

## **PATIENT COPIES OF FORMS**

### **Attached:**

1. Informed Consent for Treatment
2. Informed Consent For Use Of Artificial Intelligence (Ai) Tools
3. Fee Agreement and Schedule
4. Individual Rights and Responsibilities
5. VMH No Show / Late Cancel Policy
6. HIPAA Notice of Privacy Practices
7. Grievance Procedure and Feedback Form
8. Voter Registration Information
9. Free Transportation Services
10. Oregon Advanced Healthcare Directive Information

### **INFORMED CONSENT FOR TREATMENT**

At Salem Psychiatric Associates and Valley Mental Health, your treatment may be provided by a subcontracted therapist and/or at a satellite office. As such, any physician or therapist associated with Salem Psychiatric Associates and Valley Mental Health may review your records in part or in whole. Otherwise, clinical records are kept under the strictest rules of confidentiality, which means that information about your treatment will not be released to any outside agency or individual without your written permission. Please be advised, however, that rules of confidentiality will be broken under certain circumstances as VMH employees and subcontractors are required by law to report evidence of suicidal or homicidal intent, evidence of past or current child abuse and evidence of past or current elder abuse. Additionally, confidentiality may be broken if the information we have could help save your life in a life- threatening emergency. If you have questions about confidentiality, please feel free to discuss them with your therapist.

Entering mental health treatment is a courageous step. You should know that sometimes symptoms become worse before they become better, though this should subside as the work of treatment progresses. Your therapist may ask you to participate in activities or ask you to do tasks outside the “therapy hour”. While you have the right to refuse any therapeutic technique, we must be able to discuss your thoughts and feelings about your treatment. You will be involved in the process of designing and implementing, and the periodic review, of your Treatment Plan. If you have any questions about the nature of your treatment, talk directly to your therapist as soon as the question arises.

### **INFORMED CONSENT FOR USE OF ARTIFICIAL INTELLIGENCE (AI) TOOLS**

Salem Psychiatric Associates and Valley Mental Health (SPA/VMH) may use secure, HIPAA-compliant artificial intelligence (AI) tools to support certain administrative and clinical tasks. Examples may include: assisting with documentation, organizing information, or helping providers stay current with best practices. AI tools do not replace professional judgment or therapy, and your provider remains fully responsible for your care and all clinical decisions.

You have the right to:

1. Be informed when AI tools are used in your care.
2. Ask questions about how these tools support your treatment.
3. Decline the use of AI in your care, when feasible, without impact on access to services

## FEE AGREEMENT & FEE SCHEDULE

It has been explained that OHP members will not be billed for any services. Other insurance will be billed as appropriate.

NOTE: Clients with Medicaid funding will not be charged for services and will not be responsible for paying for missed appointments, sessions, copays or coinsurance.

Clients without health insurance will be responsible for payment in full for all services provided. Payment is due at the time of service unless other arrangements have been made in advance

**This fee schedule is for informational purposes only. You will only be responsible for the allowed amount that will be specified by your insurance. Please note, this is not a full list. Please see our website for the full CPT charges list.**

Service	Charge
Intake Evaluation	\$390
Medical Management, Minor Complexity	\$120
Medical Management, Low Complexity	\$175
Medical Management, Moderate Complexity	\$250
Medical Management, High Complexity	\$350
Psychotherapy 16-37 min.	\$175
Psychotherapy 38-52 min.	\$245
Psychotherapy 53 min. or more	\$320
Family counseling with client	\$330
Family counseling without client	\$280
Behavioral Health Counseling (15 min)	\$75
Psychotherapy for Crisis (first 60 min)	\$290
Psychotherapy Add-on 16-37 min.	\$150
Psychotherapy Add-on 38-52 min.	\$250
Psychotherapy Add-on 53 min. or more	\$300
Additional Interactive Complexity	\$30
Additional Crisis Psychotherapy (additional 30 min)	\$135
Crisis Intervention Service	\$75
Case Management	\$60
Group Skills Training	\$49
Consultation	\$150
Family Consult	\$175
Group Psychotherapy	\$105
Skills Training	\$50
Screening Assessment	\$190

## **INDIVIDUAL RIGHTS AND RESPONSIBILITIES**

As an individual receiving services from Salem Psychiatric Associates and Valley Mental Health, you have the right to:

