



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

Division of Mental Health and Addiction
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You have just been registered in the Hoosier Assurance Plan (HAP). HAP is the primary system used by the state to fund public mental health and addiction services. HAP is intended to ensure service availability to the Indiana population in greatest need of mental health and addiction services.

As a participant in HAP, you are eligible for a continuum of services as they are needed. This continuum includes individualized treatment planning, 24 hour crisis intervention, case management, outpatient services, acute stabilization services, residential and day treatment programming, family support services, medication monitoring and services to prevent unnecessary hospitalization.

DMHA contracts with HAP provider organizations who provide the continuum of care, at the most appropriate level based on individual need, for all individuals who meet diagnostic, functioning level and income criteria. In most cases, HAP will not cover 100% of the cost of your care. Individuals registered with HAP are expected to participate in paying for their care based on their financial ability through a sliding fee schedule. The HAP provider organization you choose will help you determine the amount of your share of treatment costs.

As a consumer of publicly funded mental health and/or addiction services, you have certain rights and responsibilities. You should receive a formal list of patient rights from your HAP provider organization.

Rights:

- You have the right to the privacy and the confidentiality of your clinical records with the few exceptions built into the Indiana Statute (IC 16-39), Confidentiality of Drug and Alcohol Abuse Patient Records (42 CFR Part 2) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- You have the right to appropriate treatment that allows you the opportunity to improve your condition.
- You have the right to at least an annual review of your treatment.
- You have the right to have your complaints investigated.
- You have the right to join a support group.
- You have the right to change your case manager, therapist or doctor if you have a conflict that cannot be resolved.

Responsibilities:

- You must ask for treatment.
- You must actively participate in your treatment and work with your care provider.
- You should call when you have a problem.
- You must pay your part of the cost of your treatment and/or have your insurance billed.

If you have concerns or compliments about the services you receive from your HAP provider, please call the toll free consumer service line at 1-800-901-1133. The consumer service line has been established for consumers, families, and others to express their thoughts or concerns related to mental health and/or addiction service delivery. Also, please be aware that there are resources available to provide support to people with mental health or addiction disorders. Ask your provider for more information about mental health and/or addiction self help groups such as Indiana Alliance on Mental Illness, Mental Health America, Depression and Bipolar Support Alliance, Key Consumer Organization or other similar support groups.

