



WELCOME TO BOUNDLESS

Thank you for your interest in our program. To begin the intake process you will need to complete all applicable forms as well as provide documentation of the items below.

- Registration Form
- Informed Consent for Services
- Telehealth Informed Consent
- Consent for Electronic Communications
- Consent to Communicate by Text Messaging
- Financial Policy and Agreement
- Health History
- Orientation Checklist
- Service Handbook
- Your Individual Rights
- Notice of Privacy Rights

Please let us know if you have any questions or if we can help in any way.

Thank you,

Customer Service & Access Team
info@iamboundless.org
614-844-3800 ext 8181



REGISTRATION

INDIVIDUAL INFORMATION

Client name (first, middle initial, last name):

Are you unhoused or living in a homeless shelter Yes No

Current Address:

County of Residence:

Cell Phone:

Can leave a detailed voicemail

Home Phone:

Can leave a detailed voicemail

Email:

Date of Birth:

Social Security Number:

Sex Assigned at Birth:

Gender Identity (optional)

Sexual Orientation (optional)

Primary method of communication:

Verbal

Sign Language

Written

Augmentative Device

Primary Language:

Is an Interpreter needed? Yes No

Hispanic Origin?: Cuban Mexican Puerto Rican Other Hispanic Origin No Unknown

Race: Alaskan Native American Indian Asian Black/African American

 Pacific Islander White Other Single Race Two or more races

Disability: Deaf Developmentally Disabled Blind/Severe Visual Impairment

 Non-ambulation Severe Medical Issues None Other: _____

PERSONAL INFORMATION

U.S. Citizen: Yes No

Religious preference (if applicable):

Is the individual currently serving in the Military: Yes No

Is the individual a veteran: Yes No

Is this a Court Ordered Service: Yes No

ADDITIONAL INFORMATION

Does the individual have an Advanced Life Directive: Yes No

Current Primary Care Provider: Yes No If "Yes", please provide the following information:

First Name: _____ Last Name: _____

Organization: _____ Phone: _____

Address: _____

Current Behavioral Health Care Provider (if applicable):

First Name: _____ Last Name: _____

Organization: _____ Phone: _____

Address: _____

REFERRAL SOURCE

If you were referred to our services, who referred you?

Referral Organization Name: _____ Referral Organization Phone: _____

Referral Source Name: _____ Referral Source Phone: _____

Referral Organization/Source Address: _____

Email: _____

CONTACTS

Name: _____ Relation: _____

Phone: _____ Email: _____

Check ALL That Apply:

Guardian

Emergency Contact

Name: _____ Relation: _____

Phone: _____ Email: _____

Check ALL That Apply:

Guardian

Emergency Contact

INSURANCE INFORMATION

Please complete all sections of this form. As a courtesy, we are happy to file insurance claims on your behalf. If this form is not completed in its entirety, we will be unable to file claims. Please have your insurance card (s) available for our staff to scan into our system.

Medicaid or Medicare Plan Participant? Yes No

If yes, what is your Medicaid/Medicare ID (MMIS): _____

Primary Medical Insurance

* the subscriber is the holder of the insurance policy

Insurance Co. Name: <input style="width: 95%;" type="text"/>	Subscriber Name: <input style="width: 95%;" type="text"/>
Insurance Tel. #: <input style="width: 95%;" type="text"/>	Subscriber DOB: <input style="width: 95%;" type="text"/>
P.O. Box City St Zip: <input style="width: 95%;" type="text"/>	Subscriber S.S. #: <input style="width: 95%;" type="text"/>
Employer Name: <input style="width: 95%;" type="text"/>	Identification #: <input style="width: 95%;" type="text"/>
Tel. #: <input style="width: 95%;" type="text"/>	Group #: <input style="width: 95%;" type="text"/>

Relationship to client: Marital Status: Subscriber Sex:

Is subscriber address the same as patient address? Yes No

If no, address: _____

Secondary Medical Insurance

* the subscriber is the holder of the insurance policy

Insurance Co. Name: <input style="width: 95%;" type="text"/>	Subscriber Name: <input style="width: 95%;" type="text"/>
Insurance Tel. #: <input style="width: 95%;" type="text"/>	Subscriber DOB: <input style="width: 95%;" type="text"/>
P.O. Box City St Zip: <input style="width: 95%;" type="text"/>	Subscriber S.S. #: <input style="width: 95%;" type="text"/>
Employer Name: <input style="width: 95%;" type="text"/>	Identification #: <input style="width: 95%;" type="text"/>
Tel. #: <input style="width: 95%;" type="text"/>	Group #: <input style="width: 95%;" type="text"/>

Relationship to client: Marital Status: Subscriber Sex:

Is subscriber address the same as patient address? Yes No

If no, address: _____

Additional carrier other than Medicaid, Medicare and carriers listed above? Yes No

If yes, list carrier name: _____

Insurance Verification/Release/Authorized Assignment (please initial below)

_____ I certify that the information pertaining to my active medical insurance coverage is correct.

_____ I authorize the release of any medical records or other information including diagnosis and treatment rendered to me, as requested by my medical insurance carrier. I am aware this may include information regarding HIV, AIDS, Alcohol, or drug abuse and psychiatric treatment.

_____ I request and assign benefit payment from my insurance carrier (s) directly to Boundless Health.



INFORMED CONSENT FOR SERVICES

I understand that I am eligible to receive a wide range of services through I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies and the services that I may receive will be determined following an applicable assessment or evaluation. The goal of the assessment process is to determine the best course of treatment and I understand that treatment is a collaborative effort being guided an Individualized Treatment Plan (ITP) or Person-Centered Plan.

I hereby consent to I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies to provide treatment for me, my minor child(ren) and/or ward which may include but is not limited to various therapies, medical interventions, auxillary, nursing, transportation, and/or other services as medically necessary. The risks and benefits of treatment have been explained to me and I understand that I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies is exempt from any liability.

I understand that services may be provided by a range of health professionals, including some in training which are under the supervision of qualified staff. Some staff may be working under supervision of a licensed professional to perform the duties and functions of behavioral health services. The supervisor is legally responsible for ensuring that effective and ethical quality care is received. I may ask to meet with my treatment provider's supervisor at any time.