- Choose from available services and supports, those are consistent with the Service Plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual and that provide for the greatest degree of independence.
- Be treated with dignity and respect.
- Have access to Peer Delivered Services.
- Participate in the development of a written Service Plan, receive services consistent with that plan, and participate in the periodic review and reassessment of service and support needs, assist in the development of the plan, and to receive a copy of the written Service Plan.
- Have all services explained, including expected outcomes and possible risks.
- Confidentiality, and the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45 CFR Part 205.50.
- Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstance:
  - Under age 18 and lawfully married
  - Age 16 or older and legally emancipated by the court; or
  - Age 14 or older for outpatient services only. For purposes of informed consent, outpatient services does not include service provided in residential programs or in day or partial hospitalization programs.
- Inspect your Service Record in accordance with ORS 179.505.
- Refuse participation in experimentation.
- Receive medication specific to your diagnosed clinical needs.
- Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety.
- Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation.
- Have religious freedom.
- Be free from seclusion and restraint.
- Be informed at the start of services, and periodically thereafter, of the rights guaranteed by this rule.
- Be informed of the policies and procedures, service agreements, and fees applicable to the services provided, and to have a custodial parent, guardian, or representative assist with understanding any information present.
- Have family and guardian involvement in service planning and delivery.
- Make a declaration for mental health treatment, when legally an adult.
- File grievances, including appealing decisions resulting from the grievance.
- Exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules.
- Exercise all rights set forth in ORS 426.385 if the individual is committed to the Authority; and
- Exercise all rights described in this rule without any form of reprisal or punishment.

**Salem Psychiatric Associates and Valley Mental Health must give you and, if appropriate, your guardian, a document that describes your rights as follows:**

- Information given to you must be in written form or, upon request, in an alternative format or language appropriate to your needs.
- The rights, and how to exercise them, must be explained to you, and if appropriate, your guardian; and
- Your individual rights must be posted in writing in a common area.

## **NO SHOW/LATE CANCELLATION POLICY**

Please note: your appointment time is reserved just for you. We respect your time and we do not double book our patients. Therefore, we require **48 hours' notice** if you need to change or cancel your appointment so that the time may be offered to someone else in need. Salem Psychiatric Associates and Valley Mental Health understands that sometimes missed appointments can mean that someone is not yet ready for treatment. If this is the case for you, our intake department and providers are happy to support you in coming back into services when the time is right.

**For changes to a therapy appointment**, please contact your therapist directly.

**For changes to a medication or case management appointment**, please call **(503) 589-4046**.

1. Appointments must be cancelled or rescheduled 48 hours before the appointment to allow scheduling for other individuals.
2. After the **FIRST UNEXCUSED MISSED APPOINTMENT**, a new appointment may be scheduled within 14 days or the first available time that works for your provider. **FOR MISSED MEDICATION APPOINTMENTS**, a limited amount of medication will be prescribed until the new appointment can be scheduled.
3. After the **SECOND UNEXCUSED MISSED APPOINTMENT**, a warning letter will be mailed out that reminds the individual that **ALL** services are at risk of being discontinued. Individuals can also be offered a referral to a general case manager to identify obstacles to accessing care that can be addressed, if needed.
4. After the **THIRD UNEXCUSED MISSED APPOINTMENT**, your provider and/or prescriber may choose to discontinue services and, if so, will mail you a Service Conclusion Letter. If **MEDICATION SERVICES** are discontinued, you will be prescribed enough medications for one month and referred to your Primary Care Provider or to PacificSource Community Solutions (CCO) for a new prescriber.

Unexcused missed appointments are defined as any “No Shows” or appointments cancelled outside the 48-hour time frame that have not been approved by the therapist, assigned prescriber, or case manager. When appropriate, Salem Psychiatric Associates and Valley Mental Health reserves the right to request documentation for any missed appointment due to a health or safety concern.

## **NOTICE OF PRIVACY PRACTICES**

**THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND  
DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

**PLEASE REVIEW IT CAREFULLY.**

*If you have any questions about this notice, please contact the administrative office at:*

**Salem Psychiatric  
Associates and  
Valley Mental Health  
821 Saginaw St. S  
Salem, OR 97302  
Phone (503) 589-4046**

### **WHO WILL FOLLOW THIS NOTICE?**

This notice describes the privacy practices followed by us, and the office personnel who manage our practice at the above address.

