**Scope of Services – New Creation Counseling Center**

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| **PURPOSE****To ensure that clients have the right to access their clinical records and the right to request that others have their clinical information.** |
| **Category:** Program Structure/Clinical Operations | **Number of pages:** 4 |
| **Effective Date:** July 6, 2010 | **Revised Date(s): April 26, 2018, 6/19/19** |

**Populations Served**

Adults, Children, Adolescents, Couples, and Families who are experiencing cognitive, emotional, or behavioral problems that are suitable for treatment with mental health counseling or psychiatric medication at the standard outpatient level, and not requiring a more intensive level of care due to severity of symptoms.

**Settings**

Outpatient mental health, provided face-to-face or electronically using a video-counseling service over the internet.

**Hours of Services**

Tipp City Location:

Monday Thursday: 8:30 am – 8pm

Friday 8:30 am – 5pm

1st and 3rd Saturday 8am – 4pm

Fairhaven Location:

Tuesday 9am – 8pm

Wednesday 10:30am – 5pm

Thursday 8:30am – 5pm

New Hope Location

Tuesday 12pm – 7pm

Piqua Location:

Thursday: 2pm – 8pm

**Frequency of Services**

New Creation’s goal is to provide outpatient counseling to clients 1-4 times monthly, and psychiatric care at a frequency deemed medically necessary by New Creation’s medical director.

**Payer Sources**

New Creation accepts most major insurances, including United Healthcare, Anthem, Aetna, Medical Mutual, and Tricare. Ohio Medicaid and most major Medicaid Managed Care Plans are accepted, including CareSource, Molina, and Buckeye. New Creation also receives money from local grants to offset the amount of uncompensated care incurred by the agency in the pursuit of its mission to provide counseling regardless of a client’s ability to pay. New Creation also receives Title XX funds for clients who are eligible and who live in Miami County. Finally New Creation offers a sliding fee scale for clients who do not have any insurance or Medicaid.

**Fees**

Counseling Intake Sessions: $150

Counseling Follow-up Sessions less than 30 minutes: $55

Counseling Follow-up Sessions longer than 30 minutes: $110

Counseling Sessions Involving Interactive Complexity: $130

Crisis Counseling Sessions 30-74 minutes: $150

Crisis Counseling Sessions 75-104 minutes: $225

Crisis Counseling Sessions 105 minutes and longer: $300

Psychiatric Visits: $210.87

Services charged to insurance companies are subject to the insurance company’s allowed amount for the particular service. Clients on a sliding fee scale will have a portion of the charged amount written off, based on income and family size.

**Referral Sources**

Clients can be self-referred, or referred by various other agencies. We currently receive referrals from hospital inpatient mental health units, hospital emergency rooms, intensive outpatient programs, physician’s offices, and free clinics.

**Services Offered**

New Creation offers individual, marriage, and family counseling to clients of all ages. New Creation offers psychiatry services to adults and minors. At certain times group counseling is offered, but is not a typical service offered by the agency. The services are provided both by independent contractors and directly by agency staff. New Creation offers support groups that are free to the community, facilitated by peer leaders.