I also understand that clinical records may be reviewed by a Quality Assurance/Compliance departments at I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies and/or in clinical supervision to ensure quality treatment. Information necessary to carry out treatment, payment and healthcare operations will be submitted to appropriate organizations for accreditation, certification, or authorizations.

Additionally, if I apply for all or part of my treatment to be funded by various third parties other than Medicaid/Medicare, then I understand and agree that information necessary to carry out treatment, payment, and health care operations will be submitted to those various third parties funding my treatment services.

I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies Individuals Served Grievance Procedures, Individuals Served Rights and Responsibilities, and Notice of Privacy Practices have been explained to me and I have been offered and received my own copy if requested. If I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies Notice of Privacy Practices should change, you will be notified of the change by receipt of the new Notice of Privacy Practices which will also be posted at all company locations.

As part of our healthcare operations, I Am Boundless, Inc., Boundless Health, Inc., and their affiliates participate in a Health Information Exchange known as CliniSync. CliniSync provides a secure environment for healthcare entities to exchange client/patient medical records between treating providers. As a client or patient, you have the right to opt out of this information sharing. To do so, please contact our medical records department at records@iamboundless.org or call 614-436-7837 and ask for the medical records department.

To provide treatment to minors, I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies is required to obtain consent for treatment from the minor's legal guardian or custodian. By signing below, you are attesting that you are legally or custodial responsible for the minor named below or are consenting for services for yourself by I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies.

Individual Served Name

Date of Birth

Signature of Individual Served, Parent /Legal Guardian, Custodian,
or Authorized Representative

Date

You have the right, at any point, to refuse treatment. If you choose to refuse treatment I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies staff will, with your approval, offer assistance in developing alternative approaches to ensure you and/or your minor child(ren) receive the needed/recommended services. If you refuse treatment, please sign below.

I hereby refuse my consent for I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies to provide treatment to me and/or for my minor child(ren). The effects of this decision along with potential consequences have been explained to me and efforts have been made to offer help in developing alternative treatment approaches.

Signature of Individual Served, Parent /Legal Guardian, Custodian, or Authorized Representative

Date

You have the right to withdraw consent for treatment at any time. If you choose to withdraw consent, I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies staff will explain any implications or potential consequences for withdrawing treatment. If you have chosen to withdraw consent for treatment, please sign and date below.

I hereby withdraw my consent for I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies to provide treatment for me and/or for my minor child(ren). The efforts of this decision and potential consequences for withdrawing consent have been explained to me and efforts have been made to offer help in developing alternative treatment approaches.

Signature of Individual Served, Parent /Legal Guardian, Custodian, or Authorized Representative

Date

I have been provided with and have reviewed Boundless' Notice of Privacy Practices.

Signature of Individual Served, Parent /Legal Guardian, Custodian, or Authorized Representative

Date



TELEHEALTH INFORMED CONSENT

Client Name: _____ Date of Birth: _____

If, during the course of service delivery with I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies, telehealth services are recommended as a mode of receiving healthcare services by my provider, I consent to engage in such telehealth services. I understand that telehealth may include evaluation, assessment, consultation, treatment planning, and the delivery of healthcare treatment services. Telehealth will occur primarily through interactive audio, video, telephone and/or other audio/video communications in compliance with all applicable laws, standards, or regulations as are applicable at the time of delivery. I understand I have the following rights with respect to telehealth:

1. I have the right to withhold or end consent at any time without affecting my right to receive other or future care or treatment.
2. The laws that protect the confidentiality of my personal information also apply to telehealth. As such, I understand that the information released by me during the course of my sessions will be held in confidence and not released unless otherwise mandated or allowed by law.
3. I understand that despite the benefits that may be present from the receipt of telehealth services, there may also be risks related to receiving services via telehealth including but not limited to, the possibility, despite reasonable efforts on the part of I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies, that:
 - Telehealth-based services and care may not be as complete and in-person services. Note: I understand that if my provider believes I would be better served by other interventions I will be referred to a provider who may provide those services.
 - There may be risks to my privacy or confidentiality based on the location where I choose to receive telehealth services and technology/ internet/ phone security which are outside the control of I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies. I agree that I am aware of these potential issues and will not hold I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies or its staff liable for the actions of persons or companies outside of I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies outside of I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies' control.
 - There may be risks to my health if I am in a crisis or emergency and I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies' intervention in such a situation will be limited to coordination of crisis stabilization, including with local emergency or crisis responders. I understand that certain situations including emergencies and crises are inappropriate for audio/video/computer-based psychotherapy services. If I am in crisis or in an emergency, I should immediately call 911 or go to the nearest hospital or crisis facility. By signing this document I understand that emergency situation may include thoughts about hurting or harming myself or others, having uncontrolled psychotic symptoms, if I am in a life threatening or emergency situation, and/or if I am abusing drugs or alcohol and are not safe. By signing this document, I acknowledge I have been told that if I feel suicidal, I am to call 911, local county crisis agencies or the National Suicide Hotline at 1-800-784-2433.

4. I understand I have the right to access copies of my protected health information in accordance with applicable laws, standards, regulations, and I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies' policies and procedures.

I have read and understand the information provided above. I have had the opportunity to discuss these points and any questions or concerns I have been addressed to my satisfaction.

Signature of client/parent/guardian

Date

Printed name of parent/guardian (If applicable)

Relationship (If applicable)



CONSENT FOR ELECTRONIC COMMUNICATIONS

Client Name: _____ Date of Birth: _____

I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies (“Boundless”) offer electronic communication options in an effort to remove access to care barriers and expedite service delivery. In order to engage in electronic communication with Boundless, I understand and consent to the following:

