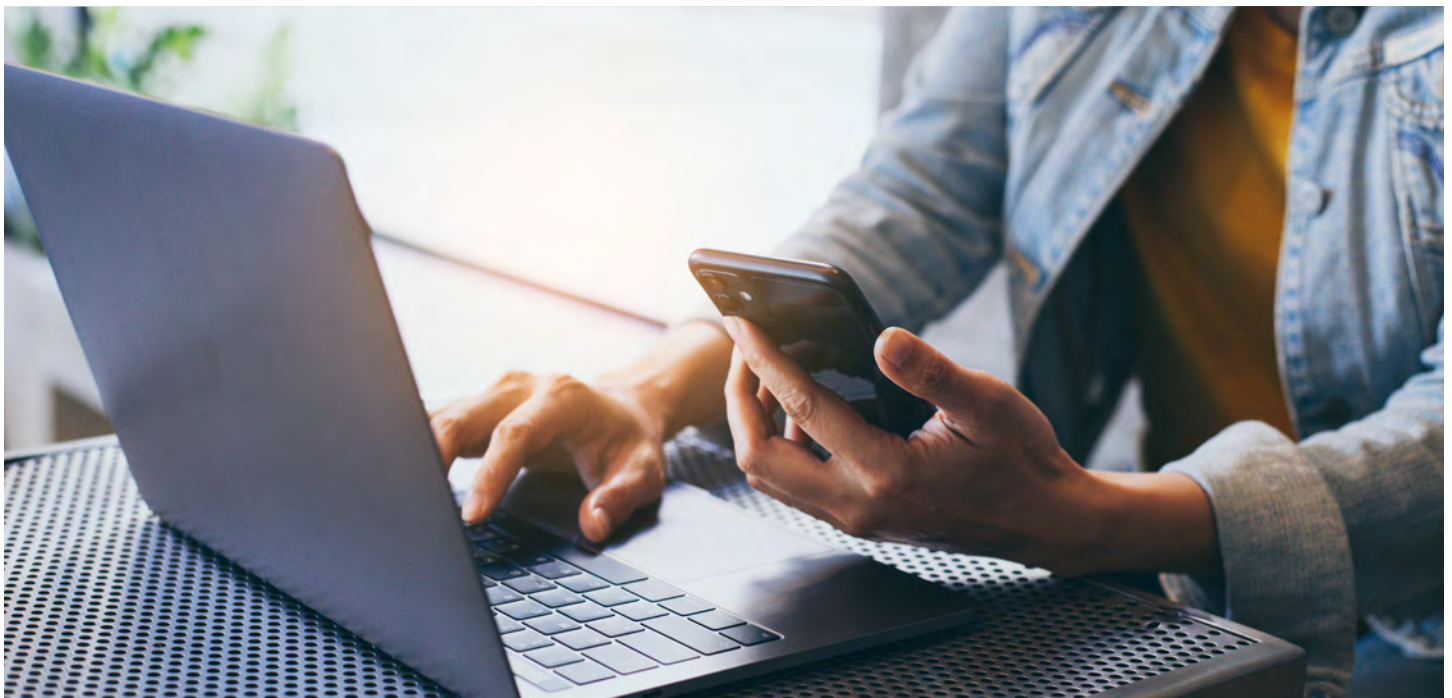
The Client Experience team is available to receive feedback, concerns, or questions to help support, advocate and facilitate resolution for clients through their treatment journey while using their feedback to create a stronger foundation for the care we provide.

To reach the Client Experience team, please call (417) 761-5078 to leave a voicemail or email at clientexperience@burrellcenter.com. Voicemails and emails are routinely checked and the feedback, concern or question is linked to the appropriate department to ensure and support resolution.

No client will be penalized, formally or informally, for voicing a complaint, concern or for requesting a change.

Notice of Privacy Practices

You can find the Notice of Privacy Practices on our website at burrellcenter.com or request a copy from any of our locations.



Contact us for information about your location

Southwest Region: 417-761-5000
Central Region: 573-777-8300

Kansas City Region: 816-254-3652
Visit burrellcenter.com

**Português do Brasil
(Portuguese-
Brazil)**

ATENÇÃO: Se você fala Português do Brasil, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-833-415-1707 ou fale com seu provedor.

РУССКИЙ (Russian)

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-833-415-1707 или обратитесь к своему поставщику услуг.

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-833-415-1707 o hable con su proveedor.

Kiswahili (Swahili)

MAKINIKA: Ikiwa wewe huzungumza Kiswahili, msaada na huduma za lugha bila malipo unapatikana kwako. Vifaa vya usaidizi vinavyofaa na huduma bila malipo ili kutoa taarifa katika mifumo inayofikiwa pia inapatikana bila malipo. Piga simu 1-833-415-1707 au zungumza na mtoa huduma wako.

Tagalog (Tagalog)

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-833-415-1707 o makipag-usap sa iyong provider.

**українська мова
(Ukrainian)**

УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-833-415-1707 або зверніться до свого постачальника».

Việt (Vietnamese)

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-833-415-1707 hoặc trao đổi với người cung cấp dịch vụ của bạn.

العربية (ARABIC)

ملاحظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. كما تتوفر أيضاً مساعدات وخدمات إضافية. مناسبة لتقديم المعلومات في صيغ يمكن الوصول إليها مجاناً. اتصل على الرقم 1-833-415-1707 أو تحدث إلى مقدم الخدمة لديك.

از (DARI)

توجه: اگر شما به زبان دری صحبت می کنید، خدمات کمک زبان برای شما قابل دسترس است. وسایل و خدمات کمکی مناسب برای ارائه معلومات به فارمتهای قابل دسترس نیز به صورت رایگان در دسترس هستند. برای صحبت کردن با ارائه دهنده خود به شماره 1-833-415-1707 زنگ بزنید.

پښتو (PASHTO)

پام وکړئ: که چېرې تاسو په پښتو کې خبرې کوئ، د ژبې وړیا خدمتونه تاسو لپاره شتون لري. د لاسرسي وړ ښو کې د معلوماتو چمتو کولو لپاره مناسبه کومکي مرستې او خدمتونه بېلګښت هم شتون لري. 1-833-415-1707 ته زنگ ووهئ یا خپل برابرونکي سره خبره وکړئ.