### **YOUR HEALTH INFORMATION**

This notice applies to the information and records we have about your health, health status, and the counseling and care services you have received through Salem Psychiatric Associates and Valley Mental Health. Your health information may include information created and received by your therapist, it may be in the form of written or electronic records or spoken words, and may include information about your health history, health status, symptoms, counseling, evaluations, test results, prescriptions, diagnoses, treatments, procedures, and related billing activity and/or similar types of health-related information.

We are required by law to give you this notice. It will tell you about the ways in which we may use and disclose health information about you and describes your rights and our obligations regarding the use and disclosure of that information.

### **HOW WE AND OUR OFFICE PERSONNEL MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU**

We may use and disclose health information for the following purposes:

**For treatment.** with your written consent we may release information to your primary care physician and /or other treating physicians, therapists, counselors, care givers, office staff or other personnel who are involved in taking care of you and your health.

For example, your doctor may be treating you for a health condition and may need to know if you have issues or problems that could complicate your treatment. The doctor may use this information to decide what treatment is best for you. We may need to confer with your doctor or another clinician in the field of our practice to assist us in a choice of treatment that would be best for you.

Different personnel may share information about you and disclose information to people who do not work in your therapist's office to coordinate your care, such as scheduling appointments and tests. Family members and other health care providers may be part of your medical care and may require information about you that we have.

**For payment:** we may use and disclose health information about you so that the treatment and services you receive may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give your health plan information about a service you received so your health plan will pay us or reimburse you for the service. We may also tell your health plan about a treatment you are going to receive to obtain prior approval, or to determine whether your plan will pay for the treatment.

**For Health Care Operations:** We may use and disclose health information about you to make sure that you and our other clients receive quality care. For example, we may use your health information to evaluate the performance of the office personnel who are caring for you. We may also use health information about all or many of our clients to help us decide what additional services we should offer, how we can become more efficient, or whether certain new treatments are effective.

We may also disclose your health information to health plans that provide you insurance coverage and other health care providers that care for you. Our disclosures of your health information to plans and other providers may be for helping these plans and providers provide or improve care, reduce cost, coordinate, and manage health care and services, train staff and comply with the law.

**Appointment Reminders:** Office personnel may contact you by phone as a reminder that you have an appointment for counseling. *Please specify to office personnel what phone numbers they may use to remind you of appointments. Please notify us if you do not wish to be contacted for appointment reminders.*

**Treatment Alternatives:** We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.

**Health-Related Products and Services:** We may tell you about health-related products or services that may be of interest to you.

## **SPECIAL SITUATIONS**

We may use or disclose health information about you for the following purposes, subject to all applicable legal requirements and limitations:

**To Avert a Serious Threat to Health or Safety.** We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

**Required by Law.** We will disclose health information about you when required to do so by federal, state or local law.

**Military, Veterans, National Security and Intelligence.** If you are or were a member of the armed forces, or part of the national security or intelligence communities, we may be required by military command or other government authorities to release health information about you. We may also release information about foreign military personnel to the appropriate foreign military authority.

**Workers' Compensation.** We may release health information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

**Public Health Risks.** We may disclose health information about you for public health reasons to prevent or control disease, injury or disability, or report births, deaths, suspected abuse or neglect, non-accidental physical injuries, reactions to medications or problems with products.

**Health Oversight Activities.** We may disclose health information to a health oversight agency for audits, investigations, inspections, or licensing purposes. These disclosures may be necessary for certain state and federal agencies to monitor the health care system, government programs, and compliance with civil rights laws.

**Lawsuits and Disputes.** If you are involved in a lawsuit or a dispute, we may disclose health information about you

in response to a court or administrative order. Subject to all applicable legal requirements, we may also disclose health information about you in response to a subpoena.

**Law Enforcement.** We may release health information if asked to do so by a law enforcement official in response to a court order, subpoena, warrant, summons or similar process, subject to all applicable legal requirements.

**Coroners, Medical Examiners and Funeral Directors.** We may release health information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death.

**Information Not Personally Identifiable.** We may use or disclose health information about you in a way that does not personally identify you or reveal who you are.