1. I understand that federal and Ohio laws protecting the privacy and confidentiality of patient information apply to electronic communications and will comply with all applicable laws, rules, and regulations related to privacy and confidentiality of protected health information, including HIPAA, HITECH, and 42 C.F.R., Part 2.
2. I understand that despite reasonable and compliant efforts to protect the privacy and security of electronic communication transmitted or received by Boundless, it is not possible to completely guarantee confidentiality and that there are potential privacy risks that I might encounter, including but not limited to:
 - a) People in my home or other environments who may access my phone, computer, or other devices that I use to communicate with Boundless,
 - b) Loss of my cellular phone, computer, or other devices,
 - c) Email accounts being hacked or mis-delivery of email to an incorrectly typed address,
 - d) Third parties on the Internet such as server administrators who monitor Internet traffic might intercept my communication,
 - e) Electronic communication can be forwarded, intercepted, circulated, stored, or even changed without knowledge or permission of myself or Boundless, and
 - f) Any additional risks that may be a result of unsecured Internet and/or email use.
3. I understand that electronic communication can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
4. I understand that electronic communication may be disclosed in accordance with applicable mandated reporting requirements under the law.
5. I understand that electronic communication can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.
6. I understand that electronic communication is not an appropriate substitute for in-person or over-the-telephone communication with providers.
7. I understand that Boundless is not responsible for information loss due to technical failure associated with my software of internet service provider.
8. I understand that I have the right to revoke my consent for electronic communication and that it is my responsibility to notify Boundless if I no longer want to engage in electronic communication.

Authorization for Unencrypted Electronic Communication

I Am Boundless, Inc., Boundless Health, Inc., and affiliated companies acknowledge that email is a common and convenient way to communicate for many people. The HIPAA Privacy Rule allows us to use unencrypted email for treatment related emails between Boundless and patients/individuals served or their guardians. It is essential that you understand that, when emails are sent in an unencrypted format, a third party may be able to access the information, since it is transmitted over the internet. Additionally, once the email is received by you, someone else may be able to access your email and read it.

By providing your consent below:

1. You agree that you have been advised of the risks of utilizing unencrypted email.
2. You agree that Boundless may email you medical or behavioral health information relevant to the care being provided to you.
3. You understand that you have the right to revoke this consent at any time.

Please initial one of the following:

_____ I consent to utilization of unencrypted electronic communications

_____ I do not consent to utilization of unencrypted electronic communications

By signing this document, I acknowledge that I have read the above, understand the potential risks and am consenting to engage in electronic communication with Boundless. I also acknowledge that I am consenting to the use of my electronic signature on applicable documents for the purpose of service delivery by Boundless.

Signature of client/parent/guardian

Date

Printed name of client/parent/guardian

Relationship (if applicable)



CONSENT TO COMMUNICATE BY TEXT MESSAGING

Clients and patients of I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates (Boundless) may be contacted via text messaging to remind them of appointments and to provide general health reminders/information. Boundless does not charge for this service, but standard text messaging rates may apply as provided in your wireless plan (contact your carrier for pricing and details).

I would like Boundless to be able to communicate with me through standard text messaging (texting). I understand that texting is not as secure as other forms of communication, and that information may not stay private if it is included in text messages. I understand that:

- Text messaging with Boundless is completely voluntary. I do not have to consent to text messaging in order to receive services. If I do consent, I can change my mind at any time by notifying Boundless.
- Text messages are sent over the internet and are not secure or encrypted. Boundless does not use secure text messaging. It is possible that text messages sent to and from Boundless may be read by others. Boundless does not promise that text messages sent and received will remain secure and private.
- I should not send sensitive or private information in text messages. This includes information about my health or treatment, my social security number, my driver's license/identification number, insurance information, financial information, and any other information I would not want read by others.
- Texting should not be used for urgent matters, including health emergencies. Technical problems or the schedule of the person I am texting may prevent the person I am trying to reach from receiving, reading, or responding quickly.
- If Boundless receives a text message from the number I have identified as mine, they will assume that it is from me and respond accordingly. Sensitive information will not be included in the message.
- Text messages from Boundless may become part of my records. Anyone with access to those records would be able to read them.
- I will notify Boundless immediately if my contact number changes.
- My cell phone service provider may charge me for sending and receiving text messages. Boundless will not pay for text messages I send or receive.
- Boundless may text with me at the following number: _____

By signing below, I agree that:

- The risks associated with text messaging have been explained to me and I understand those risks.
- I consent to communication with Boundless via text messaging.

Signature of client/parent/guardian

Date

Printed name of client/parent/guardian

Relationship (if applicable)



FINANCIAL POLICY AND AGREEMENT

Fees and Insurance

1. It is understood that usual and customary fees are charged for all services rendered by I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates. Fees are subject to change and any increase or decrease will be passed on to the client and third-party insurance payers. I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates will furnish you at any time, upon request, a listing of the current fees for services.
2. Based on the financial information obtained from you, I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates will submit claims on your behalf to the insurance carriers/third-party payers you have indicated for the total fee for services. If desired, we will provide you with an estimated summary of out-of-pocket costs related to your insurance carrier's coverage. This summary will be based upon an estimate from your insurance carrier based on the benefits available and should not be regarded as a guarantee of payment.
3. Certain services (testing) may require a deposit be paid prior to scheduling. I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates will notify the client and/or responsible party should this be required.
4. Account balance remaining after all appropriate claims processing are your financial responsibility. This includes any co-payment, co-insurance, deductibles that your carrier determines as patient responsibility. You are financially responsible for claims rejected by your insurance carrier due to your failure to provide and/or secure needed documentation and provide information such as Coordination of Benefits, student status and physician referrals.
5. You must immediately, and prior to subsequent visits, report to I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates any changes in insurance coverage, including termination, that affects dates on which you received or will receive services. I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates will, upon request, supply you with an updated estimate of out-of-pocket costs upon notification of a coverage change. Any charges denied due to coverage termination and/or failure to provide notification of such change in a timely manner are your financial responsibility.
6. Self-Pay clients – if you arrive the day of your appointment with no means of making payment, we reserve the right to reschedule your appointment.

Payment Related

1. Payment of copays, deductibles, and non-covered services, is expected prior to each visit. Failure to pay for services may be just cause for services to be terminated and legal collection or other appropriate action to be taken.
2. For your convenience we accept the following payment options:
 - Cash, personal check/money order, Visa, Mastercard, Discover, American Express or debit cards.
 - H.S.A and F.S.A benefit cards or checks are accepted.
3. For returned checks a \$35 NSF (Nonsufficient Funds) charge is applied to balance owed.

