

You have the right to...

- ◇ be treated with dignity and respect
- ◇ actively participate in developing your treatment plan or any part of your service program
- ◇ refuse treatment
- ◇ ask for an outside evaluation
- ◇ view information about you that is contained in your file within agency guidelines
- ◇ non-discriminatory treatment without regard to age, race, handicap, sex, religion, creed, ancestry, national origin, *LEP or sexual preference

*Limited English Proficiency

You are responsible to...

- ◇ assist your case manager
- ◇ inform your case manager when there is a change in your address, phone number, place of work, or income
- ◇ inform your case manager when you feel you have met your program goals
- ◇ keep all appointments. If an appointment needs to be rescheduled, notify all parties affected as soon as possible
- ◇ maintain confidentiality about other individuals who may be enrolled in services with you



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The purpose of this pamphlet is to inform you and your family about Service Access & Management, Inc. (SAM, Inc.) and how it works.

Q: What is SAM, Inc.?

A: SAM, Inc. stands for Service Access and Management, Incorporated. These are intake workers, crisis workers, and case managers that help link you to our many traditional and non-traditional service providers. SAM, Inc. is just one part of the MH/MR system.

Q: What is MH/MR?

A: SAM, Inc. contracts with MH/MR who is the agency in County government responsible for having contracts for certain mental health and mental retardation services available to eligible County residents. The program is mandated by the Pennsylvania MH/MR Act of 1966 and is financed primarily by Federal, State and County funds.

Q: How do I find out about services?

A: You may call or visit our office to receive information and assistance in obtaining services.

Q: Who is eligible for services?

A: Anyone in Berks County who has been determined eligible by SAM, Inc. Services are available to both children and adults, regardless of their ability to pay.

Those persons eligible for service in the MR system, must have an IQ score of less than 70.

In the MH system anyone with a mental health diagnosis may be "eligible" for services. However, adults with specific types of mental illnesses and children in need of mental health treatment are given priority access to available treatment.

Q: What services are available?

A: SAM, Inc. provides or arranges the following services:

- ◇ Information & Referral
- ◇ Case Management
- ◇ Intensive Case Management
- ◇ Targeted Service Management
- ◇ Forensic Case Management
- ◇ Family Based Mental Health Services
- ◇ Crisis Intervention
- ◇ Inpatient Services
- ◇ Partial Hospitalization
- ◇ Outpatient Therapy Services
- ◇ Vocational Rehabilitation Services
- ◇ Community Employment
- ◇ Adult Training Programs
- ◇ Social Rehabilitation Services
- ◇ Early Intervention Services
- ◇ Home Based Services
- ◇ Family Support Services
- ◇ Supported Living Services
- ◇ Community Based Residential Services
- ◇ Resource Coordination

Q: Do I have to pay for services?

A: That depends on the type of service you are receiving. Services are funded in whole or in part through SAM, Inc. However, sometimes there is a fee for certain types of services. We use a standard formula developed by the state to determine how much you will be charged toward the cost of your service. This formula takes into consideration your income level and the fee assigned is based on your ability to pay. The maximum amount you will pay each month is called your liability.

Below is a list of information that is required when calculating your financial responsibility at your intake.

- ◇ Three (3) current pay stubs (both spouses)
- ◇ Medicare card
- ◇ Medical Assistance card
- ◇ Amount of benefits (example, SSI or Social Security)
- ◇ Health Insurance card
- ◇ Medical bills for the last year, not covered by any medical benefit plan
- ◇ Prior year tax return forms
- ◇ Real estate tax return forms
- ◇ School tax receipt

Q: What can I expect in my initial interview?

A: During the initial interview, you will meet with a SAM, Inc. intake worker. This interview is designed to gather information, assess the current situation, and develop a service plan.

Q: Who decides what services I receive?

A: *You do*, with the help of our experienced staff.

Q: What if I'm not eligible for services?

A: While some individuals may have mental health concerns, Public MH/MR services may not be appropriate at this time. SAM, Inc. staff does assist in finding alternate resources in the community.

Q: What about confidentiality?

A: By law, information that you are a consumer or any details of your treatment may not be revealed to a third party without your written consent. There are, however, certain restricted situations where an exception can be made. Examples would be, suspected child abuse, an emergency, or by court order.

Q: What happens if I am not satisfied with my treatment or other services provided for me?

A: First, let your case manager know you are not satisfied. SAM, Inc. has an established appeal procedure available to you at any time. You do have the right to voice your grievances. It is the case manager's job to assist you.

Q: What do I do in case of an emergency?

A: We have staff available 24 hours a day to handle emergency situations. You need to contact our office at 610-236-0530 or toll free at 1-877-236-4600. You will be able to talk to a Crisis Intervention Worker about your situation.

Q: What if I just want to talk to my case manager?

A: You may call your case manager at any time. SAM, Inc. uses a voice mail phone service. You may need to leave a message and wait for your case manager to return your call. However, if you need to speak with someone in person, call the receptionist and they will redirect your call.