**Family and Friends.** We may disclose health information about you to your family members or friends if we obtain your verbal agreement along with your written authorization to do so. We will give you an opportunity to object to such a disclosure and request you state this in writing. We may also disclose information to your family or friends if we can infer from circumstances, based on our professional judgment that you would not object. For example, we may assume you agree to limited disclosure of information to your spouse when you bring your spouse with you to a counseling session and have not requested in writing that any form of disclosures cannot be made.

In situations where you are not capable of giving consent (because you are not present or due to your incapacity or medical emergency), we may, using our professional judgment, determine that a disclosure to your family member or friend is in your best interest. In that situation, we will disclose only health information relevant to the person's involvement in your care. For example, we may inform the person who accompanied you to the emergency room that you suffered a heart attack and provide updates on your progress and prognosis. We may also use our professional judgment and experience to make reasonable inferences that it is in your best interest to allow another person to act on your behalf.

### **OTHER USES AND DISCLOSURES OF HEALTH INFORMATION**

We will not use or disclose your health information for any purpose other than those identified in the previous sections without your specific, written *Authorization*. If you give us *Authorization* to use or disclose health information about you, you may revoke that *Authorization, in writing*, at any time. If you revoke your *Authorization*, we will no longer use or disclose information about you for the reasons covered by your written *Authorization*, but we cannot take back any uses or disclosures already made with your permission.

**We will need specific, written authorization from you to disclose certain types of specially protected information such as HIV, substance abuse, mental health, and genetic testing information.**

### **YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU**

You have the following rights regarding health information we maintain about you:

**Right to Inspect and Copy.** You have the right to inspect and copy your health information, such as medical and billing records, that we keep and use to make decisions about your care. You must submit a written request to your therapist or our administrative office to set up an appointment to inspect and/or copy records of your health information. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other associated supplies.

We may deny your request to inspect and/or copy records in certain limited circumstances. If you are denied copies of or access to information that we keep about you, you may ask that our denial be reviewed. If the law gives you a right to have our denial reviewed, we will select a licensed health care professional to review your request and our denial. The person conducting the review will not be the person who denied your request, and we will comply with the outcome of the review.

**Right to Amend.** If you believe health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment if your therapists keep the information.

To request an amendment, complete and submit a MEDICAL RECORD AMENDMENT/CORRECTION FORM to your therapist or Salem Psychiatric Associates and Valley Mental Health, 821 Saginaw Street South, Salem, Or 97302.

We may deny your request for an amendment if your request is not **in writing** or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- That your therapists did not create, unless the person or entity that created the information is no longer available to make the amendment
- Is not part of the information that we keep
- You would not be permitted to inspect and copy
- Is accurate and complete

**Right to an Accounting of Disclosures.** You have the right to request an “accounting of disclosures.” This is a list of the disclosures we have made of information about you for purposes other than treatment, payment, health care operations, and a limited number of special circumstances involving national security, correctional institutions, and law enforcement. The list will also exclude any disclosures we have made based on your written authorization.

To obtain this list, you must submit your request **in writing** to your therapist or Salem Psychiatric Associates and Valley Mental Health, 821 Saginaw Street South, Salem, Or 97302.

It must state a time period, which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

**Right to Request Restrictions.** You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment, or health care operations. You also have the right to request a limit on the information we disclose about you to someone who is involved in your care or the payment for it, like a family member or friend. For example, you could ask that we not use or disclose information about a hospitalization you had.

**We are not required to agree to your request.** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment or we are required by law to use or disclose the information.

To request restrictions, you may complete and submit the REQUEST FOR RESTRICTION ON USE/DISCLOSURE OF MEDICAL INFORMATION to your therapist or to our administrative office at Salem Psychiatric Associates and Valley Mental Health, 821 Saginaw St. S, Salem, OR 97302.

**Right to Request Confidential Communications.** You have the right to request that we communicate with you about matters in a certain way or at a certain location. For example, you can ask that we only contact you at work by phone or by mail.