4. Accounts reflecting a credit balance owed to the client after payment received, change of treatment, etc. will be refunded to the financial party who made the overpayment via check.
5. I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates is committed to continuing care of services, however if an outstanding balance exceeds \$300, Boundless reserves the right to discontinue scheduling of future appointments until the account balance is paid. I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates will work with the client and/or the financially responsible party to arrange a payment plan and strategies to help reduce balances and to avoid discontinuation of treatment.
6. Divorced Parents: The parent who is present with the minor child client at the time of the appointment will be considered the "financially responsible party" and will be responsible for all insurance co-payment, co-insurance, deductibles, non-covered services deemed patient responsibility by any/all client insurance carriers.

Client is responsible party (if you check this box, move on to the signature line below)

Responsible Party Information (Person that is financially responsible for payment of services)

Name: (First) _____ (Last) _____ (MI) _____

Relationship to Client: _____ Date of Birth: _____ SS# _____

Street Address: _____

City, State Zip: _____

Phone #: _____ Cell _____ Home _____

Employer: _____ Employer Phone #: _____

I verify that the insurance coverage information supplied to Boundless Health is true and accurate to the best of my understanding. I authorize I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates to release appropriate claim documentation regarding treatment and services provided (as may be necessary) for the evaluation and payment of insurance claims.

I authorize that payment of these medical benefits be made directly to Boundless Health. I understand that if my insurance company is not timely in paying I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates directly, it is my responsibility to keep my account current while awaiting payment.

By signing below, I verify that I have read, understand and accept the guidelines and terms stated within the I Am Boundless, Inc., Boundless Health, Inc., and their Affiliates Financial Policy and that I am the financially responsible party for this client account.

Client Name: _____ Client Date of Birth: _____

Signature of Responsible Party

Date



HEALTH HISTORY

INDIVIDUAL INFORMATION

Individual Name: (First, MI, Last) Age:

Known Medication Allergies/Sensitivities to Medications:

CURRENT MEDICATIONS

Medication Name	Dosage	Amount Taken	Prescriber

OVER THE COUNTER AND/OR HERBAL SUPPLEMENTS

Supplement Name	Dosage	Amount Taken

HAVE YOU HAD ANY OF THE FOLLOWING HEALTH CONDITIONS?

Psychiatric:
 Anxiety ADHD Autism Bipolar/Mood Disorder Depression
 Eating Disorder Intellectual/Developmental Disability Oppositional Defiant/Conduct Disorder
 Personality Disorder Schizophrenia Sleep Disorder Other: _____

Cardiovascular/Heart Disease:
 High Blood Pressure Heart Attack Arrhythmia/Abnormal Heart Rate/Rhythm

Endocrinology/Nephrology:
 Diabetes Kidney Disease Thyroid Problems

Neurological:
 Seizure Disorder Epilepsy TBI History of Stroke

Gastrointestinal
 Stomach/Bowel Problems Gastric Bypass Surgery

Hepatology (Liver)

Cirrhosis

Hepatitis

Musculoskeletal

Arthritis

History of Bone Fractures

Ophthalmology

Glaucoma

Macular Degeneration

Blindness (One or both eyes)

HISTORY OF SUICIDE ATTEMPTS OR SELF-HARM

Any history of suicide attempts? If yes, date(s):

Any history of cutting or other self-harm? If yes, date(s):

How long have you had suicidal or self injurious thoughts: _____ months _____ years

How frequent do you have these thoughts: Monthly Weekly Daily

HOSPITALIZATION

Have you had Psychiatric Hospitalizations? If yes, date(s):

Have you had past Medical Hospitalizations? If yes, date(s):

IMMUNIZATIONS

N/A Are you current with your immunizations? No Yes

SUBSTANCE USE HISTORY/CURRENT USE

Alcohol: None Past Use Current Use	Marijuana: None Past Use Current Use
Benzodiazepines: None Past Use Current Use	Opioids: None Past Use Current Use
Caffeine: None Past Use Current Use	Stimulants: None Past Use Current Use
Cocaine/Crack: None Past Use Current Use	Tobacco Use: None Past Use Current Use
Heroin: None Past Use Current Use	

Print Name of Person Completing this Questionnaire

Signature

Date



ORIENTATION CHECK LIST

Client Name: _____ Date of Birth: _____

I affirm the following topics were provided to me in the Boundless Handbook, or will be provided to me upon completion of my Diagnostic Assessment. Additional information may be provided upon request. If you have any additional questions, please touch base with your primary clinician.

1. Individual Fee explanation, Financial Arrangement, fees, obligations
2. Confidentiality
3. Individual Rights and Responsibilities
4. Purpose and Process of assessment
5. Individual Treatment Plan/Person-Centered Plan and development and Individual participation
6. Ways in which Individual input is given: i.e. quality of care, outcomes, and satisfaction
7. Developing feasible goals and achievements of outcomes
8. Identification of primary clinician
9. Hours of operation
10. Access to after-hours service
11. Site and Safety Organization
12. Tobacco, illicit/licit drugs, and weapons brought into the program
13. Grievance and Appeal Procedures
14. Policy on Seclusion and Restraint
15. If applicable, the identification of therapeutic interventions including sanctions, incentives, and administrative discharge criteria
16. Program Rules, regulations, and expectations
17. Discharge/transition criteria and procedures
18. Mandated reporting

Individual/Parent/Guardian Signature (If applicable)

Date



SERVICE ORIENTATION HANDBOOK FOR BOUNDLESS

Our Mission: Building a world that realizes the boundless potential of all people.

Welcome

We would like to welcome you to I Am Boundless! Please review this handbook to understand agency expectations and guidelines for services.

Locations & Contact Information

Main Phone Number: 1-800-409-2729

Medina, OH
1065 Medina Road,
Suite 300
Medina, OH 44256
Office: 330-596-1042 ext. 2244

Newark, OH
22 N. 1st St.,
Newark, OH 43055
Office: 740-334-4056

Perrysburg, OH
28555 Starbright Blvd.,
Perrysburg, OH 43551
Office: 567-312-4722

Worthington, OH
445 E. Dublin Granville Rd
Worthington, OH 43085
Office: 614-844-3800

West Carrollton, OH
700 Liberty Lane
West Carrollton, OH 45449
Office: 937-247-2400

Youngstown, OH
Mahoning Valley Campus of Care
1960 East County Line Road,
Bldg. 6B
Mineral Ridge, OH 44440
Office: 330-596-1042 ext. 2029

Hours of Operation

Monday: 8 a.m.- 6 p.m.
Tuesday: 8 a.m.- 6 p.m.
Wednesday: 8 a.m.- 6 p.m.
Thursday: 8 a.m.- 6 p.m.
Friday: 8 a.m.- 5 p.m.
Saturday: Closed
Sunday: Closed

Additional evening hours may be available based on the availability of individual clinicians. Day Treatment and center-based programs may have varying schedules. Schedules will be provided upon enrollment.

Boundless is closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

BOUNDLESS NOTIFICATION SYSTEM

Boundless has a text messaging service to keep you in the loop with important events. To subscribe and receive information visit iamboundless.org/alerts. Standard text messaging rates may apply. We will also send regular communications by email. Please keep your email and phone number up to date to not miss any important notifications.

CRISIS SERVICES

If you are experiencing a behavioral health emergency that requires immediate care, call 911 or go to your nearest emergency room. You may also call I Am Boundless 24 hours a day, 7 days a at 1-800-409-2729. You will be directed to the clinician on call.



BOUNDLESS SERVICES HANDBOOK

Please review this handbook to understand the agency expectations and guidelines for services.

Boundless is a private non-profit community mental health center. Boundless is a leader in delivering exceptional results for individuals with autism, developmental disabilities and complex behavioral health issues. We are committed to maximizing your progress by applying evidence-based strategies. Our unique approach allows individuals to receive customized, integrated treatment that incorporates behavioral health, family supports, and educational services. As part of our ongoing commitment to providing quality services, Boundless maintains accreditation by CARF (Commission on Accreditation of Rehabilitation Facilities) to provide Outpatient Treatment, Day Treatment and Case Management/Service Coordination.

Our Outpatient Behavioral Health Services Handbook provides you with information about our program as well as relevant policies and procedures to clarify expectations for the services you will receive. If you have questions about any information provided in the handbook or any other aspect of the services you will be receiving, please do not hesitate to contact your case manager or clinician at Boundless.

PROGRAM GOALS

Boundless' programs utilized a person-centered approach. We strive to work with the individual and care providers to develop appropriate goals and objectives to reach their desired level of functioning and to assist in achieving treatment goals.

Evidence-based behavior and cognitive therapy approaches represent the foundation of our counseling and therapy practice. Treatment will vary in the level of frequency and intensity based upon the individual's needs and is provided in coordination with other services with which the person may be involved.

SERVICE OVERVIEW

Boundless is pleased to offer a variety of outpatient and community based behavioral health services as part of our growing continuum of treatment programs. Outpatient treatment services are provided to a wide array of individuals with behavioral health concerns. Programs are specialized in serving children, adolescents and adults with co-occurring behavioral health and developmental disabilities, autism and complex behavioral health issues. Treatment is individualized and employs a strength-based approach designed to decrease the impact of their symptoms on daily functioning and increase independence.

Boundless services may include but are not limited to:

- Diagnostic Assessments are completed for all individuals in a manner that is respectful and considerate of the individual's specific needs. The Diagnostic Assessment is completed to evaluate an individual's need and determine appropriate level of services offered. Assessments are updated as needed (but no less than yearly) to address any changes in behavioral health needs and guide treatment.
- Case Management services promote the individual's ability to succeed in the community, identify and access needed services, build skills, and assist with coordination of care. These services may occur in support of other services provided by Boundless or other providers.

- Pharmacological Management services provide psychiatric evaluations and medication management for children, adolescents and adults. In many instances, the combination of medication and other behavioral health interventions produce the best results. Our focus is providing integrated care to help reduce symptoms and improve overall functioning.
- Medical Services including behavioral health nursing services and speech services.
- Psychological Testing is available to children, adolescents and adults to help provide diagnostic clarification and relevant treatment recommendations using a combination of psychological tests, clinical interviews, behavioral observations and review of collateral records with a specific focus on developmental disabilities, autism spectrum disorders, complex learning disabilities and Attention Deficit/Hyperactivity Disorder.
- Pre-Academic Skills Evaluations assess skills related to expressive and receptive language, cooperation, motor functioning, problem solving skills and early academic abilities prior to the start of center-based services.
- Behavioral Health Therapy may be available in many forms based on the individual and family needs and recommended treatment goals and may include:
 - © Individual therapy
 - © Family therapy
 - © Parent training and education
 - © Couples therapy
- Day Treatment services are offered during set times to specific populations, based on program location. The programs address complex needs by providing behavioral interventions using evidence-based techniques to develop and restore social skills and daily functioning. Crisis prevention, de-escalation, and symptom reduction are targeted to support the individuals in achieving their maximum potential.

PAYER SOURCES & FEES

Behavioral health services can be covered by private insurance, Medicaid, Medicare, managed care plans, or private pay. Coverage is based upon insurance providers and plans, and prior authorization may be required for some services. Fees are based on established rates, and a sliding fee scale is available for individuals who qualify. Boundless accepts cash, check, and major credit cards. All fees and co-pays are due at the time of service.

REFERRAL SOURCES

Referrals for services may be made directly by service coordinators, schools, family, courts, therapists, psychologists, emergency service agencies, state departments, hospitals, and other professionals. Individuals may self-refer as well. Referrals and information provided shall assist the person served in accessing appropriate services.

ORIENTATION

The information provided in this handbook provides orientation to inform you of the services provided, the expectations, policies, and procedures to help achieve a seamless transition into the services provided. This handbook will help you stay informed about important information about our agency. If you have any additional questions or concerns, please ask your clinician.

POLICIES, RULES, AND EXPECTATIONS

Boundless is required to provide this Notice to you by the Health Insurance Portability and Accountability Act under HIPAA. This notice describes how Boundless protects your personal health information which relates to the services we provide to you and how we may use and disclose this information. Boundless is required to maintain the privacy of your records and health information. All individuals will be notified of reportable breaches of privacy and security. A copy of HIPAA rights titled (Notice of Privacy Practice-Your Individual Rights Under HIPAA) is available in the waiting room and upon request.

- Additional information on Individual Served's Rights is available in the tri-fold titled "Individual Served's Rights" which is available in the waiting room and upon request.