To request confidential communications, you may complete and submit the REQUEST FOR RESTRICTION ON USE/DISCLOSURE OF MEDICAL INFORMATION AND/OR CONFIDENTIAL



821 Saginaw St. S Salem, OR 97302  
TEL (503) 589-4046  
FAX (503) 480-0484  
[www.salempsych.com](http://www.salempsych.com)  
[www.valleymental.com](http://www.valleymental.com)

COMMUNICATION to your therapist or office personnel of Salem Psychiatric Associates and Valley Mental Health. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

**Right to a Paper Copy of This Notice.** You have the right to a paper copy of this notice. You may ask your therapist or our office personnel to give you a copy of this notice at any time.

### **CHANGES TO THIS NOTICE**

We reserve the right to change this notice, and to make the revised or changed notice effective from information we already have about you as well as any information we receive in the future. We will post the current notice in the offices for Salem Psychiatric Associates and Valley Mental Health clinicians with the effective date in the top right-hand corner. You are entitled to a copy of the notice currently in effect.

### **COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with the Secretary of the Department of Health and Human Services. To file a complaint with our administrative office, please contact our Complaints Representative at:

**Salem Psychiatric  
Associates and  
Valley Mental Health  
821 Saginaw St. S  
Salem, OR 97302  
Phone: 503-589-4046**



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[www.salempsych.com](http://www.salempsych.com)  
[www.valleymental.com](http://www.valleymental.com)

## LET US KNOW HOW WE CAN BETTER HELP YOU

**Do you have a question, feedback, concern, or complaint about your services here?**

**You can:**

- Talk with any staff person
- Fill out a Feedback Form (next page)
- File a Grievance with the Oregon Health Authority at **503-945-5763**

**You can also contact your health plan directly. If you are covered by Oregon Health Plan, look on your OHP card to see which of these plans is listed:**

PacificSource Community Solutions	Phone: 541-382-5920 (1-800-431-4135)
Division of Medical Assistance Programs	Phone: 1-800-273-0557

**For legal help, call Disability Rights Oregon**

Phone: 503-243-2081 or 1-800-452-1694

**Please refer to the attached VMH Complaint/Grievance Process for guidance about how to file a complaint or grievance. Or call Oregon Health Authority at 503-945-5763.**



821 Saginaw St. S Salem, OR 97302

TEL (503) 589-4046

FAX (503) 480-0484

[www.salempsych.com](http://www.salempsych.com)

[www.valleymental.com](http://www.valleymental.com)

## **FEEDBACK FORM**

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**DATE:** \_\_\_\_\_

<b>Name of Complainant (optional):</b>	<b>Name of Client (optional)</b>
<b>Contact phone number/address:</b>	<b>Name of staff member receiving complaint:</b>

**What happened? When did it happen? Who was involved? Who have you told about this?**

**What would you like to see happen?**



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## **FEEDBACK FORM**

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### **Action taken (resolution and who was involved)**

Forwarded to Program Manager?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
Letter sent to client?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
Reviewed by CAC?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
Formal Grievance filed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
If yes, with what agency? _____			
<b>Additional Notes:</b>			

Forwarded to Program Manager?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
Letter sent to client?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
Reviewed by CAC?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
Formal Grievance filed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: _____
If yes, with what agency? _____			
<b>Additional Notes:</b>			

## **SALEM PSYCHIATRIC ASSOCIATES AND VALLEY MENTAL HEALTH COMPLAINT/GRIEVANCE PROCESS**

If you feel our service can be improved or feel that your rights as a client have been disregarded, we urge you to first discuss those concerns with the therapist or staff member. If you do not feel that your concerns are adequately addressed, we encourage you to file a complaint by filling out a Feedback Form. A complaint is a verbal or written expression of dissatisfaction. There will be no retaliation for filing a complaint. We see your feedback as an opportunity to improve our services. If you need this information in an alternative format, please contact our office at 503-589-4046.