Site and Safety Organization: Emergency evacuation maps are in every room next to the door, identifying exits, first aid kits and fire extinguishers. Please reference in case of an emergency.

Tobacco, Illicit/licit Drugs and Weapons: We are a drug, smoke, tobacco and weapon free facility. Please do not bring any of these items onto campus or into the buildings.

Confidentiality: All information obtained by Boundless. about you, your child or ward is strictly confidential. Information can be released only with a written, specific release signed by you or the parent/guardian (if applicable). Boundless staff members have access to confidential information and are required to demonstrate professionalism. Discussion of the individual must be confined to parties who are professionally involved with the individual's assessment and diagnosis, enrollment or treatment. Any case discussions will be conducted in a professional manner and in an appropriate place. Individuals will never be discussed in public.

LIMITS ON CONFIDENTIALITY

Boundless is responsible for the release of Individual PHI in the following circumstances:

- Any and all suspected child abuse incidents must be reported
- Any court orders to release records is received
- Duty to Warn-If you are a danger to yourself or others
- If you waive your right or give consent
- If the insurance company paying for services requests to review records

Individual Fee Explanation, Financial Arrangements, Fees and Obligations: Each individual is responsible for providing the appropriate information to bill for services provided. Individuals take full responsibility for any outstanding payments not covered by other funding sources/payors.

Individual Treatment Plan and Development and Individual Participation: It is incredibly important that the individual/guardian is actively involved in the development of the individual treatment plan. The development of the individual treatment plan can include a review of the assessments and treatment recommendations with the individual, family/guardian and members of the treatment team.

Treatment Non-Compliance: Non-compliance with treatment, including frequent no-shows or cancellations, or failure to cooperate or participation in treatment, may result in termination from services. Ways in which individuals' input is given, quality of care, outcomes and satisfaction: Individuals are encouraged to provide feedback regarding the service they receive. This can be through meetings, review of the service provided and progress towards goals, and through customer satisfaction surveys. Participation and feedback from family/guardians or other members of the treatment team is also encouraged as appropriate.

Developing Feasible Goals and Achievements or Outcomes: As part of the development of the individual treatment plan, the individual and/or their family/guardian will, through a collaborative effort with the treatment team, create appropriate goals and objectives that address current concerns and are attainable.

Expectations: It is expected for all individuals and/or family/guardians to participate in the services provided. This includes, but is not limited to, arriving on time for scheduled appointments and actively participating in assessment and treatment sessions.

Information for discharge/transition criteria: Individuals may voluntarily terminate services at any time. Discharge

planning, referral to other services and coordination with other providers is offered if desired. Individuals may also be discharged from the service for frequent “no show” or missed appointments. See appointment/cancellation section for our “No Show” policy.

Policy on Seclusion and Restraint: Seclusion and mechanical restraints are not utilized in outpatient or community-based services.

Behavior Management and Crisis Intervention: Boundless does not tolerate acts of physical aggression or verbally threatening behavior towards any staff, visitors, other individuals or volunteers at the agency. If acts of aggression or any other threatening behavior is to occur on the premises, the agency shall assess if services shall be suspended or terminated as well as determining if a higher level of care is required. If aggressive or threatening behaviors cannot be reduced, it may be necessary for law enforcement to be contacted to maintain a safe environment.

Treatment Risk/Benefits: There may be some risks to treatment provided. Potential risks include, but are not limited to, experiencing a certain level of discomfort while working towards treatment goals and medication side-effects. All relevant risks will be discussed as part of the treatment planning process.

Appointments/Cancellations: Boundless requires that individuals provide at a minimum a 24-hour notice for any canceled appointment. If an individual has multiple consecutive no shows for appointments, the individual may be discharged from services. A discharge letter will be provided to the individual.

- Boundless may have to cancel appointments for individuals due to unforeseen circumstance including, but not limited to clinician vacation or illness. Every effort to provide notice of such cancellations and timely rescheduling of appointment will be made.
- Late arrivals for scheduled appointment (15 minutes or more) may result in appointments being rescheduled depending on the availability to the clinician.
- Our No Show / Cancellation Policy is stated below.
 - © A “No Show” refers to a missed appointment or an appointment that is cancelled less than 24 business hours before the scheduled appointment time.
 1. After 1st “No Show” a review of the appointment policy will be provided during rescheduling.
 2. After the 2nd “No Show” for a scheduled appointment within 3 months of the first no show appointment, a letter to reschedule the appointment will be provided.
 3. After the 3rd “No Show” for a scheduled appointment within 6 months of the first no show appointment, services shall be terminated. A discharge letter will be mailed and resources/referrals to other providers will be offered.
 4. If a individual reaches out to schedule after being discharged, they will need to complete a new Diagnostic Assessment and be re-assigned to a provider.
 5. Medications will not be re-filled after discharge from Psychiatry Services without a new Diagnostic Assessment and a follow-up appointment with a member of the Psychiatry Team.

Medication Refills: If a individual needs a medication refill, the medication refill request shall be provided at least 5 days prior to the medication running out. Changes to medication require an appointment with the prescriber.

Additionally, your prescriber may require a face-to-face appointment prior to refills being filled, especially if regularly scheduled follow-up appointments have been canceled or missed. Medications will not be re-filled after discharge without a new Diagnostic Assessment and follow-up appointment with a member of the Psychiatry team.

Dispensing/Samples/Administering Medication: Boundless does not store nor dispense sample medications to individuals engaged in outpatient or community-based behavioral health services.

Mandated Reporter: In the State of Ohio, all staff of Boundless are considered mandated reporters with regards to suspected abuse and neglect. Mandated reporters are not required to provide their name to make a report and the identity of the reporter shall not be released for use. Any suspected abuse or neglect shall be reported according to state and federal law. See Ohio Revised Code 2151.421.

GRIEVANCE PROCESS

Each individual receiving services has the right to file a grievance. An individual (or their parent/legal guardian) may file a grievance at any time. If the individual requires assistance in completing the grievance, the Client's Rights officer may assist them with this process. This procedure is posted in all buildings for reference.

It is inevitable in any organization that conflicts will arise. A professional organization is one in which the members handle these conflicts in a constructive manner. It is the purpose of these procedures to describe a process for 1) addressing concerns and conflicts in such a constructive manner, and 2) filing a formal grievance with the Client Rights Officer in addition to, and/or if the steps to addressing concerns does not meet satisfaction of the individual.

Step 1: Emotionally prepare.

- Take a few minutes to collect your thoughts.

Step 2: Intellectually prepare.

- Define the problem with clear descriptions.
- Consider the who, what, when and how regarding the problem. Define the outcomes that you desire.
- Determine with whom you should discuss the problem.

Step 3: Discuss the issue.

- Schedule an appointment to discuss your concerns
- All grievances must be in writing.
- All grievances must be filed within a reasonable period of time from the date of when the grievance occurred.

A full copy of the grievance process is available at any time.

CLIENT RIGHTS AND PRIVACY OFFICER CONTACT INFORMATION

Clients Rights Officer: Susie Burke

Location: 445 East Dublin-Granville Rd.

Worthington, Ohio 43085

Phone: 614-844-3800 Ext. 3269

Email: sburke@iamboundless.org

Hours: Monday to Friday 9:00 a.m. to 4:00 p.m.



YOUR INDIVIDUAL RIGHTS

- The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
- The right to receive service in a humane setting, which is the least restrictive feasible as defined in the treatment plan.
- The right to be informed of one's own condition, of proposed or current services, treatment, or therapies, and of the alternatives.
- The right to be informed and consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent or refuse any service, treatment or therapy on behalf of a minor child.
- The right to a current, written individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral. (Individuals have the right to receive a copy of one's own individualized treatment plan.)
- The right to actively participate and informed participation in the establishment, periodic review, and reassessment of the service plan and including services necessary upon discharge and to receive a copy of their plan.
- The right to freedom from unnecessary or excessive medication.
- The right to freedom from unnecessary restraint or seclusion, unless there is an imminent risk of physical harm to self or others.
- The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the Individual's participation in other services. This necessity shall be explained to the client and written in the client's current service plan.
- The right to be informed of and refuse any unusual or hazardous treatment procedures.
- The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, television, movies, or photographs or other audio and visual technology. This right does not prohibit the agency from using closed- circuit monitoring to observe a seclusion room or common area.
- The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense.
- The right to confidentiality of communications and of all personal identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the Individual or parent or legal guardian of a minor

Individual or court-appointed guardian of the person of an adult Individual in accordance with Rule 5122:2-3-11 of the Administrative Code.

- The right to request to restrict treatment information being shared and the right for information to be exchanged with a release of information. The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for the Individual for clear treatment reasons in the Individual's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the Individual such as dangerous or self-injurious behavior that is an imminent risk. The person restricting the information shall explain to the Individual the factual information about the Individual that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the Individual has unrestricted access to all information. Individuals shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records. Any restricted access shall have a goal to have the restricted access removed and shall document the reason for the restriction within the treatment plan.
- The right to be informed in a reasonable amount of time in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for consequences of that event and provided a referral for further services, unless deemed not necessary.
- The right to receive an explanation of the reasons for denial of service.
- The right not to be discriminated against in the provision of service on the basis of religion, race, ethnicity, color, creed, sex, sexual orientation, genetic information, human immunodeficiency virus status, national origin, age, life-cycle, physical or mental handicap, developmental disability, or inability to pay.
- The right to protection against discrimination as stated in the Americans with Disabilities Act of 1990 (Public Law 101-336).
- The right to know the cost of services.
- The right to exercise any and all rights without reprisal in any form, including continued uncompromised access to service.
- The right to file a grievance following the Grievance Procedure including to appeal a decision.
- The right to have oral and written instructions for filing a grievance, with assistance if requested.
- The right to be verbally informed of all client rights and receive a written copy upon request.



NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW HEALTH MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

EFFECTIVE: November 1, 2021

We are required by law to maintain the privacy of your protected health information (“PHI”) and to provide individuals with notice of our legal duties and privacy practices with respect to PHI. We are required to follow the practices described in this Notice. We reserve the right to change our privacy practices and the terms of this Notice at any time. If we change our Notice, we will post the revised Notice in our facilities and will have them available upon request. You can receive a copy of the current Notice at any time. This Notice describes how we have extended certain protections to your PHI and how, when, and why we may use and disclosure your PHI. With certain exceptions, we will use or disclose your PHI in the minimum necessary manner to accomplish the intended purpose of the use or disclosure. We will share PHI as is necessary to provide quality health care and receive reimbursement for those services as permitted by law. To the extent there is stricter State or federal law regulating the privacy of your PHI, we will comply with the more strict provisions of law.

We may post this Notice or revisions on our website.

We are required by law to abide by the terms of the notice currently in effect.

RIGHT TO A PAPER COPY OF THIS NOTICE

You have the right to receive a paper copy of this or any revised Notice and/or an electronic copy by email upon request to the Privacy Officer.

RIGHT TO FILE A COMPLAINT

If you believe that we may have violated your privacy rights, or you disagree with a decision we made about access to your PHI, you may file a complaint with the Privacy Officer listed below. You may also file a written complaint with the Secretary of the U.S. Department of Health and Human Services at 200 Independence Avenue, SW, Washington D.C. 20201 or call 1-877-696-6775. There will be no retaliation for filing a complaint.

Right to provide an authorization for other uses and disclosures. We will obtain your written authorization for uses and disclosures that are not identified by this notice or permitted by applicable law. Any authorization you provide to us regarding the use and disclosure of your PHI may be revoked at any time in writing. After you revoke your authorization, we will no longer use or disclose your PHI for the reasons described in the authorization. Please note, we are required to retain records of your care.

CONTACT: PRIVACY OFFICER

If you have questions about this Notice or any complaints about our privacy practices, please contact our privacy officer at: IAB Privacy Officer 445 East Dublin Granville Road, Worthington, OH 43085 614.844.3800 ext. 2064 iabprivacyofficer@iamboundless.org -OR- Report a Concern Online: boundless.ethicspoint.com and select “Make a Report.” Toll-Free Hotline: 1-844-913-0617.

BUSINESS ASSOCIATES

It may be necessary for us to provide your health information to certain outside persons or entities that assist us with our operations, such as auditing, accreditation, legal services, etc. These business associates are required to properly safeguard the privacy of your health information.