1. You may file a complaint verbally or in writing. If you express your complaint verbally, either your therapist or a staff member will explain the complaint process and provide you with a copy of the Feedback Form. If you need help with completing the Feedback Form, please let us know and we will make sure someone will help you.
2. Once VMH receives the complaint, the program manager will confirm the client's health care coverage to ensure compliance with the correct procedure.
3. The program manager will also review the complaint to ensure that it contains all the information needed to answer the complaint. If more information is needed, we will ask you to provide the information within 10 days or at a time which we agree.
4. We will contact you to resolve the complaint within 5 working days of receiving the Feedback Form. If we need more information or cannot resolve the concern, we will let you know why and when we hope to resolve the situation. An extension cannot be for more than 30 calendar days from the date we receive a complaint.
5. We will provide you with a written answer to the complaint. We will speak to each concern in your complaint.
6. **Expedited Grievances:** In circumstances where the matter of the grievance is likely to cause harm to the individual before the grievance procedures outlined in these rules are completed, the individual, or guardian of the individual, may request an expedited review. The program administrator must review and respond in writing to the grievance within 48 hours of receipt of the grievance. The written response must include information about the appeal process.
7. **Retaliation:** A grievant, witness or staff member of a provider must not be subject to retaliation by a provider for making a report or being interviewed about a grievance or being a witness. Retaliation may include, but is not limited to, dismissal or harassment, reduction in services, wages, or benefits, or basing service or a performance review on the action.
8. **Immunity:** The grievant is immune from any civil or criminal liability with respect to the making or content of a grievance made in good faith.
9. **Appeals:** Individuals and their legal guardians, as applicable, must have the right to appeal entry, transfer and grievance decisions as follows:
  - a. If the individual or guardian, if applicable, is not satisfied with the decision, the individual or guardian may file an appeal in writing within ten working days of the date of the program administrator's response to the grievance or notification of denial for services as applicable. The appeal must be submitted to the Division as applicable.
  - b. If requested, program staff must be available to assist the individual.
  - c. The Division must provide a written response within ten working days of receipt of the appeal; and
  - d. If the individual or guardian, if applicable, is not satisfied with the appeal decision, he or she may file a second appeal in writing within ten working days of the date of the written response to the Chief Officer.
10. If Salem Psychiatric Associates and Valley Mental Health cannot resolve your grievance, you may contact Pacific Source at 541-382-5920 (toll free at 1- 800-431-4135) or the Oregon Health Authority Human Services Division at 503-945-5763.

## **VOTER REGISTRATION INFORMATION**

As a new client of Salem Psychiatric Associates and Valley Mental Health who is 17 years or older in age and a citizen of the United States of America, we would like to assist you in registering to vote.

A voter registration card may be completed in the following ways:

- Contact your local County Elections Office for a paper form
  - **Marion County:** 503-588-5041 or 1-800-655-5388
  - **Polk County:** 503-623-9217
- Complete voter registration online (English and Spanish) at the following link:
  - <https://secure.sos.state.or.us/orestar/vr/register.do>
- Ask for assistance from your new VMH provider to complete the registration process.

## **FREE TRANSPORTATION SERVICES**

**ModivCare**, or Non-Emergency Medical Transportation (NEMT) is a **free** ride service that helps you get to and from OHP covered appointments and services.

**ModivCare's** call center is open Monday through Friday from 6:00am – 7:00pm.

**The phone number to call and reserve a ride is: 1-844-544-1397**

How to get the most out of the free ride service:

- You MUST call 2 business days before your visit **unless it is an emergency.**
- Plan some extra time on the phone when you call to set up your first ride. Staff will ask you some questions about your needs. This is to make sure you get the right type of ride.

**Do you prefer to ride the bus?** Call ModivCare ask for a bus pass to help you get to and from your OHP covered appointments and services!

**Do you have your own transportation?** You can use the mileage reimbursement benefit! This is for travel to and from your OHP covered appointments and services. Request a form from your provider at your first appointment.

**If you have any questions or concerns about this letter, please call PacificSource (CCO) Toll Free at 1-800-431-4135 or 541-382-5920. TTY users call 1-800-735-2900.**

**Si used necesita ayuda en entender esta informacion, por favor llame a linea gratis 1-800-431-4135 or 541-382-5920. Equipo teletranscripotor 1-800-735-2900 para la ayuda.**

## **OREGON ADVANCED HEALTHCARE DIRECTIVE**

An advanced directive will help you describe who you want to make medical decisions on your behalf if you become unable to do so. It will also help you decide what kind of medical treatments you are willing to have if you cannot communicate about treatment options.

Please ask your healthcare provider for assistance if you have questions regarding this form.

**A copy of an Oregon Advanced Healthcare Directive is available at**

<https://www.oregon.gov/oha/ph/about/pages/adac-forms.aspx>

You may also ask your VMH therapist or prescriber for a copy of the form.