TREATMENT ALTERNATIVES

We may use and disclose your PHI to tell you about possible treatment options or alternatives that may be of interest to you.

INDIVIDUALS INVOLVED IN YOUR CARE OR PAYMENT OF YOUR CARE

We may, subject to specific limitations, disclose your PHI to family or personal representatives involved in or who help pay for your care. We also may disclose your PHI as necessary in case of an emergency. If you are able and available to agree or object, we will give you the opportunity to do so prior to making this notification. If you are unable or unavailable to agree or object, we will use our best judgement in communication with your family and personal representatives.

APPOINTMENTS, SERVICES, AND FUNDRAISING

We may contact you to provide appointment reminders, information about treatment alternatives, or other health-related benefits and services that may be of interest to you. You have the right to request, and we will accommodate your reasonable requests, to receive communications regarding your health information from us by alternative means or at alternative locations. You may request such confidential communication by sending your written request to the Privacy Officer. We may contact you to support our fundraising efforts. You may opt-out of receiving any further fundraising communications from us by notifying our Privacy Officer at 614.844.3800 with your request to be removed from our fundraising mailing and contact lists.

THE FOLLOWING USES AND DISCLOSURES WILL BE MADE ONLY WITH YOUR AUTHORIZATION

(i) uses and disclosures for marketing purposes; (ii) uses and disclosures that constitute the sale of PHI; (iii) uses and disclosures of psychotherapy notes, as applicable; and (iv) other uses and disclosures not described in this notice.

As Required by Law. We will disclose your PHI when required to do so by federal, state or local law.

Boundless may participate in health information exchanges (HIE) for the purposes of improving the overall quality of health care services provided through the coordination of care. The HIE would be responsible for implementing administrative, physical and technical safeguards to ensure the confidentiality, integrity and availability of the data it receives, creates, maintains, or transmits.

SPECIAL USE AND DISCLOSURE SITUATIONS

We may use or disclose health information about you without your prior authorization for several other reasons. Subject to certain requirements, we may give out your health information without prior authorization for public health purposes, accrediting organizations, required abuse or neglect reporting, health oversight audits or inspections, research studies, funeral arrangements and organ donations, worker's compensation purposes, and emergencies.

We also disclose health information when required by law, such as in response to a request from law enforcement in specific circumstances or in response to valid judicial or administrative orders.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION AND HOW TO EXERCISE YOUR RIGHTS

RESTRICTIONS ON USE AND DISCLOSURE OF INDIVIDUAL HEALTH INFORMATION

You have the right to request that we restrict how we use and disclosure your health information. You may ask us not to disclose a part of your PHI if you have paid for the services related to that treatment when we might otherwise have billed someone else for those services. You may also request that a part of your PHI not be disclosed to family members or others involved in your care. These restrictions must be made in writing to our Privacy Officer and signed by you or your representative. Any request must specify the specific restriction requested and the persons that the restriction applies to. We are not required to agree to your restrictions. We cannot agree to limit uses/disclosures that are required by law. In the event of a termination of an agreed-to restriction by us, we will notify you of such termination. You may terminate, in writing or orally, any agreed-to restriction by sending such termination notice to the Privacy Officer.

ACCESS TO INDIVIDUAL HEALTH INFORMATION

You have the right to inspect and copy your health information. All such requests must be made in writing to our Privacy Officer and signed by you or your representative. Under some circumstances, you may not be able to review your PHI such as psychotherapy notes, records related to legal proceedings, or as otherwise restricted by law. We must make PHI available in electronic format upon request and where available. We may charge a fee for the costs of copying, mailing, labor and supplies associated with your request. We may deny your request to inspect and/or copy in certain limited circumstances; however, you may request a review of our denial.

AMENDMENTS TO INDIVIDUAL HEALTH INFORMATION

You have the right to request that your health information be amended or corrected. We will respond within 60 days unless an extension is taken. In certain cases, we may deny your request for amendment and you will be given written notice that will explain the basis and your right to appeal. You may also submit a statement of disagreement and we may prepare a rebuttal that will be provided to you. All amendment requests must be in writing, signed by you or your representative, and must state the reasons for the amendment. If we make an amendment, we may notify others who work with us and have copies of the un-amended record if we believe that such notification is necessary. You may obtain a Request for Amendment form from the Privacy Officer.

ACCOUNTING FOR DISCLOSURES OF INDIVIDUAL HEALTH INFORMATION

You have the right to receive an accounting of certain disclosures of your health information made by us after April 14, 2003. Requests must be made in writing and signed by you or your representative. Request for Accounting forms are available from the Privacy Officer. The right to receive this information is subject to certain exceptions, restrictions, and limitations. Some fees may apply.

Notification of Breach. We will comply with the requirements of applicable privacy laws related to notifying you in the event of a breach of your PHI.

USES AND DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION

We are committed to maintaining the confidentiality of your health information. Your health information may be used and disclosed for purposes of treatment, payment, and health care operations. Outside of these permitted uses, we must have your written and signed authorization unless the law permits or requires the use or disclosure without your authorization. You have the right to revoke that authorization in writing except to the extent any action has been taken in reliance on the authorization.

TREATMENT

We may use your PHI to provide you with medical treatment or services. For example, we may disclose medical information about you to doctors, psychologists, pharmacists, nurses, social workers, therapists, technicians or

other personnel involved in providing services to you. Different departments of I Am Boundless, and its affiliates may also share medical information about you in order to coordinate the different services you need.

PAYMENT

We may use and disclose your PHI in order to bill and collect payment for the services and items you may receive from us. For example, we may contact your health insurer to certify that you are eligible for benefits (and for what range of benefits), and we may provide your insurer with details regarding your treatment to determine if your insurer will cover, or pay for, your treatment. Also, we may use your PHI to bill you directly for services and items, as appropriate. We may disclose your PHI to other health care providers and entities to assist in their billing and collection efforts.

HEALTH CARE OPERATIONS

We may use and disclose your PHI to operate our business. For example, we may use personal health information to evaluate our services and the performance of our staff. We may also use personal health information for training purposes or to develop new policies, procedures, or programs that may benefit you or other individuals that we support. We may disclose your PHI to other health care providers and entities to assist in their health care operations as permitted by law.